

Compliance and Regulations

“In my community we follow our cultural law, it’s called our Jukurrpa. This helps us to know how to behave properly, how to treat people and grow up strong”. People who work in community services also follow government law to keep them safe and to keep the clients and the people they work with safe.

Your service provider will have procedures, usually written down, that implement the standards and legislation and they say:



- what needs to be done
- how it needs to be done
- when it needs to be

Aged Care Standards guide the care and services provided to clients.

Here are two of these Standards.

Community Care Common Standards		
Effective management	This is about how we plan, deliver and provide services to the clients and always trying to do it better.	<ul style="list-style-type: none"> • keeping the centre clean and tidy • keeping the cars clean and tidy • getting rid of rubbish • keeping animals away • working together as a team • following procedures • attending Toolbox talks • keeping true and current records
Appropriate access and service delivery	This is about talking together with clients and their family about what they need and about whether they are happy with what they receive.	<ul style="list-style-type: none"> • listening to clients and families about what they want and need and don't want or need • helping clients the right way and at the right time • following an agreed Care Plan • making referrals to other services like the clinic or respite for carers • treating all clients equally, with respect • reviewing the Care Plan when things change
Service user rights and responsibilities	This is about letting clients know what help is available and letting them make decisions.	<ul style="list-style-type: none"> • helping clients understand what the aged and disability service can do • getting help for someone to speak up for them (advocate) • keeping personal information safe and private • letting clients see the personal information kept in the office or giving them a copy information • listening to client complaints so we can look at the problem and try and do things better • looking after clients even when they complain • supporting clients to be independent • letting clients see the personal information kept in the office or giving them a copy information • listening to client complaints so we can look at the problem and try and do things better • looking after clients even when they complain • Supporting clients to be independent

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National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Standards

<p>Care delivery and information</p>	<p>This is about talking together with clients and their family about what they need and about whether they are happy with the services they receive.</p> <p>It is also about letting clients know what help is available and letting them make decisions.</p>	<ul style="list-style-type: none"> • listening to clients and families about what they want and need and don't want or need • helping clients the right way and at the right time • following an agreed Care Plan that is culturally relevant • reviewing the Care Plan when things change • assisting clients with their clinical care needs • treating all clients equally, with respect • talking with clients about their rights
<p>Management and accountability</p>	<p>This is about how we partner with a client to plan, deliver and provide services and look for ways to do it better.</p>	<ul style="list-style-type: none"> • good procedures for running the centre • risk management plans in place to ensure the safety of clients, staff and other visitors • training staff to do the job • keeping the centre, care and equipment clean and tidy • getting rid of rubbish • keeping animals away • working together as a team • following procedures • attending Toolbox talks • keeping true and current records

Legislation (laws) ensure clients and workers are safe and treated with respect.

<p>Mandatory Reporting</p>	<p>Mandatory means something that you have to do. Mandatory Reporting means giving your supervisor some important information</p>	<ul style="list-style-type: none"> • if you are looking after an elder and they have real bad bruises or cuts on their body, you have to tell your supervisor, because it could mean that someone is treating them badly • sometimes you will write this down on a form and give the form to your Supervisor, so it is important that you keep practicing writing
<p>Anti-discrimination</p>	<p>Discrimination is when people act the wrong way to someone else and anti means no, so anti-discrimination means you cannot treat people differently because of their age, religion, boy or girl, man or woman, family or not family, from your mob or a different mob.</p>	<ul style="list-style-type: none"> • this means you have to show respect and treat everyone equally, right way • at work, your family is important but not more important than your other clients
<p>Duty of Care</p>	<p>Duty of Care is about making sure that your client isn't going to hurt themselves or anyone else. If you think they are going to hurt themselves or someone else then you need to tell your supervisor.</p>	<ul style="list-style-type: none"> • when people are not well they sometimes don't eat, or want to take their medication, you must record this and tell your supervisor

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Responsibilities

Privacy & confidentiality

You will hear and read a lot of personal information about your clients and you have a responsibility to keep client information private

- that means you can only talk with your supervisor, not your family or anyone else in the community
- only talk with staff about client's personal information if it is to do with work
- if your client tells you things in private, don't tell others unless you are worried about your duty of care.

Work Health and Safety

Work Health and Safety is about making sure, you, your clients and your co-workers are safe

- your service provider has to try and make the workplace safe for workers, clients and visitors
- your own safety is most important

Compliance and Regulations Top Tips

- follow procedures to do your work
- tell your supervisor if you think someone is being treated badly (mandatory reporting)
- show respect and treat everyone the same way
- keep your clients safe and tell your supervisor if you think someone is going to hurt themselves or someone else (duty of care)
- don't tell other people your clients' private information (privacy and confidentiality)

