

temporary & contractor handbook

randstad health & aged care



randstad
health and
aged care.

welcome

Congratulations on becoming a Randstad employee!

We're glad to have you on board with our health, care & support division.

This handbook has five sections — please read them all carefully to help make your working life as successful as it can be.

Working within the health & social care sectors, we aim to position our company as an industry leader. We do this by helping people find the right job, helping contribute to society and the community in which we live and work, and influencing industry to set high standards, best practice and benchmarks.

contents

welcome to randstad	5
what kind of employment do we offer?	5
ending and extending your assignment	6
office hours	6
workplace health & safety	6
standards and protocols overview	6
managing your performance whilst on assignment	7
reportable conduct	7
timesheets & payroll.....	8
pay rates	8
payroll and taxation forms	8
receiving pay	8
timesheets	8
timesheet tips	8
expenses or disbursements	9
superannuation	9
pay enquiries	9
break entitlement	10
day to day: working an agency shift.....	11
casual shifts	11
on-site induction	13
other responsibilities for agency members	13
ahpra registration (RNs only).....	14
responsibility of the medication keys (RNs only)	14
active nights	14
dress code	14
personal visitors	14
training & education	14
petty cash	15
code of conduct, accountability & appraisals	15
drug & alcohol policy	16
our service standards & working conditions	16
reporting and resolving grievances	17
complaints investigation	17
speakUp - misconduct reporting hotline	17
insurance	18
pregnancy WHS	18
emergency codes	18
areas of competency.....	19
manual handling	19
manual handling training	19
resident/patient transfer	19
prohibited manual handling techniques	20
safer manual handling of objects	20
behaviours of concern	21
reducing the risk of injury	21
non-compliant emergency use of restraint or seclusion	21
infection control	22
exposure to blood — general protocol	22
needlestick injuries — general protocol	22
administration of medications	6
first aid	6
skin care & sun protection	6
personal protective equipment	7
fire safety	7
electrical safety	7

working in rural/remote areas	7
vehicle use	8
whs information & incident reporting guidance	10
preventing accidents and injuries at host employer sites	10
medical and pre employment assessments	10
host employer's responsibilities	10
site specific inductions by host employers	11
monitoring and consultation	11
what we need to know	11
if you suffer a workplace accident/injury	11
workers compensation	11
hazardous material & substances	12
safety data sheet (SDS)	13
psychosocial hazards	13
aged care & vulnerable people safeguarding policy & procedure	14
randstad's aged care safety commitment	14
purpose	14
scope	14
what are our code of ethics	14
abuse definition	14
working with vulnerable people standards	15
aged care quality standards	15
NDIS practice standards	16
reporting abuse	16
NDIS mandatory reporting	17
acceptable (with a person's permission) and unacceptable physical contact	17
reporting and resolving grievances	18
procedure if you have been the subject of an allegation	18
complaints investigation	18
keeping yourself safe at work	18
social media	18
speak up confidentiality / whistle blowing	18
what to do when you arrive at an Aged Care Facility for the first time?.	18
more support	19

welcome to randstad

As you are now an employee of Randstad you can now enjoy the benefits of working for a world leading Staffing and HR organisation. In addition, it is important to remember that as an employee we expect you to uphold our values and act in a way that positively represents our brand.

We expect you to use these values as a minimum benchmark for acceptable behaviour. However, it is also your responsibility to make yourself familiar with the host employer's policies and procedures and follow these in the first instance.

what kind of employment do we offer?

temporary assignments

The type of work Randstad offers is of a temporary nature and is not guaranteed in any way. Temporary assignments are available across our entire network of offices, with the majority of work at short notice. You are not entitled to any minimum number of assignments or hours per week. You may reject or accept any offer of an assignment at your own discretion. If an offer of assignment is accepted, you must accept the terms of the individual assignment. Each individual assignment may differ in its terms, such as length of assignment, hours of operation, days of work and pay rate. Your consultant will brief you on each assignment prior to your commencement. If you have any queries feel free to raise these with your consultant.

Randstad may alter the terms of each assignment, such as the start and finish dates or the days of work. Our clients, who will become your host employer, determine the terms for each assignment, so each assignment could be for a few hours, a few weeks or a few months. If a host employer asks you to change roles or perform a different task while on assignment, you must report this to your Randstad consultant. You must only perform the role and tasks that you have been assigned to do, as any other tasks may not have been assessed for workplace health and safety. While the Host Employer will supervise and direct your day to day activity on their site, Randstad is still responsible for you at all times, and will routinely check how you are going in each assignment, regardless of length.

Randstad does not:

- guarantee the existence of assignments or any work for temporary employees.
- guarantee the duration or the pay rate of an assignment.
- provide any paid leave, including but not limited to annual, long service, parental, carers or sick leave.

However, effective 1 February 2023, temporary employees (including casuals) are entitled to 10 days of paid Family and Domestic Violence Leave (FDVL). Please see below for further details.

family and domestic violence leave entitlements.

Effective 1 February 2023, casual employees can access up to 10 days paid leave per calendar year to deal with the impact of family and domestic violence (FDV). You will need to advise your consultant as soon as possible, should you need to access FDV leave.

The full entitlement to 10 days of paid FDV leave will be available at the beginning of each 12-month period of the employee's employment and will not accumulate from year to year.

Randstad will require evidence to support your need for family and domestic violence leave for the sole purpose of facilitating the appropriate pay. Any evidence will be treated on a confidential basis and in accordance with our Privacy Collection Statement. In addition, Randstad is not prevented from disclosing the information if it is necessary to protect the life, health or safety of the employee or another person or it has been requested by law.

Evidentiary requirements can take the form of:

- documents issued by the police service
- documents issued by a court
- family violence support service documents, or
- a statutory declaration.

In accordance with our privacy and confidentiality obligations, Randstad will facilitate DVL payments without any reference to DVL. These will show as ordinary hours on your payslip.

Casual employees will be paid at their full pay rate for the hours they were rostered to work in the period they took leave (i.e. including bonuses, loadings, allowances, overtime and penalty rates where applicable) Please contact your Randstad consultant or refer to <https://www.fairwork.gov.au/leave/family-and-domestic-violence-leave> for further information.

casual work

Casual agency work is available across our entire network of offices and the majority of agency work involves minimal notice, relying very much on your availability at the time a shift is offered.

contract work

We offer contract placement services. Contracts can last from two weeks to 12 months.

permanent work

We offer a permanent placement service — please ask your consultant if you would like more information. Maybe they have the permanent job you never thought to ask for.

ending and extending your assignment

Temporary and contract work is dependent on business requirements so there may be instances where your assignment comes to an end earlier than expected. When this happens, we will inform you as soon as possible. On the contrary, there is also the possibility that the assignment may be extended, and we will consult with you in this instance.

Further details are contained within your temporary/contractor agreement and assignment confirmations.

office hours

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

If you are calling about pay please call the Customer Service Hotline on 1300 852 155 or via email customerservice@randstad.com.au during 8:30am to 5:30pm (AEST) weekdays. The After Hours service will not be able to assist with pay.

workplace health & safety

Randstad's method and values shape the way we work to achieve our vision of being the number one recruitment & HR services company, both locally and across the globe. For us this means number one in people practice. Importantly, to achieve this in Australia, Randstad underlines the importance in meeting its legal and social responsibility of providing and maintaining, so far as is reasonably practical, a safe and healthy working environment and appropriate support mechanisms for all employees, including temporary employees, contractors, sub-contractors, customers and visitors (Randstad Work Health Safety & Welfare Policy). Please refer to the WHS section for more information.

standards and protocols overview

We are focused on excellence and are committed to fostering high levels of professionalism, so before you get started on an assignment it is important to familiarise yourself with our standards and protocols.

Randstad expects you to respect the rights of others and to treat them fairly. Harassment of any kind is not acceptable and could result in the conclusion of an assignment. Similarly, should you find yourself in an uncomfortable situation, do not hesitate to contact your consultant.

When you enter different work environments you will be exposed to confidential or personal and sensitive information. Please ensure you keep all information confidential, even once your assignment has finished and do not breach your Contract of Service with Randstad and its clients.

When accessing a client's computer network, which includes e-mail, the internet and various software, please remember to follow the host employer's computer policy on use. Confidentiality of passwords and information is paramount. The use of any systems for offensive or obscene material is unacceptable and may result in the conclusion of your assignment.

Except in the case of an emergency, please make personal phone calls only during breaks. You must be aware of and adhere to the host employer's smoking policy.

If you encounter any difficulties or have a complaint, please address it with your consultant immediately rather than approaching the client.

Strive for success. Permanent opportunities often develop from temporary and contract assignments.

managing your performance whilst on assignment

We will endeavour to maintain regular contact with you and your host employer whilst you are on assignment. This is so we can effectively manage your performance and provide you feedback to ensure we are giving you every chance to be successful.

It is fundamental that you take direction from your direct manager in the first instance as they are the ones that will be managing your workload and day to day activities.

reportable conduct

The Reportable Conduct Scheme requires organisations to investigate and report allegations of child maltreatment (including, but not limited to, grooming, abuse and inappropriate behaviours) made against their employees, volunteers and contractors. The scheme is designed to hold organisations to account for the manner in which they handle complaints made against employees who work with children, and can span to conduct committed in both their personal and professional life.

The Reportable Conduct Scheme for each state can also be found here: [NSW](#), [ACT](#), [VIC](#), [WA](#), [QLD](#), [TAS](#)

Whilst Randstad, including its Australian subsidiaries (together "Randstad") is not a respondent to the Reportable Conduct Scheme, it supplies workers to clients who are subject to the scheme. As such, you acknowledge that Randstad will support the investigation (including police investigations or otherwise) and reporting requirements of any client who informs Randstad that an employee is subject to, or witness of, a complaint of reportable conduct.

timesheets & payroll

pay rates

Your hourly/daily rate will be agreed upon with your consultant prior to the beginning of each assignment.

payroll and taxation forms

Payroll and Taxation forms (requiring your Tax File Number if applicable) must be completed prior to the commencement of a contract assignment. If your tax file declaration is not received within 14 days, your withholding tax rate will be charged to the highest tax bracket.

If you are to be paid as a Company you must provide your consultant with your Certificate of Currency, evidence of Insurances and Registration documents for a business or company name. See your Contract of Service Terms and Conditions or Independent Contractor Agreement for more information on what is required. Do not send incomplete forms — this will cause a delay in processing and must be returned to you.

receiving pay

Payment will be made by electronic funds transfer (EFT) into your bank account following the receipt of your approved timesheet. You will be given access to the myRandstad web portal, where you can view your bookings and see your payslips.

timesheets

As a temporary or contract worker employed by Randstad, you will be paid weekly. Your timesheets need to be completed and submitted by no later than 7pm each Sunday. Only complete timesheets with appropriate approval will be paid, so it is important that you check your timesheet before submitting it, ready for approval by your supervisor. Overtime needs to be approved by your supervisor prior to it being worked.

Timesheets are processed at the start of each week, and generally your pay will be available in your bank account no later than Thursday (unless there is a public holiday in NSW whereby your pay may be delayed by one day). You will have access to your own my Randstad web portal, through which you can view your bookings and payslips. Your Randstad consultant will let you know which timesheet system is right for you from the following options. More information and guides on how to use them is available on our website.

randstad mobile timesheet app

At Randstad, we understand that your world is mobile, so we've developed a timesheet app to use while you're on the go. View bookings, enter and edit shifts, add expenses and allowances, and submit your timesheets, all from your iPhone or Android smartphone. For more information, including how to download and use this handy app, please see the jobseeker resource section of our website.

myRandstad web portal

No smartphone? No problem! As well as viewing payslips, you can submit timesheets through your my Randstad portal.

client based systems

Some Randstad clients use their own timesheets or shift attendance systems and provide the shift information directly to us. If you are placed at one of these sites, your Randstad consultant will make sure you get all the instructions and training you need to get you started.

timesheet tips

Your Randstad consultant will add timesheets to your my Randstad portal, which allows you to use both the my Randstad web portal and mobile timesheet app. When using my Randstad web and mobile timesheets, please remember the following points:

- DO enter your hours using a 24 hour clock
- DO ensure that you are inserting the hours in the correct columns.
- DO enter your unpaid break duration in minutes
- DO submit your timesheet by 7pm on Sunday night to ensure payment in the next week's pay run.

expenses or disbursements

Expenses and allowances are easy to claim through the my Randstad web and mobile timesheets. Please ensure that you discuss with your consultant if the role you are fulfilling has an eligibility to claim any expenses/allowances before you submit any claims.

Simply select to add an expense or allowance, choose the type, and enter the amount claimed. Add photos of your receipts using your smartphone's camera, or upload other supporting documentation to your my Randstad timesheet to have claims and allowances approved and paid along with your timesheet.

For instructions on adding expenses and allowances, visit the mobile timesheet page on our website.

superannuation

Randstad makes a contribution of the applicable super guarantee amount to a superannuation fund on all "ordinary time" earnings.

If you are a PAYG worker and have not previously provided Randstad with your super choice, you will receive an electronic super choice form by email before you start your new job. This email will allow you to access a digital platform to submit your super choice form digitally. You are able to nominate your own superannuation fund or choose another fund by completing and submitting this form through this platform. Once submitted, you will receive a copy of your completed form via email for your own records and your Randstad consultant will be automatically notified. As Randstad sends superannuation contributions on a monthly basis, to ensure your contributions are paid to your chosen fund, you should act immediately and complete this form online at least a week before your first pay date.

If you are a PAYG worker, your myRandstad web portal will give you access to information on your selected super fund, option to change your super fund and allows you to view the history of your super choices. Simply go to the 'super choice' of this portal to view and/or update your super choice information.

Provided the superannuation fund you have nominated is a complying fund and all documentation is completed correctly, all future contributions will be directed to that fund.

Under Superannuation Guarantee legislation, employers must nominate a default superannuation fund. Randstad has selected Australian Retirement Trust as our default fund. If you do not make a super choice, Randstad will check with the ATO to see if you have a stapled super fund. If a stapled fund is not available your contributions will be sent to the default fund.

A stapled super fund is an existing super account which is linked, or 'stapled', to an individual employee so that it follows them as they change jobs. Refer to <https://www.ato.gov.au/Business/Super-for-employers/Stapled-super-funds/> for further information about stapled super funds.

As an employer, superannuation must be remitted on a quarterly basis, however we currently remit to the Superannuation Fund monthly. After a period of 12 months, you may change your choice of fund. This can be done only once within a 12 month period.

Please note: If you are paid as a company Super User Choice does not apply to you. If you are registered as a Company or Trust, it is your responsibility to pay, to an approved fund, the required amount of superannuation. If you are paid under an Award, Australian Workplace Agreement (AWA), Enterprise Bargaining Agreement (EBA) or a defined benefit fund, Super Choice may not apply to you. Please ask your consultant or contact the Customer Service Hotline if you are unsure.

If you have any questions please contact the Australian Tax Office on 13 28 64, visit <https://www.ato.gov.au> or contact our Customer Service Hotline on 1300 852 155 or via email customerservice@randstad.com.au.

pay enquiries

If you have any queries, contact the Customer Service Hotline on 1300 852 155 or email customerservice@randstad.com.au. Your queries will be answered between 8:30am to 5:30pm (AEST) weekdays. If your call is answered by voicemail, leave your full name (including spelling), Employee ID number, contact phone numbers including your area code and the reason for your call. Your call will be responded to promptly.

Please advise your consultant if there are any changes to your address, telephone number or bank account details to ensure you receive your Pay Advice, Recipient Created Tax Invoices (RCTI's) or Remittance Advice.

break entitlement

At Randstad, we are committed to providing a safe, healthy, and fair working environment for all employees. This includes ensuring that appropriate breaks are provided in accordance with the applicable Modern Awards that cover your employment.

understanding your breaks:

Breaks are essential for your well-being, productivity, and safety. There are generally two main types of breaks:

1. **Rest Breaks:** These are shorter breaks designed to allow you to rest briefly from your work. They might include short morning or afternoon tea breaks. Whether these breaks are paid or unpaid, and their duration, often depends on the applicable Modern Award or enterprise agreement, and the length of your shift.
2. **Meal Breaks:** These are longer breaks, typically 30 minutes or more, designed for you to eat a meal away from your work area. Whether Meal breaks are paid or unpaid and their entitlement, duration, and timing are usually outlined in the relevant Modern Award or enterprise agreement.

when to take your first break

While specific timing can vary based on your Modern Award or enterprise agreement, a common principle is that:

1. **Rest Breaks:** If your Modern Award or agreement provides for paid or unpaid rest breaks, these are typically shorter (e.g., 10 minutes) and are often taken in the first half of a longer shift. For instance, for an 8-hour shift, you might have a rest break in the first 4 hours.
2. **Meal break:** in order to ensure the employee's well being and safety, all Randstad employees must not work more than 5 consecutive hours without taking a minimum of a half hour or more meal break. If the meal break is paid then the "unpaid Break" column in the timesheet needs to be blank, as those will be paid with the total hours worked. On the other hand if the meal break is unpaid then the employee must record those breaks hours in the timesheet column of "Unaid Break", which will be deducted from the total hours worked for the day.

It's crucial to consult your specific award or agreement for the precise timing requirements that apply to your role.

your responsibilities regarding breaks

- **Take Your Entitled Breaks:** It is important for your health and safety that you take your allocated breaks.
- **Return on Time:** Please ensure you return from your breaks promptly at the agreed time to minimize disruption to operations.
- **Communicate Issues:** If you are unable to take your break due to operational demands, or if you have any concerns about break provisions, please discuss this with your manager as soon as possible or leave comment at the timesheet at the comment sections.

how to find your specific break entitlements

Given the variety of Modern Awards and potential enterprise agreements, it is important to understand the specific break entitlements that apply to your role. You can find this information by:

1. **Contacting Your Consultant:** Your direct consultant is available to answer any questions you may have about your specific break entitlements.
2. **Reviewing Your Assignment Agreement:** Your assignment agreement will reference the applicable Modern Award or enterprise agreement.
3. **Accessing the Relevant Modern Award/Enterprise Agreement:** You can find copies of Modern Awards on the Fair Work Ombudsman website using their "Find my award" tool: [Find my award](#). If an enterprise agreement applies, a copy should be made available to you by Randstad.
4. **Fair Work Ombudsman Website:** For comprehensive information on breaks, hours of work, and other employment conditions, please visit the Fair Work Ombudsman website: [Hours of work, breaks and rosters](#).

day to day: working an agency shift

casual shifts

roster availability

Casual work is available 24/7 dependent upon your role type and client needs. Please call, lodge online or email your availability including preferred days, shifts and places of work, ideally up to a week in advance. Please contact us if you wish to be removed from the availability list, unless you notify us otherwise, we will assume you are available for the days and shifts originally requested.

Staff who have provided their availability to Randstad, that match a vacancy will be contacted for work prior to those without availability recorded in the system.

If you remain on call for a morning shift you will be telephoned that day from 5.30am when an appropriate shift is booked, or you may call us at 5.30am — please advise your consultant what is most convenient.

Once you have provided Randstad with your availability and if circumstances change, please telephone us or update your availability immediately via the myrandstad app or portal.

If there is any doubt at all about your ability to fulfil the commitment, please do not accept the shift.

For safe and best practice, Randstad has a policy that: (please note that some clients do not allow or pay any overtime so please check with your consultant in advance).

- no more than six 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 discuss what is practical with your consultant.

procedure to obtain a casual shift

We will contact you when an appropriate assignment/shift becomes available and provide all the shift details including:

- name and address of client,
- directions to client and location,
- shift start and finish times,
- car parking availability,
- any special work requirements/client profiles,
- person to report to on arrival (unless working alone).

If you agree to work that shift, you will be confirmed to the client as willing to attend that shift. Having accepted a shift you will be expected to attend.

If an emergency arises and you are unable to attend, you must provide as much notice as possible. If you are unwell and unable to make an accepted shift, please telephone as soon as possible. We operate 24/7. 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 is no catering on-site. 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 geographically close to you.
- we may be experiencing peak demand.

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 one hours' notice of cancellation. Sometimes a site will cancel at the last minute. It is advisable that you leave your 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.

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

When allocated a shift our allocations consultant must advise you of the following:

when arriving on shift:

- **best practice is to** arrive 10–15 minutes prior to the start of your shift so you are not rushed
- 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.
- be required to do a COVID RAT

the following must be carried with you at the site:

- current nursing registration (nurses only).
- identification badge (everyone).
- Police Check or NDIS Clearance (everyone)
- State Dec (everyone)

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 team, Randstad needs to be notified immediately.

Call and advise a Randstad team member what is happening. The team member 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 a Consultant of any changes at the end of the shift. Timesheets should be completed at the end of each individual shift so there is no delay to your pay.

Never leave a shift that is different to the one that Randstad has allocated to you without speaking to us first (even if you are told “you are not required”). If you are unsure of your shift requirements, please call us.

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

Examples of when to phone from the facility include:

- if the facility wants 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.
- if you are uncomfortable/unsure of the handover you are given.

handover and orientation

You must receive a detailed handover on the residents/patients 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 including resident/patient profiles and specific treatment, issues and actions taken prior to leaving your shift.

on-site induction

The first time you attend a new site (which may also include for example a new floor, ward or location) you must receive orientation/ site induction prior to commencing work. It is your responsibility to ask for on-site induction if it is not offered.

On-site induction should include:

- organisation overview and site tour – amenities, facilities and location of equipment and patient call-bell system, etc.,
- shift duties and responsibilities,
- co-ordinator and supervisor for the shift,
- emergency telephone numbers, alarm and duress and safety rooms,
- restricted areas, security and access controls,
- site specific hazards and safety procedures such as emergency evacuation; fire and evacuation procedures; location of fire exits and fire fighting equipment and specific job-site related information. Emergency codes, phone numbers and any emergency procedures,
- 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,
- security arrangements (e.g. lockers) for your personal items. Cash and valuables are your responsibility — you should ensure they are well secured. Don't take unnecessary items to work with you,
- location of first aid equipment and facilities,
- petty cash,
- job specific training, hazards and associated risks with the job/task and associated information regarding the specific work you are undertaking.

The Client/organisations policy and procedures and equipment for:

- manual handling and use of mechanical aids/equipment,
- challenging behaviour,
- infection control,
- food handling and meal assistance,
- medications and nurse initiating medications,
- personal protective equipment and usage,
- incident reporting,
- vehicle usage,
- documentation required to be completed during your shift (e.g. care plans, medication records, progress notes and Aged Care Funding Instrument — ACFI),
- All entries must be legible, detailed and complete. Please ensure you sign and print your name, along with printing the agency name.

Proof of completion of on-site induction:

- if available, please sign off the client site induction form,
- your consultant will contact you a number of times each year to consult and monitor whs compliance,
- please notify your Randstad consultant immediately if an on-site induction was not provided.

other responsibilities for agency members

remaining an active staff member

Registration with Randstad remains current for 6 months from the date of your last shift. If you wish to advise your availability after this time you will need to rejoin the agency by attending an interview again and ensuring any competencies/registrations are updated.

upgrading yearly increments

It is the responsibility of an agency member to inform their consultant if they are eligible to increase a grade, year or pay point. 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.

ahpra registration (RNs only)

To comply with the Nursing and Midwifery Board of Australia it is essential you:

- carry your original certificate to each shift – the client has the right to send you home if you cannot produce it,
- show the agency your original certificate each year, or email the agency a copy to compliance.healthcare@randstad.com.au

responsibility of the medication keys (RNs only)

At aged care facilities and hospitals it is the responsibility of the RN in charge to ensure 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 or taken offsite, the facility has the right to change the locks at your expense.

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.

active nights

Unless otherwise specified from previous staff during the handover at the commencement of your shift, you should follow the procedures below.

When staff members are on active night duty, they must carry out regular checks on all residents/patients during their period of duty. The frequency of checks may vary according to the needs of the residents/patient. However, as a minimum, the residents/patient 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 resident/patient by

- listening to the resident/patient breathing,
- watching for movements such as rise and fall of the resident/patient's chest,
- using torches to help staff carry out this procedure.

If staff cannot determine the state of a resident/patient's breathing by listening or watching, then staff must physically check the resident/patient breathing.

This may be done by placing a hand lightly on the resident/patient'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.

dress code

all health staff (e.g. Hospitals and aged care)

- wear scrubs or black trousers/skirts, black polo top or black collared shirt, enclosed shoes,
- no runners/work boots or open toe shoes.

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 while on duty.

training & education

Randstad provides professional development opportunities to enable you to update your skills and knowledge.. Upcoming notification may be advised on payslips. Everyone is encouraged to be proactive about their professional development. Attendance will be documented for future reference and a certificate of attendance provided.

We appreciate any information regarding further education completed independently of the agency so we can update your personnel file.

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

petty cash

If you are requested to sign for petty cash during a handover, ensure you take an inventory prior to signing. Never sign for any cash handover unless you have counted the money first. If there is a discrepancy, make a note of it in the handover sheet and notify your supervisor.

code of conduct, accountability & appraisals

The following standards are based on the premise that all residents/patients 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.

Randstad Code of Conduct and Safeguarding Vulnerable people Declaration

At Randstad Health & Social Care, we are deeply committed to safeguarding the well-being of vulnerable people. All our members who interact with vulnerable people pledge to act in the best interests of these individuals. We recognise the importance of taking all necessary steps to ensure their safety, welfare, and overall well-being.

Code of Conduct:

As part of this commitment, you will:

- Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
- Act in a way that treats people with dignity and respect and values their diversity.
- Act with respect for the privacy of people.
- Provide care, supports and services safely and competently, 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, support and services.
- Provide care, supports and services free from:
 - > all forms of violence, discrimination, exploitation, neglect and abuse
 - > sexual misconduct.
- Take all reasonable steps to prevent and respond to:
 - > all forms of violence, discrimination, exploitation, neglect and abuse
 - > sexual misconduct.
- Identify and mitigate risks to aged & vulnerable people safety and well-being as required by Vulnerable People Safeguarding Policy & Procedure as listed on www.randstadhealthcare.com.au

I will not:

- Engage in any unlawful activity involving vulnerable person
- Participate in activities that may physically, sexually, or emotionally harm an aged or vulnerable person
- Unlawfully discriminate against any person in their care or their family members
- Arrange personal contact, including online contact, with aged or vulnerable people
- Disclose personal or sensitive information about a vulnerable person, including images, without the consent of the person and their family or legal guardian, unless required by Randstad's reporting policies
- Use inappropriate language or provide access to inappropriate images or material
- Work with vulnerable people while under the influence of alcohol or prohibited drugs
- Ignore or disregard any suspected or disclosed harm or abuse.

In the event that I become aware of a breach of this Code of Conduct by another person, I commit to:

- Prioritise the best interests of vulnerable people at all times
- Take prompt actions to ensure the safety of aged or vulnerable people
- Comply with relevant state legislation and Randstad's internal and external reporting policies as necessary.
- Follow Randstad's policies and procedures for receiving and addressing complaints and concerns as listed on www.randstadhealthcare.com.au
- Speaking up by talking to my supervisor at the host facility, my consultant at randstad or via the speak up platform where you can remain anonymous:

- https://www.speakupfeedback.eu/web/integrityatrandstad/au/enter_access_code/3b3(Access Code: 47064) Freephone Number: 1800 452 051

I also acknowledge that any breach of this Code of Conduct may result in disciplinary action, up to and including the termination of my employment with Randstad and may result in my personal information being disclosed to authorities, if required by state or territory law.

drug & alcohol policy

Drugs or alcohol have a direct impact on an individual's work performance and safety. You must be aware of and adhere to the host employers' drug & alcohol policy. In the absence of a policy, Randstad's policy is that the consumption of drugs and/ or being under the influence of drugs and alcohol will not be tolerated in Randstad offices and host employer sites.

Consumption of alcohol is only allowed at the direction and permission of Host employer management.

Illicit drugs are prohibited. Anyone found in possession, under the influence or selling/buying illicit drugs while at work for Randstad will have disciplinary action taken. You must notify your consultant if you are taking Prescription or non-prescription drugs which have the potential to impact upon a person's ability to work safely. This extends to the operation of motor vehicles and equipment.

Please Note: Randstad reserves the right to perform a drug or alcohol test on any Randstad employee. Randstad may also perform a drug or alcohol test if it is suspected that you may be under the influence of drugs or alcohol and intending to go to work. Any failure to comply with safe working instructions could lead to the cessation of your assignment.

If you suspect others in the workplace are under the influence of drugs or alcohol then notify the host employer and your Randstad Consultant

our service standards & working conditions

no discrimination

We aim to ensure that in the application of all company policies, practices and procedures, no discrimination takes place and 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 or bullying

We aim to ensure no sexual, racial, religious or other kinds of harassment occur in the workplace. Bullying and harassment are unacceptable and will not be tolerated by Randstad. If you believe that you have been subjected to bullying and/or harassment or have witnessed such behaviour, it is important that you speak to your consultant immediately (please note our guidelines for reporting a grievance).

no vilification

We aim to ensure no vilification occurs in the workplace.

Equal Employment Opportunities (EEO) objectives

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

- 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.

reporting and resolving grievances

A grievance is an incident which is believed to be grounds for a complaint. This may include a cause for distress, unfair treatment or something more serious.

informal grievance

What if I think I can resolve the matter myself? In many situations, the first appropriate step is to tell the person who is the cause of the complaint how you feel. If the complaint is about their behaviour, tell them that it is unacceptable, offensive or hurtful. If it is about a work decision, tell them why you think it is unfair or inappropriate. Sometimes people behave inappropriately without realising, or make decisions without considering the repercussions. Telling the person will give them a chance to stop or change what they are doing. If you decide to take this action, it is important that you also seek support from your Randstad consultant. What should I do if I can't approach the person involved? If you don't feel that you can approach the person directly, then explain the problem to your Randstad consultant. They will advise on what your options are and, if you wish to lodge a formal grievance or report an incident, will advise you on how to do so (see section below).

If you don't feel comfortable talking to your consultant (or your complaint is in regard to your consultant), you can then contact the local branch manager or the Randstad Human Resources team.

formal grievance

How do I lodge a formal grievance?

- discuss with your randstad consultant, randstad branch manager or randstad human resources team.
- you may also wish to put your complaint or incident in writing and provide it to your randstad consultant.
- there may also be instances where it is appropriate to inform your manager at the host employer. Please note that this should be in addition to contacting Randstad.

complaints investigation

Complaints are investigated in an impartial, confidential and timely manner – the guiding principles of Randstad's grievance handling procedure are:

- Impartiality. If you raise a grievance, it will be investigated in a fair and impartial manner. No judgments or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given an opportunity to tell your side of the story.
- Confidentiality. If you raise a grievance, the details will remain confidential between you and the investigating team. Those involved in an investigation, must maintain strict confidentiality with regard to all aspects of the process or face disciplinary action.
- Timeliness. Each grievance will be finalised within as short a period of time as possible. Where necessary, all information will be passed on to the relevant manager immediately.

speakUp - misconduct reporting hotline

SpeakUp is a way for Randstad employees, suppliers and clients to confidentially raise issues about misconduct in the workplace such as unsafe, unethical or illegal practices.

We rely on people to speak up whenever they feel there is a breach of Randstad's Business Principles or that they, their colleagues, our clients and suppliers, our business or our reputation might be at risk in accordance with the Randstad Misconduct Reporting Policy. If you encounter discrimination, sexual harassment, unfair employment practices, threats, physical violence or financial conflicts of interest, don't remain silent.

If you have concerns that you feel cannot be raised with your Randstad consultant or through normal procedures, you can rely on SpeakUp, a 24/7 telephone helpline run by an independent provider:

Australia

Freecall Number: 1800 452 051

Access Code: 47064

Language Options: English

Website: <https://www.speakupfeedback.eu/web/integrityatrandstad/au>

Your confidentiality is protected to the highest extent possible. Randstad has a strict policy of non-retaliation against persons who make workplace misconduct reports under this policy.

insurance

Registered Nurse (RN):

As part of AHPRA registration a RN must have Professional Indemnity (PI) insurance. PI insurance is included in a union membership or a RN can take out their own insurance. Part of your registration with Randstad is to provide proof of your PI insurance. If unsure please contact your Randstad Consultant.

Assistant in Nursing

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 an AIN you will attend to duties and responsibilities of an AIN only and not other procedures you attend to while on clinical placement.
- Follow the policies and procedures of each facility you attend, provided they are correct.
- Adhere to the WHS policies of the facility 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.”

pregnancy WHS

If you are undertaking a temporary or contract assignment through Randstad and are pregnant, there may be additional health and safety requirements to ensure yours and the baby’s welfare. It is important for you to discuss this with us as early as possible so we can assist with ensuring both the employer’s and employee’s duty of care are protected. Randstad may, at its discretion, request medical clearance for particular assignments or for assignments within the six-week period before and/or after the birth of your child.

emergency codes

It is important to be familiar with the emergency codes below in case of an emergency.

Code Blue	Medical Emergency
Code Yellow	Internal Emergency
Code Orange	Evacuation
Code Red	Fire/Smoke
Code Purple	Bomb Threat
Code Black	Personal Threat
Code Brown	External Emergency

The above colour code table is based on Australia Standard 4083 -1997 — Emergency Response for Health Care Facilities.

areas of competency

This section provides information on the key areas of competency required to work in the health & social care sectors. The following supports and reaffirms your formal training and accreditation standards to work within health and related fields.

It is also very important that all candidates read and understand this section of this booklet.

manual handling

Manual handling is the biggest single cause of workplace injuries and is a significant risk within our industry. Manual handling describes every day activities such as carrying, rolling, pushing, lifting and lowering loads.

At many work sites, appropriate equipment is provided to aid the moving/lifting when transferring a resident/patient. If such equipment is provided, it should be used at all times.

Some examples of this equipment include:

- ceiling hoists, lifters and slings
- slide sheets
- hovermatts
- trolleys
- transfer boards

All temporary employees of Randstad are required to abide by the "No patient/person lift" policy.

manual handling training

Randstad maintains our commitment to ensuring your safety at work by requiring you to have recognised training in safe manual handling techniques. Your opportunities for employment are restricted without the aforementioned for safety reasons, if the client has this as a mandatory requirement for the role.

All temporary staff are expected to keep this training up to date during their employment with Randstad and be able to provide certification.

Remember there are a wide variety of lifting attachments and devices. The manner in which they are used may vary between individuals. If you are not certain of each individual's requirements, please ask your on-site supervisor.

Under no circumstances are you to use equipment that you are not properly trained in and are not deemed competent to use.

resident/patient transfer

Please ensure any procedures on site for transfer are read and understood.

When transferring resident/patient, please ensure the following is observed:

- in transfers, tighten your abdominal muscles, keep your back straight and use your leg muscles to avoid injury.
- do not rotate or twist the spine. move our entire body in the direction of the transfer.
- never grab the resident/patient under his or her armpits as this could cause injury.
- position yourself close to the resident/patient and assure footing is stable.
- try to maintain eye contact with the resident/patient and communicate while the transfer is in progress.
- never allow the resident/patient to grasp you around the neck as this could result in injury.
- agree on the timing of the transfer with the resident/patient and other caregiver(s) and count together.
- assure the furniture aids the resident/patient is being transferred to are properly placed and secure prior to transfer.
- injury to the caregiver and resident/patient can occur when transferring aggressive resident/patients. do not transfer aggressive resident/patients without assistance.
- you are responsible for using approved manual handling techniques while working which may include:
- knee/shoulder push roll to turn a resident/patient in bed (rather than pulling the resident/ patient towards you).
- slide sheets for moving a resident/patient up the bed or turning a patient in bed.
- resident/patient transfer boards for bed/trolley transfers.
- walking frames to assist with standing and walking.
- standing hoists for standing partial weight bearing resident/patient.
- hoists for transferring non- weight bearing resident/patient between bed and chair/commode/ wheelchair or from the floor.
- some facilities use a patient handling risk assessment chart. When these are in place, they must be followed.

prohibited manual handling techniques

Prohibited manual handling techniques usually include:

- the underarm drag or axilla lift for resident/patient.
- pressing foreheads together when lifting resident/patient.
- lifting without assistance to save time.
- lifting with significantly different height partners and jerky uncoordinated lifts.
- unplanned lifts.
- lifting a resident/patient's whole body weight for any transfer.
- holding a resident/patient under the arm to remove their trousers.
- pulling a resident/patient forward under the arm.
- lifting a resident/patient's buttocks to place a bedpan.
- manually lifting a resident/patient off the floor.
- pivot standing transfers involving pulling under the resident/patient's arm.
- pulling under a resident/patient's arm over the back of an armchair to sit a resident/patient up in a chair.
- allowing resident/patient to place their arms around or across your back, shoulder or neck.

safer manual handling of objects

Manual handling is the biggest single cause of workplace injuries and is a significant risk within the health industry. As people working in the health industry we are now very aware of safe manual handling in regards to resident/patient care. However, we need to remember safe manual handling principles when dealing with objects as well.

If the transfer method you are using cannot be done by you alone, get help right away.

DO NOT TRY TO MANAGE BY YOURSELF!

To lift and carry objects (excluding a resident/patient) in a safe way, follow these steps:

Step 1 – Stop and Think

- is the weight, shape and load within your capacity? if not, use a mechanical aid or ask for help.
- determine the best handling technique for the job ensuring it does not involve bending, twisting or reaching.
- plan where you will place the load and check that the path is clear. for a long lift, such as shoulder to floor, consider resting the load mid-way on a table or bench to change grip.

Step 2 – Position your feet

- Feet should be hip width apart, with one foot behind the load and the other beside the load in the direction of travel.
- Get as close to the load as possible.

Step 3 – Bend knees and Keep Back Straight

- bend the knees and squat down.
- never bend from the waist to pick up an object, no matter how small.
- keep your back straight, maintaining its natural curve.

Step 4 – Get a firm grip

- try to keep your arms within the boundary formed by your legs.
- the best position and type of grip depends on the circumstances and individual preference; but must be secure.

Step 5 – Lift with legs, keep back straight and load close to body

- to lift the load use the powerful muscles of your legs and straighten your knees.
- keep your head raised, chin tucked in and back straight. move smoothly and slowly and keep the load close to your body so that less stress is placed on your back.
- keep the heaviest side of the object next to your trunk.
- change direction with your feet. Don't twist your body when turning to the side.

Step 6 – Control lowering of the load

- it is important to lower the load in a controlled manner. bend your knees and keep your back straight.
- do not release your grip until the load is securely in position

Failure to follow these steps, could lead to serious injury, namely:

- back muscle strain
- rupture or hernia
- damaged discs

behaviours of concern

When people with an intellectual and/or physical disability live within residential services, they can sometimes demonstrate different and harmful behaviours. These are sometimes described as 'challenging behaviours/behaviours of concern'. These behaviours can seriously limit a resident/patient's participation in daily life activities.

Challenging behaviours/behaviours of concern can be based on one or more of the following:

- a previously learned way to communicate,
- psychiatric disorder,
- attention seeking behaviour,
- boredom,
- frustration,
- pain.

Points to remember when working with people with challenging behaviours/behaviours of concern include:

- most people who demonstrate challenging behaviours/behaviours of concern do so because of their learned behaviours.
- it is often easier to look at changing something in the client's environment rather than changing the resident/patient.
- consistency and persistence are the keys to effective behaviour management strategies.
- when considering the relationship between a resident/patient and their environment, try to see things from the resident/patient's point of view.
- you need to agree on a workable plan of action with your colleagues.
- staff need to be creative in developing strategies to deal with challenging behaviours/behaviours of concern.
- the challenging behaviours/behaviours of concern need to be replaced by an alternative behaviour that is equally satisfying.
- on 'bad' days, it is important to use a strategy that has worked in the past and has been developed by the team.
- it is important to safeguard the physical safety of the resident/patient and ensure that other residents/patients are not at risk.
- always consult behaviour management strategies as documented within each individual worksite.

Categories of challenging behaviours/ behaviours of concern:

- attention seeking,
- aggression,
- self-injurious,
- self-stimulatory.

reducing the risk of injury

Please ensure you are familiar with all resident/patient care plans, individual program plans and/or behaviour management plans if available and/or appropriate. Report any issues to your on-site supervisor and Randstad consultant.

Ensure you are familiar with and abide by emergency response plans of the client/organisation if the risk of harm is likely to occur.

non-compliant emergency use of restraint or seclusion

This refers to the brief use of procedures necessary to control severely aggressive or destructive behaviours that place resident/patient, staff or members of the general public in imminent danger of physical harm. Agency staff must consult regular house staff or management before using restraint or seclusion.

The following issues must be considered before using restraint or seclusion:

- is the situation deemed an emergency
- is there an immediate risk to others?
- has the use of restraining or seclusion been approved by the person in charge?
- have all other positive non- restrictive means of intervention been tried and failed?
- are any other immediate alternatives available?

Only the most senior staff member on duty, management or the after-hours on-call staff can authorise the use of restraining or seclusion, when and if, possible. You must consult the appropriate authority at the client/ organisation — you must not act until this is done and authorisation and correct procedures are in place. Randstad consultants cannot give authorisation.

infection control

Infection control measures minimise the transmission of infections or prevent cross infection. Staff have a personal and professional responsibility to practice infection control procedures at all times. Under WHS guidelines, all staff including temporary staff also have a legal responsibility to adhere to infection control guidelines. It is your responsibility to ensure when completing an orientation to a facility that you are made aware of facility infection guidelines and adhere to them. Effective infection control measures are to treat all persons as potentially infectious without discrimination.

Please ensure you follow standard precautions at all times, including:

- reading and understanding site infection control policies and procedures.
- follow hand washing guidelines.
- the appropriate use of protective apparel including gloves as per facility guidelines.
- the safe use of sharp instruments.
- the safe disposal of sharps — no tipping or re-sheathing of needles, correct transportation.
- the appropriate use of cleaning agents and protocols for occupational exposure to blood and body substances.
- when dealing with personal hygiene of clients, protective clothing must be worn to protect resident/patient and staff.
- waste management — always follow correct disposal procedures.
- always cover lesions at work.
- remember your infection control training and standard precautions.

In case of an accident where bodily fluids are to be dealt with, staff are to follow 'Infection Control Guidelines' as detailed at the work site or according to current training. Ensure these guidelines are shown to you as part of your induction to the work site. It is important to ensure staff and clients are protected against transmission of infection or cross infection of diseases.

It is not uncommon for residents/patients of the disability or welfare industry and members of the wider community to be carriers of Hepatitis B virus. For confidentiality reasons, staff are not advised of these issues when working with resident/patient and/or other staff. All persons should be treated as potential carriers, without discrimination. Infection control guidelines must be observed.

Working in the health and welfare industry you are potentially exposed to many types of diseases and it is advised that you discuss immunisation and vaccination with your doctor so you are as well protected as possible. The National Health and Medical Research Council recommend that healthcare workers are vaccinated against:

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

If you do not have these vaccinations, or they have lapsed you are to contact your local doctor for further information prior to commencing work.

exposure to blood — general protocol

- encourage bleeding from the affected site.
- wash well with soap and water.
- cover any wounds with occlusive dressing.
- if in contact with eyes, nose or mouth - rinse with water or saline.
- report immediately to your supervisor on site/ward and your Randstad consultant.

needlestick injuries — general protocol

Needlestick injury requires immediate action and reporting to Randstad.

Follow the policy and procedure of each facility regarding the care of needlestick 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 your Randstad consultant.
3. Have an urgent blood test for Hepatitis B surface antibodies and hold serum.

administration of medications

Please read this section carefully

Administration of medication is the responsibility of the RN (Registered Nurse) and EEN (Endorsed Enrolled Nurse) staff, except in the case of a candidate that has been medication trained and deemed competent to administer medication or certificate III trained with experience (with permission of the Agency), who may assist with resident/patient self-administration of medication from Webster packs/dosettes in the low care (hostel) situation only.

- carers 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 carers, and ens (without medication endorsement) 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 six rights when administering medications:

- right person,
- right day
- right time,
- right dose,
- right route,
- right medication/drug/expiry.

first aid

To administer first aid you must hold a current first aid certificate or work according to guidelines for your qualifications e.g. RN or EN. It is your responsibility to maintain a current first aid certificate and CPR certificate and supply a copy to your Randstad consultant to update your file.

Please contact your Randstad consultant for further information on how to obtain your first aid certificate. You may be required to administer first aid.

skin care & sun protection

Australia has the highest rate of skin cancer in the world. Two out of every three people in this country will develop skin cancers during their lifetimes, and every year it kills up to 1,200 Australians.

Prevention is better than a cure!

If you are working outdoors or out on the road, the following is recommended:

- headgear should shade the head, face, neck and ears, and hats should have a broad rim.
- sunglasses should fit closely to the face and meet Australian standards. wrap around style glasses provide the best protection from UV radiation.
- a broad-spectrum water-resistant sunscreen should be applied generously at least 20 minutes before going out in the sun. Re-apply your sunscreen every two hours.

Remember:

- you must protect your skin at all times, not just in summer! staff must ensure the resident/patient wears protective clothing such as hats and shirts (preferably long sleeves).
- residents/patients must also have liberal amounts of block-out applied at regular intervals and be kept out of the sun during the hottest part of the day (i.e. 11am to 3pm).
- during hot weather also ensure resident/patient fluid intake is adequate.
- the average daily recommendation is two litres. please ensure residents/patients have access to liquids, are dressed appropriately for the weather and the area is ventilated.

Note: If giving a resident/patient a frozen ice block, they must be observed at all times to prevent choking.

personal protective equipment

If you are requested to use or wear any personal protective equipment or clothing while performing an assignment, you must comply with this request.

- this may be gloves for working with sharps, an appropriate gown or plastic apron and protective footwear.
- in most instances the client/organisation will provide the equipment, randstad can be contacted for information on the supply of safety equipment.
- randstad requires you to wear enclosed flat soled shoes, this is each temporary employee's responsibility.
- if you have any questions, concerns or have not been instructed on the correct use of such equipment, contact your randstad consultant immediately.
- temporary employees who are advised by the consultant/client/organisation of the need to wear any personal protective equipment must do so at all times.

fire safety

At the commencement of an assignment with the client/organisation you will receive training in the event of an emergency specific to that site.

In the event of fire follow the instructions as given to you by the client/organisation. In the event you are at a residential address remove yourself and if you are able — and it is safe to do so — assist others in evacuating the area, move to a safe location well away from the fire and contact emergency services immediately.

electrical safety

Keep an eye out for electrical hazards, including:

- cracked or faulty insulation,
- equipment that is overheating,
- damp or humid conditions,
- overloaded power points or boards.

Always adopt safe work practices when dealing with electricity. If you have wet hands, clothing or equipment, then dry before use. Make sure you wear oil resistant, non-conductive footwear.

Most work sites have implemented an electrical safety program within each workplace. This covers:

- provision of safe electrical appliances.
- electrical tagging of electrical appliances after testing to ensure compliance.
- regular inspections of electrical appliances within the workplace.

These cover guidelines that state:

- non-approved electrical appliances must not be brought onto the workplace.
- any instruction for the safe use of electrical appliances must be followed.
- any electrical appliance MUST be tested and tagged prior to being used.

Any electrical equipment not supplied by the client/organisation, for example, personal mobile phone chargers, must NOT be brought into the workplace and used unless inspected.

working in rural/remote areas

Occasionally you may be required to work in a rural/remote location that is isolated from some services. These areas have additional health and safety requirements to be adhered to. It is your responsibility to familiarise yourself with that facility's unique WHS policies, procedures and hazard management processes (E.g. flood, storms, fire, cyclone, cultural, etc.).

Journey management

Where extended travel is required to either commute daily to and from the workplace or travel to and from an isolated placement, you must take all precautions to minimize risks associated with reaching the destination. These include:

- flying — ensure you confirm flight times/destinations and who will meet you at the predetermined location.
- driving — ensure an appropriate vehicle is used for the journey and visually inspect the vehicle for damage, check the owner's manual for specific requirements for driving long distances and off-road terrain (tyre pressure etc.).
- carry a first aid kit and communications device (e.g. mobile phone, radio etc).
- avoid driving between dusk and dawn where possible. never drive while fatigued and take regular rest breaks (approximately every two hours).

A travel plan should be provided to your Randstad consultant and where possible, there should be agreed check-in times during the journey.

Residential/worker's quarters

It is important that you ensure your residential quarters are thoroughly checked for hazards/risks. Your Randstad consultant can provide you with a checklist to adequately assess specific areas that should be addressed and compliant when you first move into the premises.

Rural/remote workplaces

Unique risks are associated with working in isolated communities.

Always adhere to local WHS procedures and contact your consultant if your workplace is scheduled for a Workplace Safety Assessment (WPSA), through Randstad's Health & Safety Division. In some cases you may be required to conduct a basic assessment of your workplace (refer RWSA).

It is part of your workplace health and safety obligations, especially in a remote location, to ensure the business, environment and all persons within your workplace have a safe and secure place to work.

Emergencies/natural disasters

In rural and remote areas, emergencies or natural disasters may occur, requiring the evacuation of the site you are at. In the case of evacuation, Randstad follows the direction of government authorities and their evacuation plans when relevant.

At all times our concern will be to ensure the safety of any Randstad staff in these areas in times of an emergency or natural disaster.

vehicle use

From time to time you may be requested to do a shift that involves transporting a resident/patient or collection of items for an organisation. Your consultant will provide the relevant information when confirming shift details.

You must not use your own car to transport a resident/patient unless authorised by Randstad. Unauthorised mileage claims cannot be paid.

Mileage will be paid when you are required to use your own vehicle for work providing the specified organisation has appropriate funding and Randstad has authorised the use of your vehicle.

- please ensure you record the odometer reading for each trip and the kilometres on your timesheet.
- please ensure all precautions are taken while transporting a resident/ patient. this may include child locks on doors and fitting of seat belts.
- staff must never transport resident/patient without full comprehensive insurance and registration, in a defective vehicle or while under the influence of alcohol or any other substance.
- driving licences must be valid and all disqualifications or any loss of licence must be reported. at no time are you permitted to drive a vehicle if unlicensed.

Prior to a long trip, and regularly in any other case, check the:

- engine oil,
- radiator coolant level,
- tyres — condition and pressure,
- horn,
- windscreen wipers and washers,
- lights and indicators,
- gauges and instruments e.g. speedometer (all must be working),
- ensure mirrors and windows are clean and appropriately adjusted.

Mobile phones

It is a requirement that drivers that need access to a mobile phone while in transit use a hands-free kit or, park the vehicle legally and then attend to the call.

Lights

Drivers on country trips are encouraged to travel with headlights on low-beam during the day.

Regardless of location, all drivers are encouraged to switch on their headlights in dull and rainy or foggy weather and well before dusk, to improve the visibility of their own vehicle.

First aid kit

All drivers of private vehicles for business purposes are required to supply their own first aid kit.

The driver of the vehicle is responsible to ensure kits are fully stocked and not containing expired items.

Avoiding fatigue

- employees, managers and supervisors are to plan realistic driving schedules and allow adequate time between appointments or work commitments to ensure enough time to get to the destination safely.
- drivers must be as well rested as possible before driving.
- take regular refresher breaks — at a minimum a 10-minute refresher break must be taken after each two-hour driving period.
- where possible, avoid driving when the employee would normally be asleep, especially between the hours of 12am and 6am.
- if the employee is too tired to drive, they should inform their supervisor or manager and not drive until rested.
- an employee must not drive for more than a total of eight hours in one day.
- do not drive if the trip will result in the driver working greater than 12 hours that day, unless the driver feels it is safe to do so, and the driver has discussed it with their manager.

Driving alone

When duties require periods of driving alone, drivers should:

- ensure they have emergency contact information and a working mobile phone in the vehicle.
- inform appropriate persons of their departure and estimated arrival time.
- take steps to ensure their personal security while in a vehicle and when boarding and alighting a vehicle such as parking in well-lit areas at night and as close as possible to the building or meeting-point where they are attending.

Remote area travel/driving

When duties require periods of driving in remote areas, drivers should:

- select the appropriate vehicle-type for the journey.
- check the predicted weather and the road conditions for the duration of the journey.
- ensure scheduled communication procedures are practiced and that appropriate reliable communication systems are used. i.e. radio, telephone and personal contact.

Where appropriate, inform authorities of remote travel plans including;

- personnel travelling, destination and estimated time of arrival.
- ensure critical phone numbers are easily accessible e.g. police regional offices etc.
- consider, where appropriate, the carrying of an epiRB (electronic position and indicating radio beacon).
- ensure clear procedures are adopted for emergency situations including personal injury, vehicle accident, breakdown and vehicle bogging and what to do if lost.
- ensure drivers and/or passengers are appropriately trained to operate the vehicle and all equipment carried including communication and vehicle recovery equipment
- ensure appropriate provisions are carried for emergency situations including food, water and fuel.
- debrief/review with manager after the journey and after any incident to review procedures.
- contact your Randstad consultant on arrival to confirm your safety.

Reporting accidents/incidents

It is the responsibility of the driver of the vehicle involved in an accident, 'near miss' or where;

- personal injury has been sustained to report the occurrence to their randstad consultant.
- the cause of the accident/incident will be analysed to implement any appropriate strategies to minimise exposure to similar risks in the future.
- the driver of the vehicle involved in a crash is responsible under the road traffic act rule and regulations to report any accident to the police as soon as possible but within 24 hours where the estimated combined damage to both vehicles exceeds the prescribed amount of \$1000 or where injury has been sustained.
- all vehicle accidents and occurrences of vehicle damage must be reported to Randstad as soon as possible.

whs information & incident reporting guidance

You are an important asset to Randstad, which is why we take all reasonably practicable steps to ensure your health and safety in the workplace when working with our clients. Workplace health and safety is largely about common sense and we ask you to co-operate with Randstad and our clients to ensure your own personal safety and to make sure that your actions do not endanger those around you.

Your safety, and the safety of the people you are working with, depends on your awareness of safe working practices and the need for a safe working environment. Although Randstad acknowledges its obligations to you, safety is a cooperative effort.

You must take responsibility for your own safety by:

- advising your consultant prior to starting an assignment if you have any pre-existing injuries or disabilities which will not allow you to perform your role in a safe manner.
- informing your consultant if your ability to perform duties safely in the workplace changes.
- making sure you know how to do the job safely before you commence.
- being aware of any safety risks associated with the intended tasks.
- following safety instructions.
- reporting anything you feel is unsafe about the equipment, task or work environment.
- avoiding the use of equipment that you are not fully trained to use or unsure how to operate.
- discussing any aspect of job safety that you are concerned about with your supervisor and Randstad consultant.

Randstad maintains a comprehensive set of procedures relating to work health and safety, these are available to you, please contact your consultant should you wish to review these in full, the following is an overview to assist you maintain your safety whilst working with Randstad.

preventing accidents and injuries at host employer sites

Randstad assesses host employer sites for safety requirements before sending anyone onto those sites to ensure host employers are providing a safe workplace. Where safety issues are identified on a host employer site then Randstad works with the host employer to fix those issues either prior to workers starting or not allowing workers to perform those roles. For all medium and high risk tasks Randstad produces a Job Analysis. Your recruitment consultant will advise you of the main hazards you may face on site and the control measures in place with the host employer to protect you. Host employers are required to treat you as they would their own employees for all health and safety matters. This may include making you aware of their Health & Safety Policy, assessing any health and safety risks which may affect you and recording any accidents or injuries that involve you.

Randstad are committed to ensure our systems and processes are robust and up to date, Randstad are accredited to Australian / New Zealand Standard: 4801 Occupational Health & Safety Management systems.

medical and pre employment assessments

In addition to assessing the host employer sites, Randstad also assess each job role so that we can place people who are a good job fit. We perform medical and pre employment assessments where required, so that your abilities are matched to the jobs we place you in. You may be asked to complete either or both of these assessments during the registration process. This is to ensure we are not placing you in a role that could cause or aggravate any existing conditions or injuries.

Randstad will investigate all injuries, hazards and near misses to identify root causes and put corrective measures in place with the client.

host employer's responsibilities

Randstad's host employers are responsible for the provision of a safe working environment and systems of work. They must ensure that equipment provided to you is in a safe condition for use and provide instruction, training and supervision as necessary to ensure your safety. Host employers must also consult with you on any changes to systems of work that directly effect your safety, in most instances your Randstad consultant and Randstad's WHS team will be involved.

site specific inductions by host employers

When you arrive on site to start an assignment, your host employer must conduct a site specific induction that will include:

- orientation of facilities.
- fire/evacuation/emergency procedures and contact personnel.
- specific training/induction on tasks and equipment to be used.

An induction on site is important to ensure you are comfortable in the job and understand what is expected of you. Also, any specific hazards on the site that you need to be aware of. Note this is more than just a patient handover.

monitoring and consultation

Your consultant will be in touch with you to ensure that you are comfortable in your assignment. As our eyes and ears on the host employer site, we need feedback to ensure your safety.

what we need to know

Contact your Randstad consultant immediately if:

- You identify a hazard that cannot immediately be rectified.
- You have not had a site specific induction when you first start an assignment.
- You are asked to undertake additional duties for which you have had no instruction.
- You are assigned to a new position.
- You are directed to use equipment different to that originally required of the job.
- You are asked to use equipment that is not part of your current job or you are asked to use equipment that you have not been trained on.

Remember - Do not use any equipment/machinery without having received instructions on its safe use, this includes un- block, maintain or service the equipment/machinery.

if you suffer a workplace accident/injury

If you suffer an accident/injury you must notify your Randstad consultant immediately and provide all relevant details relating to the incident.

Randstad has a team dedicated to assist you in the event of injury.

workers compensation

Randstad maintains insurances to cover you in the event of a workplace injury. On submission of a claim form Randstad and our nominated claims management providers (as part of the Workers Compensation schemes in each state and territory) will assess the claim and provide appropriate advice to you.

This does not apply to Independent Contractors who are responsible for their Workers Compensation policy and income protection.

hazardous material & substances

'Hazardous substance' means a substance that is

- listed on Work Safe Australia's List of Dangerous Hazardous Substances, or that is
- determined to be a hazardous substance by the manufacturer or importer of the substance on the basis of Work Safe Australia's Approved Criteria for classifying Hazardous Substances.

There are four ways a hazardous substance can enter your body:

1. inhaled — breathed in,
2. ingested — swallowed,
3. absorbed — through the skin,
4. injected — needle or sharp object entering your skin.

Hazardous substances could be:

- cleaners and solvents,
- disinfectants,
- garden sprays,
- other chemicals,
- dusts or solids,

Hazardous substances can cause either sudden injuries or gradual onset of injuries.

Sudden injury symptoms:

- burns,
- poisoning,
- coughing,
- sore eyes,
- suffocating.

Gradual onset symptoms:

- vomiting, diarrhea,
- feeling sick,
- headaches, dizziness,
- skin problems,
- allergies,
- long-term disease such as birth defect or cancers.

Identifying hazardous substances:

- inspect the workplace and check the labels.
- tell your supervisor if any chemical or substance is causing you problems.
- ask your supervisor about the chemicals you use. Find out if they are dangerous.

Viewing the Safety Data Sheet (SDS) can do this for each of the substances that are located on-site.

Warning labels must be on all containers for hazardous materials. Information is given in words, symbols or pictures, and must be written in English. Information includes:

- A word to describe how hazardous the substance is e.g. POISON.
- Dangerous goods class to tell you the major hazard posed by substance e.g. FLAMMABLE GAS.
- Advice on physical risks, health risks, directions for safe use, first-aid procedures and emergency procedures. Also reference to the Safety Data Sheet (SDS).

safety data sheet (SDS)

SDS are used internationally to provide the information required for allowing the safe handling of substances. SDS's assist employers to discharge their general duty of care to employees by providing them with information on the hazardous substances they are working with and the hazards associated with those substances.

They are able to give you the following information:

- use of hazardous substances correctly and safely.
- understanding of safety recommendations and the rationale for these recommendations.
- recognise symptoms of over-exposure.

Suppliers of hazardous substances are responsible for the provision of SDS's that the manufacturer or importer has prepared. DS registers should be located within close proximity of hazardous substance(s) being used. If unsure, ask your supervisor or contact Randstad.

psychosocial hazards

A psychosocial hazard is anything that could cause psychological harm (e.g. harm someone's mental health). Common psychosocial hazards at work include:

- job demands
- low job control
- poor support
- lack of role clarity
- poor organisational change management
- inadequate reward and recognition
- poor organisational justice
- traumatic events or material
- remote or isolated work
- poor physical environment
- violence and aggression
- bullying
- harassment including sexual harassment
- conflict or poor workplace relationships and interactions

Randstad assesses all client sites and will review psychosocial hazards to ensure you are able to work in a safe working environment. If you experience a psychosocial hazard, report it immediately to your supervisor and your Randstad consultant as a hazard so it can be immediately investigated and controlled.

aged care & vulnerable people safeguarding policy & procedure

randstad's aged care safety commitment

Randstad Health & Social Care is committed to the safety of Vulnerable People and we have a zero tolerance approach to all forms of abuse or neglect. We are a staffing agency / labour hire business and do not run a Health & Social Care Facility or Hospital, however we are committed to following the guidelines and recommendations (where applicable) as per the Royal Commission's listed below.

Royal Commission into Aged Care Quality and Safety, please click [here](#).

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, please click [here](#).

purpose

The purpose of this policy is to explain our role relating to the protection of Vulnerable People from significant harm caused by abuse or neglect.

This policy forms part of our standard induction and on-boarding process, at which time a copy is provided to all new Aged Care Health Professionals. It is also available on our website, www.randstadhealthcare.com.au and is reviewed annually (updated when required) and sent to our Aged Care Health Care casuals employees each year as a refresher.

scope

The scope of this policy is to provide an understanding of the expectations of Randstad Aged Care Casual employees whilst caring for vulnerable people at a host employer. This policy outlines the ethics, reporting requirements and procedures, acceptable behaviour. All while keeping yourself safe at work.

what are our code of ethics

Randstad Health & Social Care follows the [Australian Government Aged Care Quality and Safety Commission Code of Conduct for Aged Care](#) and the [NDIS Quality and Safeguards Commission Code of Conduct](#).

The above Code of Conducts are a set of statements about appropriate and expected behaviour of Health & Social Care professionals when working with vulnerable people and list out:

- Expected behaviour
- Supports a person's rights to, personal choice, dignity and respect
- Promotes kind, honest & respectful behaviour
- Keep people receiving care safe from harm
- Respects privacy
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to vulnerable people
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of vulnerable people
- Take all reasonable steps to prevent and respond to sexual misconduct

To read more about Randstad's code of ethics please click this [link](#).

abuse definition

Abuse includes physical, social, financial, psychological or sexual and can include mistreatment and neglect. It is a criminal offence to abuse a vulnerable person and can lead to imprisonment.

working with vulnerable people standards

Aged Care

In March 2021 the Australian Parliament was delivered the final [report](#) to the royal commission into Aged Care Quality and Safety. The Royal Commission looked at:

- the quality and safety of residential and in-home aged care for older people
- the quality and safety of care for young people with disabilities living in aged care homes, including:
 - › the extent to which these services meet peoples' needs
 - › the extent of substandard care, including mistreatment and all forms of abuse
 - › the causes of any systemic failures
 - › actions that should be taken in response
- how to best deliver aged care services to:
 - › people with disabilities living in aged care homes (including younger people)
 - › people living with dementia
- how to give people more control and choice in relation to their care, and improving engagement with families and carers
- what the government, aged care sector, families and community can do to ensure quality and safety in aged care
- how to best deliver aged care services in a sustainable way through:
 - › innovative models of care
 - › use of technology
 - › investment in the aged care workforce and capital infrastructure
- the future challenges and opportunities for delivering accessible, affordable and high quality aged care services in Australia, including in:
 - › the context of changing demographics and preferences, i.e. people's wish to stay in their own home as they age
 - › remote, rural and regional Australia
- the response to the coronavirus (COVID-19) pandemic in aged care, and what can be learned from this experience for responding to future pandemics, infectious disease outbreaks or other emergencies.

In total there was 148 recommendations - click [here](#) to read the recommendations

aged care quality standards

The rights of people who receive care in Australia are covered by what's referred to as Quality Standards. There are [eight specific Aged Care Quality Standards](#) that reflect the level of care all individuals should expect.

These include:

- Standard 1 Personal and clinical care
- Standard 2 Services and supports for daily living
- Standard 3 Organisation's service environment (meaning everyone should feel safe and comfortable)
- Standard 4 Feedback and complaints
- Standard 5 Human resources
- Standard 6 Organisational governance (meaning the organisation should be well run and the resident should feel like a partner in improving the delivery of care and services)

disability

In September 2023 the Australian Parliament was delivered the final [report](#) to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The Disability Royal Commission investigated:

- preventing and better protecting people with disability from experiencing violence, abuse, neglect and exploitation
- achieving best practice in reporting, investigating and responding to violence, abuse, neglect and exploitation of people with disability
- promoting a more inclusive society that supports people with disabilities to be independent and live free from violence, abuse, neglect and exploitation.

In total there was 222 recommendations - Click [here](#) to read the recommendations

NDIS practice standards

The NDIS Practice Standards create an important benchmark for providers to assess their performance, and to demonstrate how they provide high quality and safe support and services to NDIS participants.

- rights and responsibility for participants
 - › Person – centred supports
 - › Individual values and beliefs
 - › Privacy and Dignity
 - › Independence and informed choice
 - › Violence, Abuse, Neglect, Exploitation and Discrimination
- governance and operational management
 - › Risk Management
 - › Quality Management
 - › Information Management
 - › Feedback and Complaints Management
 - › Incident Management
 - › Feedback and Complaints Management
 - › Incident Management
 - › Human Resource Management
 - › Continuity of Supports
 - › Emergency and Disaster Management
- the provision of supports
 - › Access to supports
 - › Support Planning
 - › Service Agreements with Participants
 - › Responsive Support Provision
 - › Transitions to or from a provider
- the support provision environment
 - › Safe environment
 - › Participant Money and Property
 - › Management of Medication
 - › Mealtime Management
 - › Management of Waste

reporting abuse

Aged care, mandatory reporting and the Serious Incident Response Scheme (SIRS)

The SIRS is designed to ensure aged care facilities and providers identify, record, manage, resolve and report incidents that occur or are suspected to have occurred. It applies to residential care and asks providers to have a documented set of protocols, processes and operating procedures to help manage what are referred to as 'reportable incidents'.

Aged care reporting (also known as compulsory reporting or mandatory reporting in nursing) ensures serious incidents do not go undocumented and that they receive attention from the right people.

What are reportable incidents in aged care

- Unreasonable use of force against an aged care resident
- Unlawful or inappropriate sexual conduct
- Psychological or emotional abuse
- Unexpected death
- Stealing or financial coercion
- Neglect
- Use of physical or chemical restraints
- Unexplained absence of a resident from a facility

To read more about SIRS please click [here](#).

mandatory reporting

If there is a serious incident at an aged care facility, the facility is legally required to submit a report to the relevant authorities. However, there is protection for whistleblowers who may decide to submit a report of their own volition.

When an incident is reported, the responsible body is the [Aged Care Quality and Safety Commission](#). The Commission assesses reportable incident notices to determine the type of response required.

The Commission has the power to take action, to address non-compliance with provider responsibilities. It also has powers to issue compliance notices for suspected non-compliance with the SIRS obligations.

NDIS mandatory reporting

Registered NDIS providers must notify the NDIS Commission of all reportable incidents (including alleged reportable incidents) that occur (or are alleged to have occurred) in connection with the provision of NDIS supports or services they deliver, even where they have recorded and responded within their own incident management system.

What are reportable incidents in NDIS.

For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) in connection with the provision of support or services. This includes:

- the death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability
- sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability

What steps must a Randstad Health or Social Care Aged Care employee follow if a resident, participant or patient discloses something to you that is a reportable incident:

If an Aged Care resident, NDIS participant or patient disclose something to you, this is grounds for a report.

- If you have a suspicion or a person makes a disclosure to you, you must write your concerns down in detail, sign and date it. You must speak to your onsite supervisor who will assist you in making a report or deciding whether a suspicion is reportable (please note this is to remain confidential and not to be discussed with any other staff members. If you are unsure, please contact your Randstad Health & Social Care Branch Manager).
- If a person discloses information to you, under no circumstances are you to question or seek further details from the person. Write down exactly what the person says and take this to your onsite Supervisor.
- If you feel immediate danger is present you can notify the police.

acceptable (with a person's permission) and unacceptable physical contact

acceptable physical contact (with person's permission)

- Assisting with activities
- Treating an injury
- Preventing an injury
- Meeting the requirements of recreation
- Showering or toileting assistance

unacceptable physical contact

- Any unwarranted or unwanted touching with hands, other body parts or objects
- Corporal punishment, such as smacking or other forms of physical discipline
- Initiating, permitting or requesting unacceptable physical contact such as massages or kisses
- Facilitating situations which unnecessarily result in close contact
- Undertaking a task of a personal nature for a person if they can do it for themselves, such as changing clothes, feeding, personal grooming or toileting
- Pressuring a person to have unnecessary physical contact

reporting and resolving grievances

A grievance is an incident which is believed to be grounds for a complaint. This may include a cause for distress, unfair treatment or something more serious.

How do I lodge a formal grievance?

- Discuss with your Randstad consultant, Randstad Branch Manager or Randstad HR Team.
- You may also wish to put your complaint or incident in writing and provide it to your Randstad consultant.
- There may also be instances where it is appropriate to inform your manager at the Host Employer (i.e. Aged Care facility or service). Please note that this should be in addition to contacting Randstad.

procedure if you have been the subject of an allegation

Should you be the subject of a reportable conduct matter you will be suspended from work pending an investigation. Should allegations be substantiated, you may no longer remain in the talent pool or be recommended to any other host employer.

Please click [here](#) to read more about incident investigations under SIRS and the steps that will be followed.

complaints investigation

Complaints are investigated in an impartial, confidential and timely manner – the guiding principles of Randstad's grievance handling procedure are:

Impartiality: If you raise a grievance, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against you, your rights will be protected and you will be given a right of reply.

Confidentiality: If you raise a grievance, the details will remain confidential between you and the investigating team. Those involved in an investigation, must maintain strict confidentiality with regard to all aspects of the process or face disciplinary action. This is to support procedural fairness at all times.

Timeliness: Each grievance will be investigated and finalised in a timely manner. Where necessary, all information will be passed on to the relevant manager immediately.

keeping yourself safe at work

- Conduct yourself physically and verbally in a way that will not create discomfort for a person
- Set clear communication boundaries, do not use inappropriate sexual jokes or enquires of sexual nature
- Do not use inappropriate nicknames or make comments about a person's appearance, including excessive comments or flattery

social media

No posts or images are to be posted to social media about Vulnerable People you have cared for whilst on or following an assignment through Randstad Health & Social Care.

speak up confidentiality / whistle blowing

Randstad uses the SpeakUp integrity reporting tool. This portal is managed by People Intouch, an independent company. Reports are passed on to the Integrity Officer within Randstad. Reporters may choose to leave their name and contact details or they may choose to remain anonymous. The decision is theirs.

<https://www.speakupfeedback.eu/web/integrityatrandstad/au> (Access Code: 47064)

Free phone Number: 1800 452 051

Language Options: English

what to do when you arrive at an Aged Care Facility for the first time?

Every client will have their own policies. It is important to ask to be inducted into the clients policies or know where to access the policies in case of an incident.

If you are unsure please call us on 1300 289 817.

more support

If you need more support please reach out to your Randstad Consultant, Branch Manager or HR Representative. Other support resources can be found through:

- For domestic, family, and sexual violence counselling and support, contact **1800RESPECT**.
- For short-term support if you are feeling overwhelmed or having difficulty coping or staying safe, contact Lifeline.
- For free professional phone and online counselling for anyone affected by suicide living in Australia, contact **Suicide Call Back Service**.
- For information and support for anxiety, depression and suicide prevention for everyone in Australia, contact **Beyond Blue**.
- For information and support for anyone who is affected by complex trauma, contact **Blue Knot Foundation**.

States have set up helplines where support workers who suspect elder abuse can discuss their concerns.

- ACT – Older Persons Abuse Prevention Referral and Information Line 02 6205 3535
- NSW – NSW Elder Abuse Helpline 1800 628 221
- Northern Territory – Northern Territory Police 131 444
- Queensland – Elder Abuse Prevention Unit 1300 651 192
- South Australia – Aged Rights Advocacy Service 08 8232 5377 (Adelaide) Alliance for the Prevention of Elder Abuse 1800 700 600 (rural)
- Tasmania – Tasmanian Elder Abuse Helpline 1800 441 169
- Victoria – Seniors Rights Victoria 1300 368 821
- Western Australia – Advocare Inc. 1300 724 679 (Perth) 1800 655 566 (rural)