



Independent Health Care Service

Staff Newsletter



From Matthew's desk.....

G'day Everyone,
 In the last edition I mentioned that there were matters that we could have managed better than we did. An example of this involved an incident of electrocution that occurred to Bev, one of our people, while working within an elderly client's home. She received a shock after touching the kettle. While she is OK now, our first response should have been different. After the shock, Bev ensured the house was safe and called the office to report what had happened. The outcome of this conversation was that Bev was feeling OK, she was relieved of her work and that she would visit her GP later for a check-up. This was our mistake, did you spot it?

brain that affects your thinking. The victim, as with many brain injuries, may not be aware of it, particularly when it's combined with a shock reflex. Bev should have been told to stay put while we got someone to her, to take her directly to medical attention. This was the second incidence of personnel getting an electrical shock in our entire 22 years of operation. We were lucky that we didn't exasperate the damage in this instance. Our first response process, as well as a suite of other processes dealing with electricity, have been improved to avoid this ever happening again. Ultimately, if you have any concerns about anything electrical please report it and it will be dealt with.

Well Spring has definitely sprung and 2015 is marching forward. With the years seemingly more evanescent as they go by, and our society's predisposition to be

orientated towards the future, it's sometimes difficult to appreciate the moment. I believe this is one area in which our work offers us great personal value. It requires that we exercise some of those finer qualities of existence, listening, patience, compassion and kindness. You can't do that without getting out of your own headspace for a while. In this way, considering the needs of others can help us to be mindful and remind us of the gift we know as the present. It's good work.

As always, thank you all for all that you do!

Special points of interest:

*Christmas Party—
Reserve the Date!*

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*WHS—What is a
Notifiable Incident?*

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*Manual Handling
Training*

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Extra Pay Period this Financial Year

In some financial years, you may have 27 pay periods instead of the usual 26. Usual tax rates are based on 26 pays in a financial year, so the extra pay period may result in insufficient amounts of tax being withheld. If you are at all concerned about a shortfall in the tax that we will withhold, you can request that an additional amount be withheld. The following rates (based on information from the ATO Website) represent the approximate extra amount that would be required for those people who had their first pay of the financial year

paid on the 2/7/15 (i.e. you will have 27 pay periods this financial year):

Fortnightly earnings \$	Additional withholding \$	Annual Amount \$
1,400 to 3,049	12	324
3,050 to 6,799	17	459

National Police Checks—Police Check or Police Certificate?

A police certificate is a report of a person’s criminal history; a police check is the process of checking a person’s criminal history. The two terms are often used interchangeably in aged care. A police certificate that satisfies requirements under the Act is a nation-wide assessment of a person’s criminal history (also called a “National Criminal History Record Check” or a “National Police Certificate”) prepared by the Australian Federal Police, a state or territory police service, or a CrimTrac accredited agency.

Police certificates for all staff must remain current and are to be renewed every three years, *before they expire*. If a police certificate expires while a staff member is on leave, the new Police Check certificate must be obtained before the staff member can resume working. All staff should note that the

application for re-issue of certificates can take up to eight weeks.

The Aged Care Act and IHCS require that any staff member who is convicted of an offence in the three year period between obtaining and the renewal of their police check must notify one of the Directors of IHCS immediately.

You may be able to claim the cost of the police certificate as a work-related expense on your tax return. Further information is available from the Australian Taxation Office at: www.ato.gov.au.

Source:

Police Certificate Guidelines, Aged Care Quality and Compliance Group, updated September 2014.

AN OPPORTUNITY TO CONTRIBUTE TO DEMENTIA RESEARCH

A research team is exploring the impact of kindness and generosity in the lives of older people, people living with dementia, and their carers, through a Kindness Survey. The study is part of a PhD research project at the University of Tasmania.

This is a public survey open to carers, nurses and managers in the aged care industry and to people receiving care who live with or without dementia and cognitive impairment.

It is hoped that the research will assist to understand the

importance of the role of kindness and generosity in society as we care for people who are older and people living with dementia.

The online survey will take approximately 5 to 20 min to complete, depending on the options you choose. No identifying information will be collected and individuals will not be identified from any published material. Results of the Kindness Survey can be obtained by contacting the research team.

If you need support or any

assistance with completing this survey from your carer or family that is okay - go ahead and contribute your views and have your voice heard. The Kindness Survey will be open from April 2015 to **December 2015**.

The Kindness and Generosity Survey is available at: <https://surveys.utas.edu.au/index.php/673272/lang-en>

If you would like any further information please call: Joanna Healy on 0476 410 121.

We know that the terms “performance appraisal” and “performance review” often create anxiety

Training News..... Phone 6272 3696

We are pleased to share with you the news that we have relocated our Training Rooms from Hopkins Street to 84 Gormanston Road, Moonah. The new premises are much brighter and warmer than our previous location!

Our new phone number is - **6272 3696** and our opening hours are 9am – 5pm
Tuesday, Wednesday and Thursday

In other news, we were very sad when our Training Coordinator, Lynne Kaye-Hall, retired after 6.5 years with the training rooms.

Heather Handbury (EN) has taken on this role and she is looking forward to the challenges that it will bring!

In-service sessions (including Fire Training and the required Manual Handling/Back Care) are currently being scheduled. Staff will be notified when dates are finalised. We ask that staff contact Training on our new number to book into any planned sessions.



Timely Timesheet Submission

Independent Health Care Service requires all employees to submit their timesheets every fortnight. We understand that there are a number of staff who may not work many hours in a fortnight, and hold off submitting their timesheets until they have more than one to submit. This practice, however, impacts on our ability to operate efficiently with regards to our required reporting to funding bodies and invoicing of clients. It is essential that timesheets are submitted regularly (on time) each fortnight to ensure that our reporting data and client invoices are correct.

Christmas Party—Reserve the Date!

The IHCS Christmas Party BBQ will be held at Woody's Skate Park on the 11th December!

Invites out soon



Seniors Week 12-18 October

Activities in Southern Tasmania can be viewed at:

www.cotatas.org.au

Mandatory Training

Last month we listed all the required mandatory training that you, as community workers, are expected to maintain. Those staff who have been involved in our Performance Review and Development sessions have had the opportunity to discuss both mandatory training needs and topics of interest for our in-service sessions.

We have scheduled some manual handling sessions for staff in the coming months. Anyone who hasn't had a manual handling update in the previous 12 months should make every effort to attend one of these sessions. If you have had a update in another workplace during the preceding 12

months, you can bring along proof of this (i.e. a copy of your certificate of attendance) and we can add it to your file. Please remember—unless we have evidence, we consider it not done!

MANUAL HANDLING DATES:

Tuesday 3rd November
Session times:
12.30 – 2.30

“All staff are required to undertake some form of training each year in order to maintain competency in their area of work”

Please call the Training Rooms to book in advance.



OUT AND ABOUT

Jackie and Alison attended the Carer's Tasmania Expo at the Bai-Hai Centre in early June. Although not many Carers were in attendance, it was a productive day sharing information about our services. We heard some lovely stories from people who had had contact with our service, or had relatives who were currently receiving services from IHCS. Their feedback was very positive, with

comments including “quality staff”, “go that extra mile”, “lovely carers”.

We are planning to display at the Aged Care Tasmania Conference in Launceston in November.

Jackie is pictured, right, at our stall in June.





Short Snippets

Independent Health Care Service would like to advise all staff that, in accordance with the requirements of the *Workplace Gender Equality Act 2012 (Act)*, our annual report to the Workplace Gender Equality Agency has been lodged and is now available to be viewed. To view the publically available version of this document, you can visit the WGEA website at www.wgea.gov.au/report/public-reports and search for IHCS.

Alternatively, the report is available on our website at www.independenthealth.com.au in the “News” section under the “About Us” tab.

Don't forget to read your payslip—we will be placing information there about any planned in-services as they come up!

Disposable Face Shields for use in CPR are available to all staff who have a current First Aid Certificate. When you are next in the office, see Jules or Michelle to obtain yours.

Reminder—do not use whiteout on your time-sheet. This is a legal document and all changes are to be crossed out with one line and initialed.

www.independenthealth.com.au

Workplace Health and Safety—What is a Notifiable Incident?

IHCS is required to report serious incidents involving staff members to Worksafe Tasmania. It is essential that all incidents involving staff members are reported to an IHCS Director as soon as possible following the incident. Our Incident Reporting Policy contains the following information about Notifiable Incidents and the definitions of these types of incidents:

Under the *Work, Health and Safety Act 2012* there are three types of incidents that are notifiable:

the death of a person

a ‘serious injury or illness’ of a person, or

a ‘dangerous incident’

A “serious injury or illness” requires a person to have:

- immediate treatment as an in-patient in a hospital; or
- immediate treatment for:
 - ⇒ the amputation of any part of their body
 - ⇒ a serious head injury
 - ⇒ a serious eye injury
 - ⇒ a serious burn
 - ⇒ the separation of their skin from underlying tissue (such as de-gloving or scalping)
 - ⇒ a spinal injury
 - ⇒ the loss of a bodily function
 - ⇒ serious lacerations; or
- medical treatment within 48 hours of exposure to a substance.

not have to be as an in-patient in a hospital.

A ‘dangerous incident’ is one that exposes a worker (or any other person) to a serious risk to their health or safety, emanating from an immediate or imminent exposure to:

- ⇒ an uncontrolled escape, spillage or leakage of a substance, or
- ⇒ an uncontrolled implosion, explosion or fire, or
- ⇒ an uncontrolled escape of gas or steam, or
- ⇒ an uncontrolled escape of a pressurised substance, or
- ⇒ electric shock, or
- ⇒ the fall or release from a height of any plant, substance or thing; or
- ⇒ the collapse, overturning, failure or malfunction of or damage to any plant that must be authorised for use, or
- ⇒ the collapse/partial collapse of a structure, or
- ⇒ the collapse or failure of an excavation or of any shoring supporting an excavation; or
- ⇒ the inrush of water, mud or gas in workings, an underground excavation or tunnel, or
- ⇒ the interruption of the main ventilation in an underground excavation or tunnel.

It is important to note that the treatment under (b) and (c) does