

# guidelines & agency procedures



good to know you

health & community care division



Staffing | Professionals | Executive | HR Solutions | Inhouse Services

# contents

<a href="#">Who is randstad?</a>	4	<a href="#">Code of conduct, accountability &amp; appraisals</a>	15
<a href="#">What kind of employment do we offer?</a>	5	<a href="#">Our service standards &amp; working conditions</a>	17
<ol style="list-style-type: none"><li>1. Permanent placements</li><li>2. Contract placements</li><li>3. Casual shifts</li></ol>		Equal Employment Opportunity & Harassment Policy and Grievance Handling Procedure	
<a href="#">Permanent &amp; Contract work</a>	6	Intellectually Disabled Persons Services Act Documentation	
<a href="#">Casual shifts</a>	7	Dress Code	
<ol style="list-style-type: none"><li>1. Roster availability</li><li>2. Procedure to obtain a casual shift</li><li>3. When arriving on shift</li><li>4. Change of shift times/location/task when you arrive at the facility</li><li>6. Completing a timesheet</li></ol>		Randstad (Health Division Staff)	
<a href="#">Payroll &amp; Taxation information</a>	11	Randstad (Community Care Division staff)	
<ol style="list-style-type: none"><li>1. Payday</li><li>2. Change of Name, Address or Telephone Number</li><li>3. Queries</li><li>4. Superannuation</li><li>5. Taxation</li><li>6. Remaining an Active Staff Member</li><li>7. Upgrading Yearly Increments</li><li>8. Registration Certificate (Registered Nurses Only)</li></ol>		Administration of Medications	
<a href="#">Office hours</a>	14	Responsibility of the Medication Keys — RNs ONLY	
		Incident Reporting	
		Infection Control — Universal Precautions	
		Insurance	
		Training & Education	
		Sleep Overs	
		Active Nights	
		Pregnancy Policy	
		<a href="#">Occupational health &amp; safety</a>	27
		Safety	
		Handover	
		Hours and Working Conditions	
		Public Transport	
		Personal Visitors	
		Orientation	
		Vaccinations	
		<a href="#">Useful tips on procedures</a>	30
		Epilepsy	
		Exposure to blood — General Protocol	
		Hepatitis B	
		Needlestick Injuries	
		Negligence	
		<a href="#">Conclusion</a>	33
		<a href="#">Randstad office address details</a>	34

# who is randstad?

Thank you for choosing to register with Randstad. Welcome to our agency!

Please read this handbook to help make your working life and ours as successful as we can.

Randstad is a leading global staffing and HR services company, founded in 1960 in Amsterdam by 2 students. In May 2008 Randstad merged with Vedior to become the 2nd largest recruitment network in the world, with a candidate base spread throughout 53 countries, with 34,000 employees worldwide and putting over 700,000 people to work every day.

Our aim is to position our company as an industry leader in “Shaping the World of Work”, and we do this by helping people find the right job, helping contribute to society and the community in which we live and work, influencing industry to set high standards, best practice and benchmarks, and by helping businesses to find the right talent.

Randstad was formally known as the companies: Twin Hills Nurses Agency, Clinical One, MSSA Care Personnel, Eden Health, Nurseworldwide and Queenstate Nursing Agency.

We hope you are proud to now work for Randstad — we are!

# what kind of employment do we offer?

## 1. Permanent Work

Are you looking for permanent work? We offer a permanent placement service which operates from all offices. Please ask your consultant if you would like more information. Maybe they have the permanent job you never thought to ask for?

## 2. Contract Work

We also offer contract placement services. Contracts can last from 2 weeks to 12 months. Please talk to your consultant about this option. It offers great variety for travellers or those that are looking for a “change of scenery.”

## 3. Casual Work

Casual agency work is available in all offices. Sometimes individual shifts can be booked a couple of days or weeks in advance, however, the majority of agency work involves minimal notice and relying very much on your availability at the time a shift is offered.

# permanent & contract work

Talk to your consultant. Permanent and contract placements are based on long term solutions for both the client and the candidate.

We are happy to promote your goals to our clients on your behalf as we believe that a job match that works both ways is of most benefit to both you and our clients.

Even if you are not sure exactly what you're looking for, our consultants will walk you through the process of identifying likes and dislikes, strengths, weaknesses and ultimately look at aligning you, either in a contract or permanent position, with the job and the organisation that best suits you.

Many people we place into perm and contract roles start with us casually, and vice versa, so don't be afraid to pick up the phone for a confidential discussion.

# casual shifts

## 1. Roster Availability

Casual work is available 24/7. If you are having a career break or just looking for an extra shift here and there, we've got work for you.

Please call, e-mail or fax your consultant with your availability including preferred days and shifts, ideally up to a week in advance. Please contact us if you wish to be removed from the availability list.

Inform your consultant of your preferences for specific sites or areas. We will contact you when an appropriate assignment/shift becomes available.

**Note:** Unless you notify us otherwise we will assume you are available for the days and shifts originally requested. If you accept a shift we expect you to fulfil that shift. If there is any doubt at all about your ability to fulfil the

commitment, please do not accept the shift.

Although you may be booked for a full shift you may be requested to complete the shift earlier or later at the client's request. Your consultant will notify you directly if this should occur.

We are committed to giving you at least two hours notice of cancellation. Sometimes a site will cancel at the last minute. (Please note that in Western Australia, only one hours notice needs to be given). It is advisable that you leave your pager/mobile phone turned on right up until the start of your shift in order for us to contact you and offer an alternate assignment if possible.

## 2. Procedure to Obtain a Casual Shift

Our computerised system enables us to take your availability in advance. If you do telephone your availability through, please ensure you advise the consultant of your name and surname and the suburb you live in. We will record that you are "on call" and try to match you to available shifts from clients. If we are unable to match a specific shift immediately you may remain "on call" and will be telephoned as soon as a suitable shift becomes available.

- If you remain on call for an AM shift you will be telephoned in the morning, this is known as an "Early Morning Call" (EMC), or you may call us at 5.30am — please advise your consultant what is most convenient.
- If unable to work for any reason please telephone us immediately as we accept client bookings knowing that we have staff members available.
- Having accepted a shift you will be expected to attend.
- If an emergency arises you must provide as much notice as possible. If you are unwell and unable to make an accepted shift, please phone ASAP.

We operate 24 hours a day, 7 days a week.

- If running late for a shift please notify us with your expected time of arrival. We will in turn contact the organisation and notify them.
- Take a meal to your shift in case there are no catering facilities available.
- Sometimes we may telephone and ask if you are interested in a particular shift as:
- You have specifically been requested by the client.
- A booking may match your specialist skills or be close to you.
- We may have experienced peak demand.

Please discuss with your consultant what is working/not working for you. Notes will be placed on your file to make sure the agency is considering your individual requirements.

When allocated a shift our Allocations Consultant must advise you of the following:

- Name & Address of Client
- Directions to Client location

- Shift start & finish times
- Car parking availability
- Any special work requirements/client profiles
- Person to report on duty to (unless you are working alone)

## 3. When Arriving on Shift

- Arrive 15 minutes prior to the start of your shift
- Always sign on at the designated site
- You may be allocated to a different area than that originally booked if you are working at a hospital/aged care facility.

The following must be carried with you at the site:

- Current nursing registration (Nurses Only)
- Identification badge (Everyone)
- Working with Children Card (Where Applicable)

## 4. Change of Shift Times/Location/Task When You arrive at the Facility

When you attend a shift if anything changes from the details you accepted from our Allocations Team, Randstad needs to be notified immediately.

Ask to use the facility's phone and call us on the telephone numbers detailed at the back of this book and advise Allocations what is happening. Allocations will then discuss with the client and you as to what changes have been agreed to and ensure that all parties are comfortable.

At the end of the shift the hours you have worked and completed on your timesheet must correspond with the details we have in our database for processing of your pay to proceed without delay. Therefore, please contact and advise Allocations of any changes at the end of the shift. Time sheets should be completed at the end of each individual shift., signed by the person in charge.

**Never leave a shift that is different to what Randstad gave to you without speaking to us first, (even if told "you are not required") please call us.**

Any concerns regarding a shift, please remember to remain calm and professional at all times.

# payroll & taxation information

Examples of when you would phone from the facility;

- If the facility want you to go home as they have enough staff
- If the facility decreases or increases the time you are to work
- If the facility changes the ward/site/job role/task you are working in
- You are uncomfortable/unsure of the handover you are given

## 6. Completing a Timesheet

- There are two methods for completing a timesheet: On Line or a Hard Paper Copy. Your consultant will advise which one you are to use.
  - Record client name, specific ward/site, (street name if applicable,) start and finish times and hours worked.
  - For hard copy timesheets, you must obtain a Supervisor's signature on the timesheet.
  - For timesheets completed on line, once you 'submit' your hours the client will then authorise the hours on line before pay day.
- Meal breaks are unpaid. Enter the correct amount of time taken for MEAL break in minutes,  
e.g. 30 minutes, do not place a dash in the area as pay office is unable to process your pay until this has been clarified. (If you are not able to take a meal break, you must record this in the communications book at site and the 'Note' Section of your timesheet).
  - Induction details should be completed at the commencement of each shift.
  - Shift allowances are paid according to the pay rates supplied by your consultant.
  - Please complete a separate timesheet for each individual ward/site worked.
  - Please make sure when completing your timesheet that you add your "Employee ID Number."
  - If you have any expenses for a shift, this must be agreed to prior to the expense being made & you must retain all receipts. Please speak to your consultant prior to ANY Expenditure.

## 1. Payday

Payroll is processed weekly and the money is paid directly into your nominated bank account each Wednesday PM (New Zealand) & Thursday PM (Australia.) You have the option of receiving your pay slips by either the post or e-mail. Payslips are posted by mail Wednesdays. Payslips are sent via e-mail the day after pay day.

Please advise us in writing if any banking or taxation details change, providing at least one — weeks notice.

If you have a pay query after working at a "pay direct" hospital you need to direct your enquiry to the hospital itself, not Randstad. ('Pay Direct' is only applicable to certain people and offices. You will be told at your induction if this is relevant to you).

## 2. Change of Name, Address or Telephone Number

Don't forget to notify us immediately of any of these changes;

- For change of telephone number, please inform your Consultant by phone.
- Address or name change notification needs to be in writing, in advance, to avoid payslips going astray and delaying payments.

## 3. Queries

Contact the Payroll Hotline on 1300 363 377 (Australia) or 0800 363 377 (New Zealand) for any Payroll issues. The hotline operates between 8.00am and 4.30pm (AEDST) weekdays.

#### 4. Superannuation

In accordance with government legislation in Australia, Randstad contributes 9% superannuation to all Agency Members if they earn more than \$450 per month. The default funds for Randstad staff are Hesta and Health Super.

Ask your consultant if you are unsure which fund will relate to you, as it will depend on your role. However you may also choose your own superannuation fund by completing the Super User Choice form when you receive it in the mail and return it promptly.

This superannuation payment is not applicable for New Zealand employees.

**KIWI SAVER:** All New Zealand temporary employees will receive an information booklet about Kiwi saver and our default fund — EO Saver. All employees have the option to opt into Kiwi saver. If already enrolled with Kiwi saver, please contact your consultant. If you notice on your payslip that you have automatically been enrolled into Kiwi saver, please contact your consultant as there is only a small window of opportunity to opt out.

#### 5. Taxation

**Australia** - Your tax file number declaration form must be lodged with Randstad, within 28 days of the commencement of your first shift.

**New Zealand** - Candidates must provide their IRD number and tax code to Randstad prior to the first shift being worked.

**For both Australia & New Zealand** - When completing the taxation employment declaration form care should be taken with the question regarding tax-free threshold. Please call the Australian Taxation Office (ph: 13 28 61,) or the New Zealand Taxation Office (ph: 0800 227 774,) if you require assistance with completing the form. Do not send us an incomplete form — this will cause a delay in processing and must be returned to you.

Randstad will send you one Payment Summary (previously known as Group Certificate,) following the end of the financial year, (30th June.)

#### 6. Remaining an Active Staff Member

Membership with Randstad remains current for 12 months from the date of your last shift. If you wish to place your availability after this time, then you will need

to rejoin the Agency by attending an interview again, and ensuring any competencies/registrations are updated.

#### 7. Upgrading Yearly Increments

It is the responsibility of an Agency Member to inform Allocations or their Consultant if they are eligible to increase a grade, year or paypoint. The onus of proof of being eligible to upgrade is with the Agency Member, therefore RN's must provide proof of working sufficient hours per annum as per the Award. Agency members are not eligible for back pay.

#### 8. Registration Certificate/APC (Registered Nurses Only)

To comply with the Nurses Board/ Council Regulations in each region it is essential that you:

- Carry your original certificate to each shift (please be aware that the client has the right to send you home if you cannot produce it.)
- Show the Agency your original certificate each year or mail to the Agency a copy that has been certified by an appropriate person such as a doctor, lawyer, accountant, Justice of the Peace, pharmacist or police officer, and stamped with their official stamp.

# office hours

Your consultant will advise you of the opening hours of the Randstad office you are working for. Outside of your office opening hours, we have an after hours service that manages calls around shift filling, availability, emergencies etc.

After 11pm, and until 5:30am (est Australia), or after 2pm, and until 7am New Zealand time, this service may be an answering machine. However you can opt through to the manager on call. In all cases other than an emergency on shift or calling in sick for a shift you should leave a message. You should call your consultant during business hours for any queries.

# code of conduct, accountability & appraisals

The following standards are based on the premise that all clients can expect to be provided with professional services by appropriately qualified and experienced staff.

Each nurse/carer is accountable for his/her practice. The exercise of this practice should act in such a manner as to enhance the general health and harmony of the community and facility, justify public trust and confidence, enhance the reputation of the profession and safeguard the interests of the client, agency and the nursing profession.

Accordingly:

- All staff are to work within the boundaries of their job specification.
- Registered Nurses must have current registration with the relevant nursing board in the state, territory or country they are working in.
- All Agency Members are expected to demonstrate current knowledge, skill and care at all times. They should carry out clinical procedures for which they have been trained. This may include theory and supervised practice until the agency member has been assessed as competent. Maintenance of knowledge and skill in performing clinical or care/disability procedures is essential and measures should be in place to ensure regular review of competence.

# our service standards & working conditions

- Agency Members are at all times responsible for their own actions. They are expected to be aware of the limits of their abilities and to function within these limits. If you breach your duty of care then you are negligent. Agency Members should be aware of and adhere to the policies and procedures of each facility. However, it should be noted that acting within a guideline or policy statement of an employer, any other organisation or professional group does not relieve them of responsibility for their own actions and may not provide immunity in case of negligence.
- Agency Members are not permitted to consume alcohol or illicit substances at work or attend the worksite affected by alcohol or illicit substances.
- Work within Occupational Health and Safety standards, ensuring patients/residents, staff and visitors are not endangered in any manner.
- Follow the Randstad uniform policy.
- Respect patients/residents and clients right to confidentiality/privacy.
- All allocated work is to be completed in a reasonable time frame.
- When we receive appraisal forms from a client, we will call and discuss this with the agency member.

## No Discrimination

We aim to ensure that in the application of all company policies, practices and procedures, no discrimination takes place and that all employees and temporaries/contractors enjoy equal access to opportunities within the company. The basis of employment decisions is the individual merit of employees and temporaries/contractors.

## No Harassment

We aim to ensure that no sexual, racial, religious or other kinds of harassment occur in the workplace.

## No Bullying

We aim to ensure that no bullying occurs in the workplace.

## No Vilification

We aim to ensure that no vilification occurs in the workplace.

## EEO Objectives

We are committed to achieve the following EEO objectives by ensuring that:

- All employees and temporaries/contractors are treated fairly;
- The potential of every employee and temporary/contractor is fully utilised and developed;
- All policies and procedures are consistent with EEO principles;
- Employee morale and motivation are improved by increasing staff confidence in the fairness of our human resource practices and access to employment opportunities;
- The objectives of our EEO program are achieved which includes the training of all staff on EEO and related issues.

### Investigation of Complaints

Complaints of discrimination or harassment will be taken seriously by the company. The complaint will be investigated in an empathetic, fair and confidential manner. Action will be taken to make sure that the harassment stops. Appropriate warnings or disciplinary action will be taken where discrimination or harassment is found to have occurred.

### Grievance Handling Procedure

The Company Grievance Handling procedure details the action employees and temporaries/contractors can take if they feel that they have been discriminated against or harassed. All Managers will also act in the capacity of EEO Contact Officer; employees and temporaries/contractors can speak to their Randstad Manager about raising an issue or making a complaint, if they so wish.

Further information about the Equal Opportunity & Harassment and Grievance Handling Procedure Programme can be viewed via our webpage:

[www.randstad.com.au](http://www.randstad.com.au)

[www.randstad.co.nz](http://www.randstad.co.nz)

### Intellectually Disabled Persons Services Act

In each region there are acts that relate to disabled persons. In essence, the acts all have a common theme which includes but is not limited to the following key components:

- Intellectually disabled persons have the same right as other members of the community to services, which support a reasonable quality of life.
- Every intellectually disabled person has the capacity for physical, social, emotional and intellectual development and developmental opportunities and is entitled to exercise maximum control over every aspect of his or her life.
- The welfare of an intellectually disabled person is the first and paramount consideration.
- The needs of the intellectually disabled persons are best met when the conditions of their every day life are the same as, or close as possible to, norms and patterns valued in the general community.
- Services should promote maximum physical and social integration through the participation of intellectually

disabled persons in the life of the community.

- Services generally available to all members of the community should be adapted to ensure access by intellectually disabled persons and specialised supplementary services should be provided to the extent required to meet the individuals needs.
- Services to the intellectually disabled persons should be provided in such a manner that an individual need not move out of his or her local community or travel inordinately long distances to receive the services needed.
- Services to intellectually disabled persons should be sufficiently flexible in structure and organisation to meet the varying needs of intellectually disabled persons in developing towards independence and to maximise the choices open to them.
- It is in the best interests of intellectually disabled persons and their families that no single organisation providing services to intellectually disabled persons exercise control over all or most aspects of an individuals life.
- It is in the interests of intellectually disabled persons and their families for

non-government organisations providing services to intellectually disabled persons to continue to play a significant role in direct service delivery.

- Intellectually disabled persons have a legitimate and major role to play in planning and evaluating services.
- When some restriction on the rights or opportunities of an intellectually disabled person is necessary, the means chosen should be the least restrictive of the available alternatives having regard to all the circumstances.
- The families of intellectually disabled persons have an important role to play in supporting and encouraging the development of a family member with an intellectual disability.

To familiarise yourself further with the Act relevant to your region please refer to the following web sites

#### Queensland:

[www.disability.qld.gov.au](http://www.disability.qld.gov.au)

#### Victoria:

[http://dhs.vic.gov.au/disability/improving\\_supports/disability\\_act\\_2006](http://dhs.vic.gov.au/disability/improving_supports/disability_act_2006)

### South Australia:

[www.legislation.sa.gov.au](http://www.legislation.sa.gov.au)

### Tasmania:

<http://www.thelaw.tas.gov.au> — search category — “Disability”

### Western Australia:

[www.dsc.wa.gov.au](http://www.dsc.wa.gov.au)

### New South Wales:

[http://www.austlii.edu.au/au/legis/nsw/consol\\_act/dsa1993213/](http://www.austlii.edu.au/au/legis/nsw/consol_act/dsa1993213/)

### ACT

<http://www.hrc.act.gov.au/index.cfm?MasterTypeID=4&SectionTypeID=3>

### Northern Territory:

<http://www.health.nt.gov.au/>

### New Zealand:

[http://www.legislation.govt.nz/browse\\_vw.asp?content-set=pal\\_statutes](http://www.legislation.govt.nz/browse_vw.asp?content-set=pal_statutes)

### Documentation

Please check at the beginning of your shift which documentation you are required to complete during the shift, (e.g. Progress notes and Aged Care Funding Instrument) (ACFI).

All entries must be legible, detailed and complete. Please ensure that you sign and print your name, along with printing the agency name.

### Dress Code

#### All Health Staff (Eg. Hospitals and Aged Care)

- Randstad shirts are ordered directly from your local office.
- The cost of your uniform will be discussed with you by your consultant.

#### Female Staff

- Randstad corporate style shirt
- Navy or black trousers, skirt, culottes or long shorts, with matching belt
- No runners/workboots or open toe shoes

#### Male Staff

- Randstad corporate style shirt
- Navy or black trousers or work shorts, with navy belt.
- No runners/workboots or open toe shoes

#### All Community Care Staff

The requirement for Randstad staff to wear a uniform is not expected however it is your responsibility to ensure you attend the worksite in comfortable clothing appropriate to meet worksite requirements. Clothing must be of neat, casual and tidy appearance. Offensive slogans and track suits must not be worn. No thongs, open toed sandals, high heel shoes, ripped or

dirty clothing and excessive jewelry are permitted at any worksite.

- Agency ID badge must be worn at all times unless specified at the client site that it must not be visible, in this case it must be carried with you.
- Shoes must be clean & in good condition — Long hair must be tied back securely, no nail varnish or excessive jewelry.

### Administration of Medications

#### Please read this section carefully

Administration of medicine is the responsibility of the RN (Registered Nurse) and EEN (Endorsed Enrolled Nurse) staff, except in the case of a qualified (PCA/DSW) Certificate III with experience (with permission of the Agency) who may assist with patients self administration of medication from Webster packs/dosettes in the hostel situation only.

- PCA's are not to administer injectable medications e.g. Insulin, Heparin and Analgesia at any time. Nor do they administer PRN medication, without consent from a supervisor.
- Nursing Assistants, unqualified PCA's, RN Division 2 Nurses and ENs are not to administer any medications.

- All medications must be signed for as facilities regularly audit the medication charts. If you fail to do so — you will be expected to return to the facility.
- Follow the procedures outlined by the facility.
- In relation to a medication order check the medication carefully. You may not be familiar with the patient or the environment.
- Report any drug discrepancies immediately.

Please follow the 5 rights when administering medications

1. Right person
2. Right day and time
3. Right dose
4. Right route
5. Right medication/drug/expiry

### Responsibility of the Medication Keys — RNs ONLY

At Aged Care facilities and Hospitals it is the responsibility of the RN in charge to make sure the medication keys are in your possession during the shift and are handed to the appropriate person at the end of the shift or when leaving the ward. Medication keys are not to be left lying around. If you accidentally take the keys from the facility, they must be returned immediately. There are no excuses for not returning the keys immediately. If they are missing for any time, the facility has the right to change the lock at your expense.

### Incident Reporting

When an incident occurs while you are at work it must be reported to Randstad. Call the office as soon as you can after the incident has occurred to advise the details of the incident. An online incident report will be completed by the consultant taking your call. You will be asked a series of questions for the report to be completed. If you wish to submit a further written report to clarify the incident please supply as soon as possible, however in all cases you must call the office first.

Some clients will also require you to complete their own on site incident form, you are required to do this if asked. You are entitled to a copy of this report, and you will also need to supply a copy of the clients form to Randstad.

Randstad as your employer covers all incidents involving agency staff members while on shift under our insurance policy. You are not insured by the client at which you work as a casual agency staff member.

It is essential that we are advised of all incidents that you are involved in while on shift, whether you have been injured or not.

### What to Report About an Incident

Reporting an incident requires you to include what happened, location of incident, any injuries as a result, who it was reported to on site and when, any follow-up action that was necessary etc.

Incident details given must be concise, specific and should not contain subjective statements such as personal opinion. This is a legal recording of details regarding an incident and may be used in a legal setting if required. The example below shows correct and incorrect details

Correct language:  
Mrs Smith was found lying beside her bed

Incorrect language:  
I think Mrs Smith fell out of her bed

### Infection Control — Universal Precautions

Infection control measures minimise the transmission of infections. Please note the following guidelines:

- Hand washing remains the major weapon against cross infection. This should be completed between client/patient contact and also between procedures on the same client/patient at the beginning and end of the shift.
- Universal Precautions — the terminology has changed to Standard Precautions, but it means the same thing. Wear gloves, (PPE: personal protective equipment) when appropriate and if potential contact with body fluid. An effective method to ensure best practice in infection control is to treat all persons as potentially infectious but without discrimination.
- Waste management — always follow correct disposal procedures.

- Sharps Usage/Disposal — You have a legal duty to use and dispose of sharps safely and promptly. NO TIPPING OR RE-SHEATHING.
- Always cover lesions at work.
- Do not forget all the infection control techniques you have learnt such as preventing cross infection and barrier nursing. Always follow policy and procedure of each facility in regard to infection control.

### Insurance

Agency membership includes medical malpractice insurance, professional indemnity insurance and worker compensation, which covers you during shift working time only.

To be eligible for insurance cover when working a shift for Randstad you must:

- Stay within the boundaries of what you have been employed as. For example, if you are a nursing student working as a PCA you will attend to duties and responsibilities of a PCA only, not other procedures you attend to whilst on clinical placement.

- Follow the policies and procedures of each facility you attend, provided they are correct.
- Adhere to the OH&S policies of the facilities you attend.
- Do not do anything you do not know how to do — if possible take it as a learning experience and use sentences such as “I have never used this machine before, can you show me how it works.”

#### Training and Education

- Please record all OH&S Site Inductions in your Staff OH&S Training Book provided at induction. This is to be carried with you when going to shift to ensure that any check on your past training experience is easily accessible.
- Randstad provides professional development opportunities to enable you to update your skills and knowledge. Key competencies are mandatory to be updated yearly. Upcoming notification is also advised on payslips. Everyone is encouraged to commit themselves to professional development Your attendance is documented for future reference and a certificate of attendance will be provided.

- We appreciate any information regarding education that you attend outside of the agency to update your personnel file.

Many facilities will not accept placement of agency members if their key competency areas are not current.

#### Sleep Overs

Client supervision or monitoring during the night is carried out to safeguard client’s health and well being. This supervision occurs either during active night duty or sleepover, and is based on the client’s needs. It is important that all client’s are checked by staff throughout their shift, particularly at the beginning and at the end of the shift, usually as part of a handover routine.

When on a sleepover, staff must never invite or allow their friends, partners or children to visit or to stay with them overnight under any circumstances. Such visitors are not covered for any damages which may occur to them or any injury they may cause to a client. Staff animals are not to be brought to any shift including sleepovers.

Staff must not consume alcohol or any substance which will affect their ability to carry out their

duties. This includes drugs or medication such as sleeping pills. A staff member on sleepover duty must do everything reasonable to safeguard the client’s health and well being.

Depending on the circumstances, if a staff member is not able to be easily awoken while on sleepover duty, they may be held responsible if any harm occurs to clients or there is property damage.

You must remain at the house or unit during the period of the sleepover and can only be relieved when another staff member arrives.

Unless otherwise specified by staff during initial handover, when on sleepover duty the staff member must check all the clients in the house at least twice. This should be done before going to bed and at the end of the staff members’ shift and may be part of the handover routine. When checking the clients, staff are to check the client’s breathing (as per procedure detailed on next page). If any unusual signs are observed, the staff member must take appropriate and immediate action.

#### Active Nights

Unless otherwise specified from previous staff during handover at

the commencement of your shift, you are to follow the procedures below.

When staff members are on active night duty, they must carry out regular checks on all clients in the house or unit during their period of duty. The frequency of check may vary according to the needs of the clients. However, as a minimum, clients must be checked every hour. Staff should carry out checks in a quiet manner so as not to disturb or wake unnecessarily.

Staff should check clients by:

- a) Listen to the client’s breathing
- b) Watching for movements such as rise and fall of the client’s chest
- c) Torches may be used to help staff in carrying out this procedure

If staff cannot determine the state of a client’s breathing by listening or watching, then staff must physically check the client’s breathing. This may be done in several ways, such as placing a hand lightly on the client’s chest. If any unusual signs are observed, the staff member must take appropriate and immediate action. The action will depend on the particular circumstances.

# occupational health & safety

## Pregnancy Policy

Casual workers are not entitled to maternity leave.

If pregnant, notification must be provided to Randstad after the 10 week period.

Under Occupational Health and Safety Regulations it is the employees duty not to endanger their own or others' health and safety through their actions or failure to act, and to cooperate with measures introduced to protect their own and others' health and safety.

When an agency member becomes pregnant (at least 10 weeks) a certificate certifying pregnancy and the expected date of birth must be produced as soon as possible, which must not be less than 10 weeks before the expected date of birth.

Employment law states "Any employer, by giving at least two weeks notice in writing, may compel an employee to commence leave any time within six weeks before the due date".

Where an agency member elects (public hospital recommendations) to work within the 6 week period immediately prior to the expected date of birth or where the agency member elects to return to work within 6 weeks after the birth of the child, we require the agency member to provide a medical certificate stating that she is 'fit for full duties'.

Randstad does not want to restrict any staff member from working, however, due to the nature of our work and the constant changes in working conditions at the variety of places worked, we feel it best for the protection of you and your baby's health that the doctor has given permission to continue working.

In the instance of OH&S, Handover & Orientation, please refer to:

- The OH&S Booklet supplied to all Agency Staff Members. This is Compulsory reading and must be signed off as being read before any shift can be undertaken with our organisation.
- Please record all OH&S Site Inductions in your Staff Training & Induction Record Book also provided at induction. This is to be carried with you when going to shift to ensure that any induction or site orientation is recorded and easily accessible.

## Safety

It is the responsibility of each facility to provide a safe (working) environment for all staff, patients/ residents and visitors. It is the Agency Member's responsibility to maintain a safe (working)

environment for all staff, patients/ residents and visitors.

Each time you attend a new placement — facility or ward — your responsibilities include working through the checklist on the Staff Training & Induction Record Book and recording any details. Further to this, if you have been on site before, it is your responsibility to ask if there have been any changes to the Occupational Health & Safety policy and procedures, or orientation, since you were last there. If there have been changes, then you need to be provided with an orientation again.

Normal safety measures include:

- Cleaning up wet floors, reporting loose wires, any equipment not working Properly etc. Please fill out a Hazard Incident Form (available from your consultant) if necessary.
- Follow the policy and procedures of each facility you work in, provided they are correct. If the facility has a NO LIFT POLICY in place, you must follow this policy. If the facility does not have a No Lift Policy in place, even if they have equipment, please follow the no lift policy. If a facility has no lifting equipment at all please inform Randstad immediately.
- Sharps — Ensure correct transport and disposal of sharps including used Syringes, needles, bottles, razor blades and like material. **RECAPPING OF NEEDLES IS NOT AN ACCEPTABLE PRACTICE.**

### Handover

You must receive a detailed handover on the residents/clients that you will be looking after prior to commencing work. Ask if there is a job description/duty list available to assist you. In turn, you will be required to complete a detailed handover prior to leaving your shift.

### Hours and Working Conditions

For safe and best practice Randstad has a policy that:

- No more than six (6) consecutive day shifts are worked, fewer for night shifts, (depending on shift length.)
- You may not do double shifts that connect with night duty.
- You may occasionally do a double day shift if discussed with allocations.
- Remote Area Nurses — please talk to your consultant to discuss what is practicable.

### Public Transport

The clients may use taxis. Many clients will have a concession card as part of the Multi-Purpose Taxi Program. Always ensure the client has their concession card with them when using this service.

Encouraging clients to use public transport where appropriate assists the client to increase their independence within the community. Depending on the client's skill level, you may have to accompany the client on the trip. Always check with the organisation where you are working for information on staff reimbursements.

### Personal Visitors

Under no circumstances are staff to receive personal visitors while they are on duty. This includes family, friends and pets. Personal calls are not to be made while on duty and mobile phones are to be turned off and not attached to you whilst on duty.

### Orientation

Always request an orientation from the supervisor on your shift prior to commencing work in that ward/facility for the first time, which will include such things as:

- Fire and evacuation procedure, location of fire exits and fire fighting equipment.
- Medical emergency procedure and location of emergency equipment e.g. emergency trolley.
- Emergency codes, phone numbers and any emergency procedures.
- Facility's medication policies and procedures for nurse initiating medications.
- Security measures in place for your safety, security to and from the facility after hours, safe places for meal breaks and acceptable area for smoking. Ask about security arrangements (e.g. Lockers) for your personal

items. Cash & valuables are your responsibility. You should ensure that they are well secured. Don't take unnecessary items to work with you.

- General layout of the ward/ facility and where to find the equipment you will require to perform your duties.
- Patient call bell system.
- Shift duties and responsibilities documentation.
- Incident reporting procedure.

### Vaccinations

The National Health and Medical Research Council recommend that health care workers are vaccinated against:

- Hepatitis B
- Measles
- Rubella
- Hepatitis A
- Mumps
- Tuberculosis

Consult with your doctor or call Randstad if you have any concerns. It is in your best interest to protect yourself through vaccination.

# useful tips on procedure

## Epilepsy

Epilepsy involves seizures, which occur as a result of brain activity disturbance. Epilepsy may or may not cause difficulties in daily living. As a staff member you may be required to provide care to individuals who experience Epileptic Seizures. If an individual in your care has an Epileptic Seizure the following guidelines should be observed.

- 1) If possible, place something soft (cushion/clothing) under their head
- 2) Clear the area of any furniture or items that may be a danger to the person, or if appropriate, move the person
- 3) Place the person in the Left Lateral Position (Coma position) as soon as practical

4) Time the seizure, record in client file, communication book and include in handover report

5) If the person continues to seizure, call an ambulance ph: 000 (within Australia) or ph: 111 (within New Zealand.)

6) Stay with the person and reassure them after the seizure has stopped

7) Allow the person to rest after the seizure and maintain regular observations

8) Do not place fingers or objects in the person's mouth.

- People with epilepsy may have a seizure at any time and are encouraged to shower rather than bathe. If the client prefers a bath then the staff member must supervise the client at all times while in the bath.

- When swimming, a staff member must accompany a client with epilepsy in the water at all times.

• The administration of anticonvulsant medication will be a component of your role. Please remember that the administration time is very important to maintain a therapeutic level within the bloodstream at all times. Again, if unsure...ASK!

- The administration of Rectal Valium may be required when a client suffers continual seizures. Only trained staff with experience in the administration of RV may perform this procedure. If you are not trained in the administration of RV — call an ambulance. Rectal Valium can only be administered with approval of the site's supervisor.

## Exposure to Blood — General Protocol

- 1) Encourage bleeding from the affected site
- 2) Wash well with soap and water
- 3) Cover any wounds with occlusive dressing
- 4) If contact with eyes, nose or mouth — rinse with water or saline

- 5) Report immediately to your supervisor on site/ward and also the agency

## Hepatitis B

It is not uncommon for clients of the disability and welfare industry and members of the wider community to be carriers of the Hepatitis B virus. For confidentiality reasons, staff are not advised of these issues when working with clients and/or other staff. All persons should be treated as potential carriers, without discrimination, and infection control guidelines observed. For this reason all staff are advised to be vaccinated against the Hepatitis B virus. Contact your local doctor for further information.

## Needlestick Injuries

Needlestick injury — requires immediate action and reporting to Randstad. Follow the policy and procedure of each facility regarding the care of needle stick injuries, however you must also:

- 1) Thoroughly wash the area under running water
- 2) Fill in an incident report form and have a copy faxed to Randstad
- 3) Have an urgent blood test for Hepatitis B surface antibodies and hold serum.

# conclusion

- When swimming, a staff member must accompany a client with epilepsy in the water at all times.
- The administration of anticonvulsant medication will be a component of your role. Please remember that the administration time is very important to maintain a therapeutic level within the bloodstream at all times. Again, if unsure... ASK!
- The administration of Rectal Valium may be required when a client suffers continual seizures. Only trained staff with experience in the administration of RV may perform this procedure. If you are not trained in the administration of RV — call an ambulance. Rectal Valium can only be administered with approval of the site's supervisor.

## Negligence

- You are obligated to act in a manner that avoids harm to clients in your care and to members of the general community. To act otherwise may be considered negligent.

- To be found negligent you must have performed an unreasonable act involving another person to whom you have a Duty of Care, and that unreasonable action must have resulted in harm to that other person.

## UNREASONABLE BEHAVIOR INCLUDES FAILURE TO ACT.

- As a health worker your duty of care can be breached either by action or inaction. Harm to others can include physical, psychological, emotional or financial damage.
- The fact that a client gives their consent or expresses a wish to do a particular activity, does not justify staff acting unreasonably to help the client perform that activity. Staff must act reasonably to ensure the safety of the client at all times e.g. The client may express a wish to go sky diving. This would be a serious risk to the client and staff must use their professional judgement in deciding these matters.

We hope you find that Agency work meets your objectives and enhances your career. The very nature of agency work is both challenging for you and for us. We ask that you assist us in meeting our Clients' expectations as they impact on everyone:

- Prompt responses from the Agency regarding Staff Members booked
- Technical competence in performing nursing duties
- Punctuality/Reliability
- Appropriate uniforms and grooming
- Flexibility to adapt to Client environment, culture and standards
- Accurate accounts submitted to client
- A friendly smile and good sense of humour

Remember, when you are working an Agency shift you are promoting yourself as well as representing Randstad. We strive to deliver a quality service to both our Agency Members and our Clients and in doing so we welcome any feedback from you.

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good to know you

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