



ON THE **GO** COMMUNITY CARE

a business enterprise of
GUNNEDAH SHIRE COUNCIL

PARTNER HANDBOOK



Supporting others to live an independent life!



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About Us

GoCo is a community care service, auspiced by Gunnedah Shire Council. GoCo has 30years experience in supporting people and their carers living in rural and remote areas with improving their health and wellbeing.

We specialise in providing personalised care and support for people who want the freedom to live independently in the comfort of their own home. We focus on delivering home and community care services in rural NSW, including Gunnedah, Tamworth, Narrabri, Moree, Quirindi and everywhere in between. GoCo receives funding from the Commonwealth Department of Health, NSW Department of Family and Community Services, and Transport for NSW.

GoCo offers the advantages of:

Control – total control over who provides the services.

Choice – total choice in services chosen within a home care package budget and government guidelines. Clients can choose the provider of their choice or use one sourced/recommended by us.

Cost - we charge a low percentage on package funds in fees – giving more direct funding available for clients.

Convenience – we take care of booking services, monitoring services provided, dealing with emergencies etc.

We are here to help our clients' access care the way they want to.

We encourage our clients to tell us the type of support and lifestyle they are seeking, and we then tailor a solution to enable them to achieve their goals, from single services to fully personalised lifestyle plans.

Our Vision, Purpose and Values

GoCo's vision

GoCo's vision is addressed to its consumers:

You are our priority. We're here to empower you so that you can live your life the way you choose to.

GoCo's mission

Today we specialise in providing personalised care and support for people who want the freedom to live independently in the comfort of their home.

Our philosophy

- We deliver support in ways that recognise and respect each client's networks, goals, needs, culture, experiences, aspirations and lifestyle choices.
- The importance of families, friends and community networks to home and community life is recognised.
- Independence and equitable participation in community life is promoted.
- Each person's confidentiality and privacy is upheld.
- We strive to make our access to our support easy and equitable.

We expect that those we engage provide services on our behalf in a way that is consistent with:

- all legislative and regulatory requirements
- all applicable program standards
- all relevant GoCo policies and procedures

This Handbook is designed to provide an initial understanding of how GoCo (Gunnedah Shire Council) works. Always contact us if you need further guidance.

Throughout this Handbook, the term 'Partner' refers to a responsible person, volunteer, agency, agency staff, contractor, sub-contractor, consultant, labour hire employee, apprentice or trainee and any others working with or on behalf of GoCo.

Diversity and Inclusion

We recognise the highly diverse communities that we work in; and acknowledge that many people from special needs groups have endured years of hardship and/or discrimination. Some have difficulty communicating in English and many are more susceptible to emotional and psychological distress, social exclusion, stress, and a lack of appropriate services.

We aspire to provide a safe, supportive, and inclusive environment in which all are treated with fairness, equity, and dignity. We pride ourselves on our ability to provide diverse services and encourage our clients to talk with us about their life, the things they see as important, and their cultural, spiritual, and lifestyle needs so we can better accommodate them wherever possible.

Mandatory Documentation

We have a responsibility to ensure that no person, employee, volunteer, partner, or agency staff will be appointed or retained if they have been convicted of murder or sexual assault, or convicted of and sentenced to imprisonment for any other form of assault under the *Aged Care Act (1997)*.

In addition to this, under the *Corporations Act (2001)*, we are required to ensure that company office holders such as the Director, the Company Secretary, and responsible officers are not:

- Undischarged bankrupts;
- Subject to a personal insolvency agreement or an arrangement under Part X of the *Bankruptcy Act 1966* (Bankruptcy Act) that has not been fully complied with;
- Subject to a composition under Part X of the *Bankruptcy Act 1966*, with no final payment made; or
- Been convicted of various offences, such as fraud, or offences under company law, such as a breach of your duties as a director or insolvent trading

GoCo expects you to manage the collection and maintenance, storage and security, access and disclosure of agency staff and client documentation in accordance to the Australian Privacy Principles (APP) of the *Privacy Act 1988*.

Mandatory documents you must keep and supply to GoCo if/when requested, include the following:

- Police Certificates for Aged Care
- Working rights: Australian Birth Certificate and/or Australian Passport and/or a certificate of citizenship and a valid visa to work in Australia are acceptable

The Aged Care Act requires that gain confirmation that staff who may have contact with clients have not been convicted of serious offences. Offences that preclude staff or volunteers working with clients funded through Aged Care services are:

- Murder, or sexual assault; or
- Any other form of assault, that has led to imprisonment.

If you do have staff with Disclosable offences on their National Criminal Record Checks, that are not one of the above, please contact GoCo as soon as possible to discuss if appropriate strategies may be put in place to eliminate any risks.

In addition to the above requirements, your employees who use their vehicle for GoCo work must provide you with:

- A valid Australian Driver's Licence issued by the relevant state or territory and of the appropriate class: An interim licence or a copy of a paid renewal notice is acceptable
- Vehicle Registration or evidence of a paid renewal notice

Code of Conduct

Our Code of Conduct is a condition of working with Gunnedah Shire Council; and Partners must abide by this Code.

General conduct

3.1 You must not conduct yourself in a manner that:

- is likely to bring the council or other council officials into disrepute
- is contrary to statutory requirements or the council's administrative requirements or policies
- is improper or unethical
- is an abuse of power
- causes, comprises or involves intimidation or verbal abuse
- involves the misuse of your position to obtain a private benefit
- constitutes harassment or bullying behaviour under this code, or is
- unlawfully discriminatory.

3.2 You must act lawfully and honestly, and exercise a reasonable degree of care and diligence in carrying out your functions under the LGA or any other Act.(section 439).

Fairness and equity

3.3 You must consider issues consistently, promptly and fairly. You must deal with matters in accordance with established procedures, in a non-discriminatory manner.

3.4 You must take all relevant facts known to you, or that you should be reasonably aware of, into consideration and have regard to the particular merits of each case. You must not take irrelevant matters or circumstances into consideration when making decisions.

3.5 An act or omission in good faith, whether or not it involves error, will not constitute a breach of clauses 3.3 or 3.4.

Harassment and discrimination

3.6 You must not harass or unlawfully discriminate against others, or support others who harass or unlawfully discriminate against others, on the grounds of sex, pregnancy, breastfeeding, race, age, marital or domestic status, homosexuality, disability, transgender status, infectious disease, carer's responsibilities or political, religious or other affiliation.

3.7 For the purposes of this code, "harassment" is any form of behaviour towards a person that:

- is not wanted by the person
- offends, humiliates or intimidates the person, and
- creates a hostile environment.

Bullying

3.8 You must not engage in bullying behaviour towards others.

3.9 For the purposes of this code, “bullying behaviour” is any behaviour in which:

- a) a person or a group of people repeatedly behaves unreasonably
- b) towards another person or a group of persons and
- c) the behaviour creates a risk to health and safety.

3.10 Bullying behaviour may involve, but is not limited to, any of the following types of behaviour:

- a) aggressive, threatening or intimidating conduct
- b) belittling or humiliating comments
- c) spreading malicious rumours
- d) teasing, practical jokes or ‘initiation ceremonies’
- e) exclusion from work-related events
- f) unreasonable work expectations, including too much or too little work, or
- g) work below or beyond a worker’s skill level
- h) displaying offensive material
- i) pressure to behave in an inappropriate manner.

3.11 Reasonable management action carried out in a reasonable manner does not constitute bullying behaviour for the purposes of this code. Examples of reasonable management action may include, but are not limited to:

- a) performance management processes
- b) disciplinary action for misconduct
- c) informing a worker about unsatisfactory work performance or
- d) inappropriate work behaviour
- e) directing a worker to perform duties in keeping with their job
- f) maintaining reasonable workplace goals and standards
- g) legitimately exercising a regulatory function
- h) legitimately implementing a council policy or administrative processes.

Work health and safety

3.12 All council officials, including councillors, owe statutory duties under the Work Health and Safety Act 2011 (WH&S Act). You must comply with your duties under the WH&S Act and your responsibilities under any policies or procedures adopted by the council to ensure workplace health and safety. Specifically, you must:

- a) take reasonable care for your own health and safety
- b) take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- c) comply, so far as you are reasonably able, with any reasonable instruction that is given to ensure compliance with the WH&S Act and any policies or procedures adopted by the council to ensure workplace health and safety
- d) cooperate with any reasonable policy or procedure of the council relating to workplace health or safety that has been notified to council staff
- e) report accidents, incidents, near misses, to the general manager or such other staff member nominated by the general manager, and take part in any incident investigations
- f) so far as is reasonably practicable, consult, co-operate and coordinate with all others who have a duty under the WH&S Act in relation to the same matter.

Acceptance of Gifts, Benefits, and Hospitality

Partners have the responsibility to behave with integrity and impartiality. This includes responding appropriately to offers of gifts, benefits, and hospitality from internal or external contacts.

Gifts and benefits

- 6.3 You must avoid situations that would give rise to the appearance that a person or body is attempting to secure favourable treatment from you or from the council, through the provision of gifts, benefits or hospitality of any kind to you or someone personally associated with you.
- 6.4 A gift or benefit is deemed to have been accepted by you for the purposes of this Part, where it is received by you or someone personally associated with you.

Partners must notify GoCo of any instances with the potential to breach conditions.

Behaviour and Presentation

Professional Behaviour

Professional boundaries define the limits of behaviour, which allow our employees, partners and clients to engage safely in a supportive professional relationship. These boundaries are based on trust and respect.

The relationship between our employees, partners and clients is a professional relationship that must focus solely upon meeting the needs of the client.

If the client is unable to answer the door, Partners are to follow the instructions provided to them in the Service Referral, or, in the absence of such instruction, Partners contact the GoCo office and assess the need for alternative arrangements. Clients may offer some Partners a key to their home - it is very important for our Partners to decline keys to client's home as this is a breach of professional boundaries. Do not use keys in locked boxes without the approval of GoCo.

Partners should be friendly, but not treat the client like a friend by discussing their personal life. This ensures a professional relationship. Clients may have personal issues they may talk about. Partners are not to get involved in any of these issues or offer advice. If a client says something considered to place them at risk, you must report this to the GoCo office immediately.

Personal Presentation

Partners of GoCo are required to present themselves in a tidy and professional manner relevant to the nature of their employment.

- Partners are required to maintain personal hygiene and dress in appropriate work attire
- Partners are to ensure their clothing is appropriate for their role and work environment, including wearing closed shoes at all times
- Partners must wear identification when interacting with clients, this will be provided by Gunnedah Shire Council at induction.

Special Clothing Requirements

The wearing of items arising from particular religious and/or cultural norms (e.g. sari, turban, skull cap, dupatta, hajib, kippah, etc.) are permitted. However, the wearing of these items must be appropriate to the work environment as health and safety will always take precedence.

Fitness for work obligations

It is a condition of working with GoCo that Partners:

- Ensure their own safety and health at work
- Remain free from the effects of drugs and alcohol
- Avoid adversely affecting the safety and health of other persons at the workplace



- Report any prescription medication which may impair your ability to perform your duties
- Report any situation you believe could constitute a hazard

Using Personal Vehicles

Partners are required to:

- Adhere to all relevant laws and regulations in driving a vehicle, including:
 - Complying with the designated speed limits
 - Refraining from holding a mobile device for making or receiving calls or texts while in control of your motor vehicle
 - Driving responsibly
 - Having a blood alcohol reading of 0.00 during active work hours
- Notify GoCo of any changes to the status of their license (i.e. loss of license, infringements for dangerous driving, etc.).
- Maintain the condition of the vehicle relating to safety
- Keep the vehicle in a clean and tidy condition, smoke free, and free from strong odours
- Adhere to the Public Transport Point to Point legislation, where services are provided with the sole purpose of transporting a client.

Traffic Infringements

Partners are responsible for any traffic infringement incurred (e.g. speeding or parking fines).

Your Car, Your Choice

When using a personal vehicle to service GoCo clients, we strongly recommend you:

- Take out comprehensive motor vehicle insurance or, at a minimum, third party property insurance
- Advise vehicle insurance providers you may carry passengers as part of duties of work

Delivering Services

Service requests

GoCo will provide information to inform the delivery of safe and best quality client directed care services. To this end, GoCo will provide the following documents before clients services commence, and in the event of any changes to client needs or circumstances:

- Service Confirmation
- Client Care Plan
- Client Risk Management Plan
- Purchase order
- Other relevant assessments or reports

It is an expectation that any staff involved in the delivery of the client's services will be informed of the details of the Client Care Plan and Risk Management Plan provided. These documents will also be kept in the clients Home Folder, along with a section to record client notes.

If the client needs no longer match the Care Plan and/or and Risk Management Plan, please contact the clients Support Facilitator/Coordinator as soon as possible so that the Care Plan and Risk Management Plan can be reviewed by GoCo. Additionally, if any extenuating circumstances may effect the clients service delivery, GoCo will



make all efforts to contact the client to discuss their preferences and any associated changes that may need to be made.

Reliability and Punctuality

Partners are expected to be punctual for all rostered services. If running late due to any reason, you are required to call and notify the client or GoCo who will contact the client.

With the high standards of services that GoCo provides, we aim to have Partners that represent those same standards and high performance. Reliability of attendance is important to ongoing excellence in service provision.

It is important GoCo Partners:

- Arrive on time for all services
- Stay for the full amount of time scheduled
- Advise the client/GoCo if you are running late
- Advise the GoCo as soon as possible if you are unable to carry out a service

Client Non-Response

Effective service response plans are developed to ensure the wellbeing of all clients, especially those identified as vulnerable. This is crucial to the identification of needs and service planning for all clients.

Where a client does not respond to a scheduled visit, the Partner must follow the instructions provided in the relevant Client Emergency Management Plan, and, immediately notify GoCo who will subsequently initiate the client's specific non-response plan.

Handling Money

Partners may be required to handle clients' money as part of social outings and shopping assistance services. GoCo encourages all brokers to move away from cash handling where possible, however where it is necessary, any handling of money must be substantiated with an appropriate service report - expenditure form. If a client provides a debit card for use, staff are under no circumstances to accept the knowledge of the clients pin number. 'Tap and Go' may be used, or cash, and receipts for all purchases must also be retained and shown to the client when handing over purchased items and remaining money.

Aged Care Rights

To protect and promote the legal rights of all clients is an integral component of all GoCo services. The rights of aged care clients are enshrined in the following Charter of Aged Care Rights:

Charter of Aged Care Rights

I (aged care consumers) have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood



11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated

Restraints

A person-centred approach to care provision involves a restraint-free environment. The application of restraint, for any reason, is an act of abuse, and a violation of the client's rights and dignity, subjecting the client to increased risks of physical and/or psychological harm.

GoCo aims for a restraint-free environment. Partners will:

- Prioritise the early identification of behaviours of concern in clients
- Work proactively with clients to identify and prevent situations that may lead to behaviours of concern and/or 'at-risk' of being restrained
- Refer clients to clinicians to mitigate or eliminate physiological causes to behaviours of concern
- Engage external services and specialists if initial behaviour supports prove ineffective

Staff Competency

GoCo has developed minimum competency requirements for Partners and their employees, which are attached at Appendix 1 of this document. These qualification and experience requirements ensure you understand what competencies are expected of you and your employees when contracted by GoCo.

You can refer back to the framework to ensure you understand the important minimum requirements we expect according to the role specified in our Service Request.

Privacy

Our organisation collects, uses, holds, and discloses personal and sensitive information about clients.

We are required to deliberately, and by design, protect that information from misuse, loss, interference, unauthorised access, modification and unauthorised disclosure. Should any of the previous occur, it is a breach of privacy.

Our organisation and Partners must protect personal and sensitive information by:

- Confirming that the client has provided their authority to provide or disclose information to the person requesting or providing the information. Decline all requests for personal or sensitive information where the person requesting the information is not noted on the client's file as authorised to do so. People that are authorised to give or receive information about a client, or discuss a client, will be able to correctly provide:
 - The client's name, address, date of birth and telephone number, and
 - Their own full name and telephone number
- Physically protecting equipment and paper documents containing personal information
- Respecting the confidentiality of all information that is collected and held, including when discussing clients
- Only discussing client information with our employees or other Partners who require that information to fulfil their own responsibilities

Immediately notify GoCo if the following occurs:

- Lost or stolen laptop, mobile phone, removable storage device, or paper records containing personal information



- Hard disk drives and other digital storage media (integrated in other devices, for example, multifunction printers, or otherwise) being disposed of or returned to equipment lessors without the contents first being erased
- Databases containing personal information being ‘hacked’ into or otherwise illegally accessed by individuals outside of the organisation
- Your employees accessing or disclosing personal information outside the requirements or authorisation of their employment
- Mistakenly providing personal information to the wrong person, for example by sending details out to the wrong address
- Improperly releasing the personal information of another person
- You become aware of another employee or Partner sharing confidential information with unauthorised or inappropriate parties

We require the express consent of the client to collect or disclose the following information:

- Client’s status, for example whether the person is a current client, previous client or potential client
- Client’s name, address, telephone number and date of birth
- Client’s financial and banking details
- Client’s health fund and Medicare details
- Client’s current and past health information
- Client’s service information
- Client’s sexual orientation or gender identity

Reportable Events and Incidents

Where an incidents or other reportable event occurs, Partners are expected to:

1. Take action to ensure their own safety
2. Take action to ensure the safety of others
3. Notify their GoCo contact person
4. Complete a notification form/report
5. Report the event within 12 hours of the event occurring

This policy includes events relating to:

- Our clients and their wellness and wellbeing
- Any event that may potentially impact our clients or future clients
- Health, safety, and environment
- Partners and other service providers
- Any externally reportable events, or events that include emergency services, accreditation agencies, or other government-related external parties
- Events that are likely to attract media attention or adversely affect the organisation’s reputation

This includes matters relating to whistleblowing matters, such as:

- Abuse, neglect or failure to safeguard
- Misconduct
- Fraud or financial wrongdoing
- Breach of any law or other regulatory instrument
- Breach, or action that may lead to a breach of any accreditation or quality requirement
- Any violation of the health, safety or wellbeing of any person
- Breaches of the organisation’s policies or procedures
- Actions contrary to the organisation’s Code of Conduct
- Dishonest, corrupt or illegal activities

Categories of reportable events include:

- Hazard
- Change in Client Condition
- Breach of Rights and Responsibilities
- Missed Service
- Complaint or Concern
- Partner injury / near miss
- Wound or other Injury
- Falls within service and falls occurring outside of service times
- Behaviour
- Medication Error / Issue
- Business Interruption / System Outages

Breakages

Partners must notify GoCo and write a progress note if they accidentally break something during a service.

Compliments and Complaints

Compliments received tell us what we're doing right. Complaints received are seen as an opportunity for improvement. All feedback is taken seriously. GoCo employees and Partners will adopt a positive, blame-free approach to resolving complaints.

We will make all reasonable effort to understand issues or concerns, and resolve complaints when they arise.

The timely and efficient management of complaints fosters a positive, cooperative attitude with clients, their representatives, other businesses, the public, employees and Partners.

Complaints will be addressed promptly. We will communicate with the complainant openly and regularly while we work to resolve the complaint. Where appropriate, clients will be actively involved in resolving the issue. Once a resolution has been reached, we will contact the complainant to make sure that they are satisfied with the outcome.

Where the complainant is not satisfied with the outcome of the complaint, they can request an internal reconsideration of the decision. We can also assist the complainant in accessing external complaint resolution mechanisms.

We are committed to ensuring:

- All clients and/or their representatives, other service providers, the public, Partners and agencies are free to raise issues, concerns and complaints
- All matters have been dealt with promptly and fairly by our organisation
- All matters have been resolved in a satisfactory manner without retribution

We consider a complaint to be an expression of dissatisfaction or concern made:

- To or about our organisation; or those working on our behalf
- By, or on behalf of, an individual, group, or member of the public, Partner or agency
- Related to our products or services, or the complaints handling process itself
- That explicitly or implicitly expects or requires a response
- In person, by telephone, fax, email, or in writing

All of our clients and representatives are made aware of:

- The complaints processes
- The right to a negotiated solution
- The right to involve an advocate of their choice to speak and act on their behalf



- The right to an external appeal should a complaint not be resolved to the satisfaction of the client/advocate through the internal complaints management process
- Our commitment that no client will be disadvantaged as a result of lodging an appeal - where possible, we will maintain existing service provision while an appeal is under consideration

Health and Safety

It is the responsibility of those who work with or on behalf of GoCo, to know and understand their obligations and responsibilities in maintaining a safe and healthy workplace.

External contacts and Partners must:

- Meet their duty of care to themselves and others
- Participate in any training required to perform their duties safely
- Where required by GoCo or legislation, retain all necessary insurance policies
- Work safely, follow established safety procedures, report unsafe work conditions or incidents, and use equipment proceeded in the proper manner at all times
- Comply with all relevant state, territory, or federal legislation, regulations, and program guidelines
- Observe directions on health and safety processes from GoCo, including as but not limited to the following areas.

Infection Control

Partners are required to maintain standard infection control processes. The use of standard precautions is the primary strategy for minimising the transmission of infections.

- Safety precautions when dealing with blood and other body substances
- Personal protective equipment (PPE)
- Hand hygiene
- Respiratory hygiene and cough etiquette
- Waste disposal

The use of standard precautions is the primary strategy for minimising the transmission of healthcare associated infections. Standard precautions apply to all clients regardless of their diagnosis or presumed infection status. All Partners are to follow, at all times, the recommended standard precaution methods for delivery of home care services.

Standard precautions apply to:

- Blood (including dried blood)
- All body substances, secretions and excretions (excluding sweat) regardless of whether or not they contain visible blood
- Non-intact skin
- Mucous membranes including eye

Standard precautions involve the use of safe work practices and protective barriers including:

- Hand hygiene
- Personal protective equipment (PPE)
- The correct handling and disposal of waste
- Appropriate cleaning of client care equipment
- Hygienic environmental control

Manual Tasks

Manual task preventing musculoskeletal injuries refers to any activity or sequence of activities that requires a person to use their physical body (musculoskeletal system) to perform work including:

- the use of force in lifting, lowering, pushing, pulling, carrying, or otherwise moving, holding, or restraining any person, animal, or thing
- performing repetitive actions
- adopting awkward or sustained postures

All Partners must take reasonable care to protect their own safety and the safety and health of others. All direct care Partners must attend Manual Handling/Task training upon commencement of employment, and yearly thereafter. The manual task techniques used by care staff for individual clients is detailed in GoCo's client electronic file.

Medication Management

Medication management is defined as when a client needs any assistance with medication management. This includes ensuring the correct medication is taken at the correct day and time and or may include if required providing physical assistance and involves:

Support and Guide Medication Management

- GoCo encourage clients to maintain their independence for as long as possible, including managing their own medications in a safe and effective way
- GoCo will explore strategies such as assistive technology and other devices to prolong client independence
- Partners will immediately notify GoCo where they believe that a client is having difficulties administering their medications independently
- GoCo respects the right of our clients to refuse medication

Where medication management is required, this can only be carried out by a suitably qualified Partner. Medication management services can only begin once the following have been completed and recorded appropriately:

- A current Medication Profile completed by the prescribing General Practitioner
- Completed Medication Assessment and Care Plan
- Contact details of the client's General Practitioner
- Contact details of the dispensing Pharmacist and the process for collection or delivery of medications
- Medication Record

Legislation

This policy must be read in conjunction with relevant state or territory legislative requirements and with the appropriate program guidelines. These include, but are not limited to:

- *Aged Care Act 1997 (CTH)*
- *Poisons and Therapeutic Goods Act 1966 (NSW)*
- *Australian Government: Department of Veterans' Affairs: Notes for Community Nursing Providers Effective 1 July*



GoCo Partner Attestation

Please complete the attestation below.

I confirm that I have received this GoCo Partner Handbook. I will ensure that all employees contracted to provide services for GoCo comply with all instructions, procedures and guides contained in this Handbook. I will seek support if I do not understand any of the information.

Name:	Click here to enter text.
Designation:	Click here to enter text.
Organisation:	Click here to enter text.
Date:	Click here to enter a date.
Signature:	

Attachment A: GoCo – Key Competency Requirements

Competency (proficiency)	GoCo Support Facilitator	GoCo Coordinator or Officer	Care Worker	Social Support/ Volunteer	Registered Nurse/ Allied Health	Enrolled Nurse	Trades person
National Police Certificate obtained within the past 3 years.	x	x	x	x	x	x	x
Current Driver's License (C) and Vehicle Registration if using own car	x	x	x	x	x	x	x
Certificate III Individual Support or equivalent experience			x	x			
Certificate IV in Ageing Support, Case Management or equivalent qualification		x					
Diploma, Bachelor's degree or equivalent qualification with at least 2 years management experience.	x				x		
Practitioner Registration with AHPRA					x	x	
Relevant trade licence / registration							x
Palliative care	x				x	x	
Medication administration (if required)	x	x	x		x	x	
Care Assessment, Planning and Monitoring	x	x			x	x	
Current CPR/First Aid Certificate			x	x	x	x	
Manual Handling (annual)		x	x	x	x	x	
Workplace Health and Safety	x	x	x	x	x	x	
Food handling safety (if required)		x	x	x	x	x	
Hygiene and Infection Control	x	x	x	x	x	x	
Medication prompting (if required)			x				
Current cultural diversity / LGBTI	x	x	x	x	x	x	
Aged Care Quality Standards	x	x	x	x	x	x	
Charter of Aged Care Rights	x	x	x	x	x	x	
Elder Abuse	x	x	x	x	x	x	
Managing complaints and feedback	x	x	x	x	x	x	
Managing challenging behaviours	x	x	x	x	x	x	
GoCo Policies and Procedures	x	x					
GoCo Partner Handbook Policies & Procedures			x	x	x	x	x
Code of conduct	x	x	x	x	x	x	x



ON THE GO COMMUNITY CARE

a business enterprise of
GUNNEDAH SHIRE COUNCIL

WELCOME TO THE TEAM



Supporting others to live an independent life!

p 02 6740 2240

e info@gococare.com.au

w gococare.com.au