



TEAM HANDBOOK



GROUP HOMES
AUSTRALIA

Welcome!

It is with excitement and pride that we welcome you to the Group Homes Australia (GHA) team.

GHA's tag line is Doing Dementia Differently, but we like to do lots of things differently.

Life is filled with choices, and we appreciate that you have chosen to be part of our team.

We believe in making our experience together a precious one. The values of GHA are in many of our hearts because we believe in demonstrating the very best care. GHA is more than a company; we are a family and a community. Together let's continue to write our story, welcome to our story.

This booklet has been prepared to help welcome you in our culture and have context to all the little things that make GHA the special place it is to work!



Tamar Krebs
Founder & Executive Director



Doing Dementia Differently

We provide guidance and support in the home with a wide range of assistance including personal care, memory care activities, meal preparation, housekeeping, gardening and laundry.

Our social model of care is underpinned by best practice clinical care. We focus on supporting our residents to live beyond their diagnosis of dementia focusing on what they can do, not what they cannot. Our residents experience:

- Cherished moments- where people living with dementia enjoy and live in the moment and do not need memory to experience joy.
- Human flourishing- where a persons' individuality is celebrated and supported, focusing on the process and journey and not necessarily the outcome.
- Purposeful and meaningful engagement- looking for opportunities throughout the day to find things that bring value and validation to a resident, rather than activities that hold little relevance or meaning.



Our Homes

At GHA we believe maintaining family connections and wider engagement with the community enhances a resident's care experience by reducing social isolation.

Our model focuses on encouraging residents to become involved in day-to-day life activities that bring them purpose and meaning, including:

- cooking and baking
- exercise
- involvement in household chores such as the laundry
- gardening activities
- shopping outings
- walk around the neighbourhood
- using local sporting facilities
- Visits from local child care and schools
- public outings to cafes, art galleries or visits to other GHA houses

We deliver personalised care in a family style home, with a small group of 6-10 residents and a high carer-to-community resident ratio.

Our homes have the traditional features of a family home including an open plan kitchen, dining room, lounge rooms, laundry and private bedrooms. We ensure that the design of the homes is welcoming with well-maintained gardens, herb gardens, and some of our homes have a pool or a pet.



Our Care

Each of our GHA homes is supported by a team of multi-skilled Homemakers who are responsible for delivering our care and running the home. Each Homemaker team, led by a Homemaker Supervisor, develops purposeful and meaningful engagement with our residents and supports connection with other residents.

Our Homemakers are supported by our team of Registered Nurses and Social Worker who provide assistance in delivery of all the necessary clinical care for our residents within the home. While not onsite all the time, our RN support is 24/7.

At GHA we individualise care resulting in quality care outcomes for residents. Continuity of carers allows our Homemakers to better know our residents and tailor care individually and is less confusing for residents. We support this by:

- training staff to be less task focused and to tailor their work to a resident's individual routine
- empowering staff to engage residents in the running of the homes, creating opportunities for residents to make choices within their capacity and involving residents in activities that bring them fulfilment
- allowing staff to dress in more casual attire, that is consistent with a home-like environment instead of uniforms



Every family has a story, welcome to ours

Our Pillars



People

It all starts with caring for people. We create a space for personal contribution, allowing our team to be heard, understood, respected, and valued. We encourage growth, motivate, and inspire everyone to show the utmost care and concern. We understand that mistakes do happen, and we can all learn from them. At GHA we proudly recognise the big and the small – every act of kindness and generosity counts.



Community

We are an integral part of a series of concentric community circles where we help people to maintain relevance, connection and meaning. We create a connected community within and beyond our homes. At GHA we welcome our neighbours and the broader community in what we do, it is the community around us that inspires everything we do. At GHA we listen, learn, and respect our broader community.



Reputation

At GHA we enrich the lasting experience by delivering an exceptional experience by demonstrating genuine care. It is central to the GHA values that we nurture meaningful and honest relationships, promote choice, deliver on our promises and support our residents and families with full transparency.



Sustainability

We ensure that what we do retains an intimate and personalized approach regardless of scale. We demonstrate respect for our environment and the community. It is through our commitment to relevance, viability, and growth that we can bring this pillar to life. We source mindfully, responsibly, and ethically, finding the balance between being sustainable and offering best practice care.



Our Foundations

Creating a Home

We create a feeling of home and value warmth, love & sense of belonging.

Delivering Innovative Care

We are committed to delivering innovative care, we have a creative approach to care, and we support a social model that celebrates life.

Values

We may not have it all together, but together we have it all!

We are cooperative in how we act, what we do and how we communicate.

Relationships

Our commitment is towards building purposeful and meaningful relationships:

We support each other and create meaningful relationships, we take pride in our relationships that last



Our Values

Re-Imagine

Think creatively

- We listen and seek understanding
- We look to re-imagine care and how it can be done differently. It all starts with remaining curious and continually evaluating what we do and how we do it.
- We think creatively to shape a better experience and value choice, diversity and understand that every persons story is different.

Integrity

Ethical and authentic

- We are honest and transparent in everything that we do, we demonstrate a deep commitment to professionalism, respect and accountability.

Humility

Courageous and respectful

- It all starts with caring for people
- We create a space for personal contribution, allowing out team to be heard, understood, respected and valued
- We respect every individual journey without judgement

Realise Potential

Be the best we can be

- We may not have it all together but together we have it all
- Building purposeful and meaningful relationships, we encourage strong bonds and authentic connections
- We respect our individual differences and celebrate the diversity of team and residents because we know that is what maximises our strength

Care More

Warm and gentle

- We cherish every life style, we recognise that every life story is unique.
- We take time to personalise each person's chapter with GHA
- At GHA we are thoughtful, passionate and enthusiastic, there is more heart in the way we care
- We listen to, understand and uncover the real need or unmet need
- We stand proudly in the care we give and receive



Our Behaviour, Rituals, Symbols



What we always do

Meet, greet and engage:

We are polite and courteous with each other with a positive attitude.

Provide feedback:

When we provide feedback to support each other's personal growth

Disconnect to connect

In order to actively engage with one another, we ensure to connect by putting our phones away and on silent, when with our colleagues residents or family members, to ensure that we are genuinely present.



What we always see

We are welcoming:

We welcome everyone with a warm smile and eye contact.

We are polite and friendly with new team members.

We treat the homes respectfully as we are in the residents home.



What we do together

We work together as a team and a family unit by:

Showing appreciation and gratitude.

We work collaboratively to achieve the house goals.

We create positive experiences for our residents by listening to them and sharing stories, as we would with our own families.

We enthusiastically celebrate team members & residents life milestones and their journey.



Joining the Team & Your Team

Contract You will have been issued your contract via our onboarding platform. Please read through it carefully and sign it before commencing work with us.

NDIS Worker Screening Check New team members are required to have a current NDIS Worker Screening Check. If you don't have one, please advise.

Onboarding We are excited to have you join the team. As part of the onboarding process you should read this handbook, to help you understand how we do things differently and a series of short e-lessons with some handy tips for your first few days. Feel free to reach out to your manager if you have any questions.

Roster The Homemaker roster will be published with a minimum of 2-weeks' notice. Please see the Self-Accountable Roster section for more detail.

Team Meetings Team meetings take place monthly and you will be required to attend, we use team meetings to communicate and share new ideas and troubleshoot creatively as a team.

Team Structure At GHA we encourage all team members to take an active role integrating you as part of the GHA team, we encourage staff to demonstrate their motivation and enthusiasm when coming to work when interacting with the team. Every team is comprised of a Homemaker Supervisor, Homemaker Supervisor's assistant (HSA) and Homemakers. The team is supported by Experience Manager, Neighbourhood Manager, Registered nurses, Social workers and other support team members.

Self-accountable roster At GHA we have a self-accountable roster, you will be given your shift two weeks in advance, if unforeseen changes occur you will be required to fill your shifts and help fill others shifts when needed.



Your First Day

Personal hygiene/uniforms

As we are a home, we do not wear uniforms or nametags. We ask that our team wear clean, smart causal conservative clothing with closed in comfortable shoes. We encourage our team to wear hair neatly tied up and minimal jewellery. Please ensure your fingernails are kept clean and short. Come to work clean and showered wearing deodorant. Please do not wear strong perfumes or aftershaves.

Language

At GHA we have our own vocabulary, we encourage our team to use a positive language that is inclusive of our residents. We try not to talk about our residents in front of them and maintain eye contact whilst communicating. We appreciate that some of our team may speak a number of languages, however in the homes and in our communication with each other we expect that only English be spoken.

Parking

Limited parking is available on the street of each home, we encourage staff to leave the driveway for families and the home van.

Mobile Phones

During our time in the home, we cherish the opportunity to connect with fellow team members and residents, sharing moments and demonstrating care for our residents. To ensure our focus remains on providing quality care, we kindly ask team members to stow away their mobile phones in their bags and refrain from using them during their shifts. In case of emergencies or necessary communication, the GHA home phone is available. If there's a specific need to have your phone with you during the shift, please feel free to inform your supervisor.



Your Home

Greeting your team, residents and families

At GHA greeting your team, residents and families is an essential part of what we do. Make sure you greet our people with a smile and a friendly “hello”.

Smells of home

Ensuring our homes are filled with smells of home we encourage you to make sure something delicious when cooking and we ask that you dispose or eliminate any unpleasant smells immediately.

Meal Preparation

Homemakers responsible for providing meals are encouraged to develop their culinary skills (meal planning, preparation and presentation) with GHA’s support as this further adds to the positive dining and meal experience of the Resident. Homemakers are encouraged to join residents at the table and enjoy meals together, fostering a sense of shared experience and connection. Homemakers responsible for meal preparation will assess and plan for any dietary intolerances, allergies, or potential risks to ensure the well-being of our residents during meal times.

Receiving feedback

As part of your professional growth you will have a weekly catch up with your Supervisor, this is an opportunity to provide receive feedback on the areas of development and celebrate your growth. We encourage team members to own their areas of development and use language that reflects that.

General Care

When caring for residents we encourage that you engage the resident and do things WITH the resident not TO. Finding as many opportunities throughout the day to engage residents is what we do. Please ensure that in addition to understanding a resident’s care needs, you read their 'How Am I Unique'.



Your Tools and Platforms



We use Microsoft teams to communicate internally and engage on meetings. We encourage matters related to residents to be shared only via teams.



This is our internal platform used to record all resident information, progress notes and other key information about houses, residents, families etc. Each full-time team member has a personalised login. Logins are not to be shared.



This is our rostering platform. All leave requests are logged here too.



MEM for Me, is our e-learning platform where we send regular lessons on various topics. It's a fun, interactive and easy way to learn and grow your mind.



SharePoint

Sharepoint is our intranet platform where all procedure manuals and House rules are stored.



OneDrive

Our shared file directory which can be accessed via all company PCs.



Used to conduct regular surveys among the team. We value your feedback!



Your Learning and Development

MEM for Me- our E-learning platform

MEM for Me powered by GHA,
supports our learning and development goals including:

Develop.

To develop consistency of skills and knowledge of the GHA team

Build.

To build a knowledgeable and empowered GHA team

Support.

To support personal and professional growth of individuals at GHA

Provide.

to provide quality, human-centred dementia care

Mandatory Training

Have you ever stopped to think about how much you love your brain?

At GHA we believe that professional learning is a lifelong journey - and like every journey, we believe it is more than reaching the end destination. MEM for Me is GHA's online learning platform that you will use for onboarding and your ongoing training.

During your training with MEM for Me, you will be given some lessons that are optional, and some mandatory. It's important that every team member completes all mandatory education as a requirement of continued employment with GHA. Completion timelines will be outlined when the mandatory training is delivered to you.

Mandatory education may include practical demonstration, training exercises, online learning and in classroom work, so don't assume that all learning is online.

It is your role to ensure you are well equipped and empowered to deliver high quality resident care.



Your Pay and Leave

Your pay Our payroll is run on a fortnightly basis. Please direct any pay related enquiries to your Manager first or if required the Payroll team. In the event of any changes to your personal details including home address, mobile number or emergency contacts, please send an email to accounts@grouphomes.com.au.

Annual leave We encourage you to take annual leave as an opportunity to recharge! All leave applications are to be lodged directly with your manager no less than 28 days prior to your proposed leave starting. All leave applications are subject to review and may be approved or denied on reasonable grounds based on the needs of the business. We ask that you do not make any formal bookings for holidays prior to receiving approval.

Leave without pay Requests for Leave without Pay must please be submitted in writing to your manager and will only be granted in extraordinary circumstances. We reserve the right to deny these requests on reasonable grounds based on the needs of the business.

Sick leave Your health is of primary importance and understand that you may get sick from time to time. During these times, we encourage you to stay home and recuperate (especially if contagious). Team members are required to produce a medical certificate for all Sick Leave. Team members should call their supervisor/ manager – not texting.

Other leave All other leave entitlements agreed in your contract of employment or relevant industrial instrument will be offered on those grounds.



Your Commitment

House Rules

GHA has many House Rules – these are your “How to/” Who do I ask, tell and go to?” Best practice guidelines and policies and procedures of how we do things the GHA way. As a part of your role, its important you make yourself familiar with them and please use them as a resource if you are unsure of how to do something or if you need support.

Our House Rules can be accessed via our intranet platform via this [link](#).

Food Safety

Group Homes Australia is committed to Food Quality & Food Safety and have documented a system that is implemented to meet the requirements of Australian Food Safety Laws & protect our vulnerable residents.

Elder abuse, incident management and reportable incidents

Please note to read in detail and understand our of Elder Abuse, reportable incidents, incident management house rules, and your role in being advocates for our residents in this regard.

Aged care Charter of Rights and NDIS resident’s charter

As a resident advocate at GHA, each person has the responsibility to understand the residents charter of rights. Please see the NDIS residents charter and the Aged Care Charter of rights.

Code of Conduct

Please read and sign an understanding of our Code of Conduct at the end of this document.

Advocacy

In caring for our residents we all have a responsibility in ensuring we are looking out for the best for them with care, kindness, understanding and most importantly having a voice if we feel they are not being supported or cared for as they should be. As a part of the GHA team, we are also advocates for each other. We support our residents with independence and decision making with dignity of risk, which is discussed with them and their families.



Privacy

As a part of the GHA team, we are all individually responsible for maintaining the privacy, integrity, and security of information of our residents. Any suspected breaches of confidentiality must be reported to a member of the Management Team. This information includes confidential and sensitive information in any form or information held in a Group Home or Support Office (e.g., documents, personal employee or Resident information, clinical information, computer files and information held electronically). It's important to remember that all information regarding GHA, our residents and team is confidential and is not to be discussed or published outside GHA without authorisation from the CEO or Management Team. This includes electronic, paper based, and verbal transmission of information.

All information contained in Residents' personal records is strictly confidential. Team members may not discuss or answer questions regarding any Resident's medical condition or personal affairs with relatives, friends, or anyone else without prior appropriate authorisation from the Clinical team.



Feedback

At Group Homes Australia (GHA) we welcome all forms of feedback, whether it be a compliment, suggestion, or a complaint. Feedback helps us meet and exceed the expectations of our team, our Residents, and their family/ friends, and contributes to our continuous improvement.

GHA takes all feedback on board. We celebrate and share the compliments/feedback. Complaints we listen to, act on and learn from as quickly as we can. GHA supports best practice management of feedback, and this is underpinned by our vision. Please refer to our feedback House Rules on how to deal with feedback.

Your Safety & Wellbeing

Please see below only a brief summary, for further detail, understanding and action please see House Rules.

General emergencies

For any concerns or emergencies please call the RN or the On-Call number: 1300 015 406.

Alcohol and Drugs

Arriving for a shift under the influence of alcohol and/or drugs or the consumption of alcohol and/or drugs during the span of a shift or whilst on the premises is not allowed and will have serious consequences, possibly termination.

At approved GHA functions, alcohol may be consumed, but only in responsible and limited quantities and permission is granted by the CEO.



WHS

Please see below only a brief summary, for further detail, understanding and action please read the complete GHA WHS House Rules.

Safety

It's all about safety first at GHA - we cover all employees by Insurance and Workers Compensation. Homemaker Supervisors should make every effort to ensure their own safety as well as that of Homemakers and Residents. Our team will be issued with safety equipment, each team member has a responsibility to use this equipment to ensure their own safety and GHA cannot be held responsible for any accidents or injuries which occur if someone who puts themselves at risk by not using it. If you have an accident, incident or near miss at work you MUST report it to your manager and record it on Salesforce under WHS incident within 24 hours. This is very important and may be required as part of insurance and worker's compensation requirements.

Bullying, Sexual Harassment & Discrimination

GHA is committed to providing a safe and harassment free working environment for our team. Bullying, harassment and discrimination can occur because of many factors including race, colour, sex, religion, political opinion, national extraction and social origin. Sexual harassment includes behaviours that could be expected to offend, humiliate or intimidate another person. Anyone in our team with grievances of bullying, harassment or discrimination are advised to put such grievances in writing. CEO/Head of Care and Health has a duty of care to address all issues put to them in writing. In the event that a complaint involving bullying, harassment or discrimination is found to be valid, disciplinary action will be taken. Team members found to be purposefully making false allegations may also be subject to disciplinary action.

Grievance Resolution Procedure

GHA adopts a positive approach to responding to workplace concerns. We appreciate the opportunity to discuss with our team any concerns they may have in order to resolve a complaint or grievance. Under normal circumstances team members should, in the first instance, take their concern to their supervisor. Issues of concern will be addressed promptly, constructively and confidentially.

Fire Safety

All the team members should familiarise themselves with the evacuation and emergency plan in the home/s they are working in. Fire Safety is a compulsory training for all staff. All RNs and Homemaker Supervisors should devise an evacuation plan for each individual house and notify the Homemakers of all exits within the home.



NDIS Resident Charter and the Aged Care Rights Charter

Group Homes Australia respects and fully commits to upholding the rights of all people. Our NDIS residents and Home Care residents come under both of the below Charter of Rights, as a part of our commitment to care for our residents, it's important for us to have a knowledge and understanding of these Charters.

NDIS Charter:

Our residents **have the right to access supports that:**

- promote, uphold and respect your legal and human
- rights; respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy; and are free from violence, abuse, neglect, exploitation or discrimination.

Our residents also have the right to exercise informed choice and control regarding the supports we provide.

It is our responsibility to:

- tell you about and uphold your rights;
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making; support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery; support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and chosen community in the ways you want to; treat you with fairly, with courtesy, dignity and respect and without discrimination;
- give you information about our services and associated costs, as well as other support options, within and outside Group Homes Australia; involve you in decisions about your supports, as well as our programs and policies;
- provide services that take into account and respect your lifestyle, cultural, linguistic and religious background and preferences; protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints; promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed; support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals



Charter of Aged Care Rights:

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.



Open Disclosure

Open disclosure is the open discussion of adverse events that result in harm to a resident while receiving care. Open disclosure is not restricted to a complaint and could be a result of an outcome that has resulted in harm.

The elements of open disclosure are:

1. An apology
2. A factual explanation of what happened
3. An opportunity for the resident, their family to relate their experience
4. A discussion of the potential consequences of the adverse event
5. An explanation of the steps being taken to manage the adverse event and prevent recurrence

It is important to note that open disclosure is not a one-way provision of information. Open disclosure is a discussion between two parties and an exchange of information and may take place over several meetings.

- Providing open feedback in a consultative process with a resident/ family member. Including all team members involved is a crucial step in the quality improvement process for the incident and complaint management.
- Information about what happened should be provided in a timely open and honest manner. The open disclosure to the parties involved as soon as practicable.
- As early as possible the resident, their family should receive an apology or expression of regret for any harm that resulted from an adverse event. An apology or expression of regret should include the words “I am Sorry” or “we are sorry”.



Privacy Consent

Group Homes recognises the importance of privacy. GHA will take all necessary steps to comply with the Privacy Act 1988 and The Privacy Amendment (Private Sector) Act 2000, (“the Act”) which includes the National Privacy Principles.

It is policy that all personal and sensitive information, collected in relation to residents; their relatives, employees and external service providers will be treated confidentially. GHA will take reasonable steps to ensure that all information collected or used is complete, accurate, up to date and is stored securely.

Disclosure will only be with the consent of the person or where required or authorised by law, or when necessary to prevent or lessen a serious or imminent threat to a person’s life, health or safety. If anyone wishes to access or update personal information GHA holds about them, or if they are unhappy with any aspect of our collection or use of personal information, please contact our Home Support Team.

Detailed below on how GHA will achieve our objectives by collection, use, disclosure, storage and provision of access to personal and sensitive information. Group Homes recognises the importance of privacy.

Collection of Data

GHA will collect only personal information that is necessary to provide quality of care and services to residents and employees in particular in the case of an emergency. When seeking consent to obtain personal information from an individual, they will be provided with the following:

- An explanation of the purpose of the information;
- Any consequences for the individual if information are not provided;
- Advise the individual that they are able to gain access to their personal information collected;
- An explanation of how the information will be handled and by whom.



Use and Disclosure

GHA will only use or disclose personal information for the primary purpose for which it was collected, or for directly related secondary purposes, (e.g.; in the event of a medical emergency by providing information to a medical officer or paramedics), or if the individual has consented to the use or disclosure of the information.

Data Quality

To ensure that personal information collected remains complete and up to date the resident is requested to advise management of any changes. An annual reminder will be sent to all residents.

Data Security

1. All personal and sensitive information will be stored securely.
2. Information in paper form will be stored in locked cabinets with key limitation.
3. Access to all electronically stored information is controlled by password protection and only those members of staff who need access to the information to carry out their duties will have access to the information.
4. The passwords will be changed regularly.
5. No personal and sensitive information will be electronically stored on laptop computers.
6. No protected information will be transferred via email.
7. Team members will be trained, and their practices monitored to ensure compliance of the Act.
8. When protected information is no longer required by GHA it will be destroyed appropriately.

Food Borne Illness

- By law in Australia, you are not allowed to work in a food handling role if you are a carrier of a food borne illness. This includes but not limited to, Hepatitis A, hepatitis E, diarrhoea, skin infections on the face or hands or symptoms of any food poisoning illness such as vomiting or a heavy flu.
- If you know or suspect you have any of these illnesses you must, advise GHA because you cannot work with food while you are contagious.
- When the illness has passed, before you can work with food you must obtain a doctor's certificate giving a clearance date when you are well enough to return to work with food.
- By signing the Team Handbook, you are advising GHA you currently DO NOT have a food borne illness.

Our Commitment to keep our residents safe against abuse

At GHA we are committed to ensure the reporting requirements incumbent upon GHA are met as detailed in the “Preventing and responding to abuse of older people (Elder Abuse) NSW June 2018 and under the NDIS legislation and Aged Care legislation.

What is abuse defined as:

Abuse is defined as any action that intentionally harms or injures another person. There are several major types of abuse including physical abuse, sexual abuse, financial abuse, psychological abuse and neglect. All forms of abuse are illegal and have the potential to carry serious criminal penalties. Abuse is defined as the abuse of a vulnerable/older person and the abuse frequently includes negligence, deprivation and restrictions of the right to personal freedom, social contact, freedom of movement, economic and financial freedom, access to care, medical treatment and access to external support networks.

As an approved provider of Home Care and NDIS, we are required to meet requirements as outlined below:

Where a resident state they are being abused or someone (e.g. a staff member, another resident, a resident’s family member) suspects that a resident is being abused, they should report the suspicion to the Head of Care and Health (HCH) in the first instance. If the incident is critical, an ambulance and or police should be called. The HCH should then assess the situation and call the Ageing and Disability Abuse Hotline for advice. The Hotline is a confidential service offering information and support for people who suspect the abuse of an older person. Call 1800 628 221.

In addition, if the person is with NDIS or Home Care, HCH should take reasonable steps to ensure that reportable incidents are notified to the NDIS Commissioner via the provider portal or Aged Care Quality and Safety Commission through the Serious Incident Response Scheme (SIRS) within required time frames. Please refer to: Resident Incident Management Policy and Reportable incidents Policy for detail and an understanding of what is entailed.

A reportable incident is:

- the death of a person with disability or an unexpected death of an elderly resident ;
- serious injury of a resident,
- abuse – including psychological or emotional abuse or neglect
- unlawful sexual or physical contact with, or assault of a person;
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity; or
- the use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation of a State or Territory in relation to the person. Reportable Incidents include alleged Reportable Incidents.
- Unreasonable use of force
- Stealing or financial coercion
- Unexpected absence from care (missing resident).



The following information includes the types of abuse:

Physical Abuse

- Any form of assault such as hitting, slapping, pushing or kicking
- Physical restraint such as tying up a person
- Look out for:
 - a series of unexplained falls or major injuries
 - injuries/bruises at different stages of healing
 - bruising in unusual sites e.g. inner arms, thighs abrasions
 - injuries to head or face

Sexual Abuse

Rape and sexual assault or sexual acts to which a vulnerable adult has not consented, or could consent, or was pressured into consenting.

Financial Abuse

- Theft or fraud
- Pressure in connection with wills property, inheritance or financial transactions Misuse or misappropriation of property, possessions or benefits
- Forging signature on cheques
- Misuse of guardianship or Power of Attorney

Psychological Abuse

- Emotional abuse
- Threats of harm or abandonment
- Humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Neglect

- a person not being allowed to access the services they need
- a person not having their physical, medical or emotional needs met
- a person not having basic needs including food, shelter, personal care and health care



Unexplained absence from care – (missing resident)

The resident is not where they're supposed to be, like at their home or scheduled location and there is no clean known reason for their absence.

Investigation of Incident

At GHA, we take incident reporting seriously and adhere to all legal requirements. Team members must record any suspected or alleged abuse in Salesforce. The management team will lead the investigation process in collaboration with our team members, the resident, and their family or representative.

Confidentiality

Although all information received by GHA is deemed to be covered by the Privacy Principles, any suspicion of abuse of a person for whom we provide care and services to will managed confidentially.

As a team member at GHA, I have read and acknowledged my commitment to our residents by ensuring that I follow the guidelines in these House Rules should I have any concerns about the residents in my care and I have signed the last page of the team handbook.



Code of Conduct - General

It is the responsibility of every GHA team member to provide an efficient, friendly and caring service to our residents and all those who enter one of our Homes or receive our care in their home. Good conduct is imperative to ensure and maintain an efficient home. In order to maintain this level of conduct, it is essential that the following requirements are adhered to:

- Come to work with a positive attitude;
- All team members are to share responsibility of ensuring we make a house a home, deliver excellence in care and services;
- Communicate openly and effectively with every person you deal with;
- Be polite and courteous to all staff, residents, relatives, visitors, contractors and allied health staff;
- Privacy and confidentiality are to be maintained at all times. Do not discuss personal difficulties, be they your own or that of another, with residents and families;
- Maintain a professional boundary, ensuring you only discuss what happens in the Home with your Homemaker Supervisor or a Home Support Team member;
- Be a good ambassador for GHA and be loyal to your employer;
- Treat others as you expect to be treated;
- Promote and observe all safety regulations;
- Keep noise levels low wherever possible. Deter excessive noise caused by loud conversation, radio and television; Do not drink alcohol during working hours or designated breaks, unless previously sanctioned by management; Do not smoke inside or outside the home areas;
- Keep all areas of the home clean and tidy, working in an organised manner; Do not swear or show any loud behaviour;
- Read and follow all House Rules, Position Descriptions, Fire and Emergency Plans, WHS, Infection control guidelines and any other notices from the Home Support Team.



In providing supports or services to our residents, Group Homes Australia and its team members will:

- Respect the residents make their own decisions and support them to express themselves in the manner they feel comfortable to do so.
- Treat residents with dignity and respect, and values their diversity
- Respect residents' privacy provide supports and services in a safe and competent manner, with care and skill.
- Act with integrity, honesty, and transparency.
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services provided by GHA and take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse.
- Provide care, supports and services free from:
 - (i) All forms of violence, discrimination, exploitation, neglect, and abuse
 - (ii) Sexual misconduct
- Take all reasonable steps to prevent and respond to:
 - (i) All forms of violence, discrimination, exploitation, neglect, and abuse
 - (ii) Sexual misconduct.

I acknowledge that I have read and reviewed this handbook. I understand the content and commit to following all the guidelines and House Rules outlined within.

Team member name

Team member signature

Date

Thank you for being a valued member of the GHA team.



SUPPORT OFFICE



Our Meetings

Appreciations

We begin every meeting with an opportunity for attendees to share an appreciation. The appreciation can be directed at someone in the room or not. It is an opportunity to publicly acknowledge something thoughtful that someone has done. These appreciations are voluntary. We move to the next agenda item once it's clear everyone who wants to share an appreciation has done so.

Meeting Agendas

All meetings have an agenda and we try stick to the start and end time. You will find that sometimes we don't get stuck in right on time, that's because we value the opportunity for everyone to Explore, Connect and Share at the beginning through the informal conversation. Any meetings you are required to attend, you will be invited to.

Meeting Action Items

Meetings have an action list scribe. This person is responsible for keeping a running list of actions and decisions made, allocate key responsibilities and then send them out at the end. We review these each meeting to ensure we keep making progress in closing things off.

Meetings – at the end (Gratitude)

We end every meeting with an opportunity for each team member to write a private gratitude. Its on a small piece of paper and is intended to be something you are grateful for at that moment in your life. Once written, everyone folds over their piece of paper and pops it into the gratitude jar. These are never read, they remain private. We do this to stimulate a feeling of positivity in all that we do.

Essentials Day

Mandatory training session focused on team members responsibilities when caring and supporting vulnerable people.

Foundations Day

Mandatory training focusing on dementia knowledge and GHA approach to doing dementia differently.

One on Ones

We find a really good way to ensure you have time with your manager, get regular feedback and have all the direction/support you need is through a weekly one-on-one. Please make sure that you start these from your first month with us



Team Language

| | |
|---|--|
| GHA | Group Homes Australia! We use GHA or our full name interchangeably. |
| Homemaker | Our Homemakers are the most important team members in the business. They are the frontline care team in the homes who provide all elements of the care from personal grooming to cooking to resident engagement. |
| Homemaker Supervisors or Supers (HMS) | The Homemaker Supervisor is the manager of the home. We refer to these team members as either Supervisors or Supers. Each Supervisor is responsible for the running of the home. |
| Homemaker Supervisor Assistant (HSA) | Homemaker Supervisor Assistant – this is the second person in charge of the home when the Supervisor is not available. Some Supervisor and HSAs divide up responsibilities and others work in collaboration on everything. |
| Flexis | This is our team of Homemakers who are on flexible or casual contracts. Most of these team members are students who have restrictions to how many hours they can work. |
| Resident Care Team | This is the team of who support the homes. It includes Registered Nurses, Neighborhood Clinical Managers, Neighbourhood Managers and Social Workers. |
| Neighbourhood Manager (NHM) | The NHM supports our homemakers in their daily home operations. They oversee a specific number of homes, and we refer to this group of homes as a neighbourhood. |
| House names TK, etc | Each group home has a name and a two-letter initial. Example: Vaucluse Home= (VS) We often use initials to assign tasks, sign off emails, start emails etc. Feel free to do so. TK is for Tamar Krebs, and so on! |
| Registered Nurses (RNs) | Registered Nurses, are a key support to our Homemakers in caring for residents. Each home has an RN that primarily supports with the clinical care and troubleshooting. They work a 24/7 roster so you can call them on their On Call number at anytime. |
| Neighbourhood Clinical Managers (NHCM) | They support our RNs in their daily home operations. |
| House Rules | This our version of policies and procedures. These can be found in the intranet platform via this link . |
| Team | Employees, Staff or Workers. |

Team Language

| | |
|---|---|
| Storming Norming | We talk a lot about “zone” we are in and often can be in a “storm”. |
| Learning Zone | We use this model to talk about when we are anxious, apathetic, comfortable or flourishing in our learning zone. See the handbook for more details or ask your manager to explain it to you. |
| Support Team | These are all the team members at GHA who do not work in the houses to deliver direct care to the residents. All GHA team members whether house based or not, need to care first and foremost for our residents, but our Support Team generally hold roles to support the Homemakers to do the best job they can be and keep things ticking behind the scenes. |
| Sick Leave | We understand that people do fall ill and sometimes cannot come to work and you have sick leave to cover you for this. We also understand that we have a very motivated group of team members and sometimes they don't like to take days off. For the benefit of all Support Office team members, if you are unwell and possibly contagious, please stay home. If you are well enough to work, no need to take it as a sick day but if you genuinely unwell, you will need to log it as one. Under these circumstances, please call (do not text) your manager to share that you are unwell and not coming to work and log it on Human Force app. |
| Purposeful and Meaningful Engagement | Used to describe genuine activities that residents find relevant and fulfilling and which are familiar to them. |
| Dynamic and Productive | We prefer to say things in a house are dynamic than refer to them as crazy. When we have a lot on we prefer to say we are being productive rather than busy. |

Industry Language

HCP

Home Care Package. This is the government assistance offered for people to receive services in their own home. There are 4 levels of a package and an ACAT is required in order to be approved for one. Once approved, a person goes on the waitlist until the government makes one available. People can check how they are progressing in the queue by calling My Aged Care – a government run call centre.

ACAT

Aged Care Assessment Team. This team goes out to peoples homes and assesses them for whether they need/are approved for a Home Care Package, government funded respite or a government funded Residential Aged Care Facility (traditional nursing home).

Approved Provider

Home Care Packages, also known as Consumer-Directed Care (CDC), allow the package holder or their guardian to select an Approved Provider like GHA. GHA is licensed by the government to deliver home care services. As an Approved Provider, we must meet the eight Aged Care Quality Standards and can be audited at any time.

CHSP

Commonwealth Home Support Package. This is another form of funding that people can get from the government to stay at home. It was developed before the Home Care Package system and generally offers less funding than the HCP system.

NDIS

National Disability Insurance Scheme. This government scheme funds people under 65 who have a disability. Residents with Young Onset Dementia (YOD) usually get this funding. GHA is an approved provider and deliver support for people receiving this type of funding.

SIL

Supported Independent Living. This is the area of the NDIS where we receive funding for residents to live with us. These plans are an annual plan which cover all the care services. Families need to cover the accommodation fees.

Industry Language

| | |
|--|---|
| <i>Respite and Short Stay</i> | Respite is often referred to as a break for both the person being cared for and the carer themselves. The Australian Government funds 63 days of respite a year for people over 65 yrs old who are approved, but because GHA is a private model they cannot use this funding with us. We do offer respite or options to stay for a short period (short stays) and needs to be privately paid for, unless they have unspent funds in their HCP. |
| <i>RV or Retirement Village</i> | We don't neatly fit into any Australian legislation because we are the only ones that offer our model of care in a group home. For this reason, we actually, legally are classified partly as a retirement village (RV for short). |
| <i>Food Safety</i> | We serve food to vulnerable people and so the government requires us to operate a NSW Food Safety Program for Vulnerable Persons. This means every bit of high risk food that is cooked/prepared needs to be recorded. Our Quality Manager – Food writes this program and helps us pass our annual audits from the food authorities. |
| <i>Invisibeams</i> | These are devices we use to monitor if a resident has moved at night and might need assistance. |
| <i>Enduring Power of Attorney (POA)</i> | When someone no longer has capacity to comprehend legal documents, they usually have a document in place appointing a family member or someone else close to make these decisions and sign on their behalf. The person is said to have Enduring Power of Attorney. We need this person to be the one to make all financial decisions when someone has dementia. If they do not have anyone close to them who can do this or in some cases family members fight and cannot agree on who it should be and then the government provides a service. This person is said to be with the Public Trustee. This must be clear prior to admission and all paperwork must be legally binding. |
| <i>Enduring Guardian (EG)</i> | It is the appointed person responsible for care-related decisions when someone no longer has capacity to comprehend medical and care-related decisions. The person is said to have Enduring Guardianship. We need this person to be the one to make all care decisions when someone has dementia. If they do not have anyone close to them who can do this or in some cases family members cannot agree on who it should be, then the government provides a service. This person is said to be with the Public Guardian. This must be clear prior to admission and all paperwork must be legally binding. |

GHA Systems and Processes

Progress Notes This is a note that the Homemakers, RNs or other team members can leave on a resident's account in Salesforce about the care provided to our residents.

Support Request This is a request that a Homemaker can make for repairs, maintenance or support from the Support Team.

'How Am I Unique?' 'How Am I Unique' is GHA's version of an assessment form. RN's and social worker use these when conducting an assessment to understand family history, work history, personal relationships, favourite foods and important documents that hold significant meaning and help capture each resident's true essence. This document provides a wonderful opportunity for Homemakers, families and volunteers to develop a meaningful connection with each resident.

Critical Path This is an internal document we use in the Support Team to remind us of any milestones or regular reminders. Such as an insurance renewal, license expiry dates. If you have any dates, you or your team requires regular reminder for, email this to our office manager who manages this document. We read these reminders out at the beginning of each month at our Monthly Team Meeting.

Flourishing Document This is GHA's care plan that outlines the residents care needs and goals.



GHA Leadership Tools

Learning Styles

Everyone learns new material differently. We refer to people being auditory, visual, tactile or verbal learners. When communicating with team members be sure to consider their learning styles.

Retreat

Our Support Team goes on an annual Leadership Conference which we call our Retreat. It is filled with training and workshops on how to be a better leader or better in your role. So best to think of it as an working conference than a cocktail sipping retreat!

Feedback

We encourage regular feedback at GHA both positive and constructive. We have a detailed model on how best to give it and ask team members to receive it openly and bravely!

Honest Conversation

These are conversations that need to be had when you can't quite put your finger on an issue but feel you need to put something out there to a fellow team member. We also have a suggested model for these.

Caring Conversation

We have a model for conversations that need to show the utmost care and concern.

Vulnerability

We ask team members to be vulnerable because it allows for professional development and emotional growth.

Culture Capture

This is the process we went through to document our culture document which is called Every family has a story, Welcome to ours. If you haven't read it, please do!



GHA IT and Systems

Files are all stored on OneDrive. We like to keep the folder structure as neat as possible. Please save all work here or on Salesforce (see below) and not on your desktop or personal drive



This is our internal platform used to record all resident information, progress notes and other key information about houses, residents, families etc. Each full-time team member has a personalised login. Logins are not to be shared. We use Salesforce for almost everything. It is where all the information is kept about residents, families and team members.



MEM for Me is our online learning platform. General topics form pathways and these pathways are made up of separate individual lessons. They are issued to the Homemakers to complete. If you would like to learn up about any topic, feel free to ask the office manager to add you to the pathways.



eNerds is our IT support company. They can be reached on 9922 1370 or via a little green Pacman icon on the taskbar of your computer. They ask that you grade the urgency of your request appropriately so that they can respond to everyone in a timely fashion. They can help support you with your laptop, printing and email on your phone.



IT Security

We take IT security seriously and ask that you do too. We hold a lot of personal and confidential information about our residents and their families. We ask that at a minimum you follow these guidelines:

- No sharing of passwords
- Using passwords that are difficult to guess – include upper and lower case letters, numbers and characters. Do not use things like versions of your first or last name or consecutive numbers and letters such as Maryabc123 or GHA123456.
- Do not write your password near your device.
- If you print sensitive information, please put it in the shredder bin when done.
- Ask eNerds to activate your multifactor authentication on your GHA email – this is mandatory!
- Be careful about clicking links to things that may be SPAM – keep your wits about you!

IT security is an agenda item at each meeting.

