SUPPORT AT HOME (SAH) – HOME AND COMMUNITY SERVICES

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1. PURPOSE AND SCOPE

1.1 Purpose

This handbook establishes the minimum standards of professional conduct, participant care, workplace safety, documentation and accountability expected of all H&H Care employees and other personnel engaged to provide Support at Home services.

The objectives are to:

- Deliver safe, respectful, reliable and person-centred support.
- Protect the rights, dignity, independence and wellbeing of older people.
- Support participants to remain safely in their own homes.
- Maintain clear communication with participants, families, Fig Tree Aged Care and other relevant professionals.
- Prevent abuse, neglect, exploitation, discrimination and avoidable harm.
- Ensure accurate documentation, appropriate incident escalation and continuous improvement.
- Meet applicable legal, contractual and operational requirements.

1.2 Scope

This handbook applies to all H&H Care personnel involved in the delivery or coordination of aged care services, including:

- Support workers and personal care workers.
- Domestic assistance and meal preparation workers.
- Community access and transport workers.

- Nurses and allied health professionals engaged by H&H Care, where applicable.
- Supervisors, managers, administrators and other relevant personnel.
- Contractors and other workers engaged under arrangements that require compliance with H&H Care procedures.

All workers must read, understand and comply with this handbook and any additional procedures relevant to their duties.

1.3 Service delivery arrangement

H&H Care SA Pty Ltd provides direct support services in cooperation with Fig Tree Aged Care.

For the current arrangement:

- Fig Tree Aged Care is the registered Support at Home provider managing participants' funding and associated provider-level responsibilities.
- H&H Care delivers the services assigned to it under the written agreement between the organisations.
- Fig Tree Aged Care's registered-provider responsibilities remain governed by applicable legislation and the formal arrangement; they cannot be transferred merely by describing them differently in this handbook.
- H&H Care must not independently approve funding, change a participant's approved services or make funding commitments unless expressly authorised.
- Both organisations must maintain clear communication, documentation and escalation pathways.

Management must ensure that the written associated-provider agreement identifies responsibilities for service authorisation, care planning, risk assessments, worker screening, incidents, complaints, privacy, clinical governance, invoicing, monitoring and reporting.

1.4 Related documents

This handbook should be read alongside the following documents, as applicable:

1. Associated Provider Agreement with Fig Tree Aged Care.
2. Participant Service Agreement and service schedule.
3. Participant care and support plan.
4. Home Safety and Risk Assessment.
5. Participant Rights and Responsibilities Statement.

6. Code of Conduct for Aged Care.
7. Privacy and Confidentiality Policy.
8. Incident Management and Serious Incident Response Procedure.
9. Complaints and Feedback Policy.
10. Work Health and Safety Policy.
11. Infection Prevention and Control Procedure.
12. Medication Assistance Policy, where relevant.
13. Manual Handling and Falls Prevention Procedure.
14. Emergency and Business Continuity Plan.
15. Staff Recruitment, Screening and Training Policy.
16. Records Management and Progress Notes Procedure.
17. Financial Integrity and Fraud Prevention Policy.
18. Food Safety and Nutrition Procedure.
19. Continuous Improvement Register.

2. GOVERNING PRINCIPLES AND LEGAL FRAMEWORK

H&H Care must operate in accordance with the legislation, regulatory requirements, professional standards and contractual obligations applicable to the services it provides.

Relevant frameworks include:

- Aged Care Act 2024 and applicable subordinate legislation and rules.
- Support at Home program requirements and the current Support at Home Program Manual.
- Statement of Rights for older people receiving funded aged care.
- Code of Conduct for Aged Care.
- Strengthened Aged Care Quality Standards, to the extent applicable to the registered provider and H&H Care's contracted responsibilities.
- Serious Incident Response Scheme (SIRS).
- Privacy Act 1988 and Australian Privacy Principles, where applicable.
- Work Health and Safety Act 2012 (SA) and applicable regulations.

- Equal Opportunity Act 1984 (SA) and other applicable anti-discrimination laws.
- Applicable employment legislation, awards and workplace agreements.
- Food safety, infection prevention, transport and other requirements relevant to the services delivered.

Management must verify current requirements and ensure workers receive training appropriate to their responsibilities.

Official reference: Australian Government, Support at Home Program Manual: https://www.health.gov.au/resources/publications/support-at-home-program-manual-a-guide-for-registered-providers

3. PARTICIPANT RIGHTS AND RESPONSIBILITIES

3.1 Participant rights

Every participant must be treated as an individual with their own preferences, values, cultural background, goals and personal circumstances.

Participants have the right to:

- Be treated with dignity, respect and compassion.
- Receive safe and appropriate services.
- Be involved in decisions about their care.
- Make informed choices and exercise control over their daily lives.
- Receive clear information about services, costs and arrangements.
- Have their privacy and personal information protected.
- Communicate in their preferred language where reasonably practicable.
- Be free from abuse, neglect, exploitation, discrimination and retaliation.
- Raise complaints or concerns without fear of losing services unfairly.
- Involve a family member, trusted person or independent advocate.
- Refuse a service, subject to relevant legal, capacity and safety considerations.
- Have their cultural, religious, dietary and personal preferences respected.

3.2 Participant responsibilities

Staff should explain responsibilities respectfully, without suggesting that participants lose their rights if they do not meet a particular expectation.

Participants may be asked to:

- Communicate their needs and preferences.
- Provide relevant information to support safe service delivery.
- Notify H&H Care of changes to appointments or service requirements.
- Treat workers respectfully.
- Follow reasonable safety arrangements.
- Discuss concerns about services, costs or schedules.
- Inform H&H Care when they are admitted to hospital, travelling or temporarily unavailable.

3.3 Informed consent

Workers must seek the participant's agreement before commencing personal care, handling personal belongings, entering private areas beyond the agreed scope, assisting with meals or undertaking other tasks where consent is required.

Consent must be voluntary, informed and specific to the activity.

If a participant refuses assistance:

1. Respect the participant's decision.
2. Ask whether they would prefer an alternative approach or another time.
3. Explain relevant safety concerns in plain language.
4. Document significant refusals where relevant to the service or safety.
5. Notify the supervisor if the refusal creates a significant health or safety concern.

A family member's request does not automatically override the participant's own valid decision. Any question about decision-making authority must be referred to management.

4. PROFESSIONAL CONDUCT

All staff must act honestly, respectfully and within their training and authorised responsibilities.

Workers must:

- Follow the Aged Care Code of Conduct and H&H Care policies.

- Arrive punctually and communicate delays promptly.
- Wear suitable, clean clothing and identification where required.
- Maintain appropriate professional boundaries.
- Use respectful language and behaviour.
- Protect confidential information.
- Record services accurately.
- Report mistakes, risks and incidents honestly.
- Follow reasonable and lawful instructions.
- Cooperate with supervision, training and quality reviews.

Workers must not:

- Abuse, threaten, intimidate, humiliate or neglect a participant.
- Discriminate against participants or colleagues.
- Falsify progress notes, attendance records, service hours or expenses.
- Claim payment for services not delivered.
- Borrow money from participants or request loans or gifts.
- Use a participant's bank card, PIN or financial accounts without explicit lawful authority and an approved process.
- Accept significant gifts, commissions or financial benefits that create a conflict of interest.
- Take photographs, videos or recordings without the required consent and authorisation.
- Share participant information on social media or personal messaging platforms without authorisation.
- Provide services outside their training, competence or approved scope.
- Bring unauthorised visitors, children or animals into a participant's home.
- Use a participant's home, belongings or resources for personal benefit.

Any suspected breach must be reported to the supervisor or manager.

5. STAFF RECRUITMENT, SCREENING AND COMPETENCY

5.1 Recruitment

Management must ensure that recruitment processes assess each applicant's suitability for the intended role.

Depending on the position, this may include:

- Identity and work-rights verification.
- Employment history and referee checks.
- Relevant qualifications and certificates.
- Required aged care worker screening and other legally applicable checks.
- Criminal history or other checks where required or permitted.
- Professional registration and practising status for regulated professionals.
- Driving licence and appropriate vehicle insurance for transport duties.
- Assessment of communication, safeguarding and person-centred care skills.

No worker may commence duties requiring a screening clearance until the necessary checks and approvals have been completed.

5.2 Induction

Before working independently, each worker must complete an induction appropriate to their duties, including:

- H&H Care's service delivery arrangement with Fig Tree Aged Care.
- Participant rights and the Aged Care Code of Conduct.
- Privacy, consent and confidentiality.
- Recognising abuse, neglect and exploitation.
- Incident reporting and emergency response.
- Infection prevention and hand hygiene.
- Work health and safety.
- Manual handling and falls prevention.
- Cultural safety and communication.
- Documentation and progress notes.

- Complaint handling and escalation.
- Role-specific competencies and limitations.

5.3 Ongoing competency

Management must maintain a training register that records training completed, expiry dates where applicable, competency assessments and refresher requirements.

Training may include first aid, CPR, manual handling, infection control, food safety, dementia awareness, medication assistance and other subjects relevant to a worker's duties.

Workers must inform management if a required qualification expires or if they are no longer competent to perform an assigned task.

6. PARTICIPANT REFERRALS AND SERVICE COMMENCEMENT

6.1 Referral and eligibility checks

Before accepting a new participant for service delivery, the authorised H&H Care contact must coordinate with Fig Tree Aged Care to confirm:

- Participant identity and contact details.
- Relevant support plan and authorised service types.
- Funding arrangements and any applicable commencement deadline.
- Agreed service prices and participant contribution information supplied by the responsible provider.
- Participant goals, preferences, communication needs and cultural considerations.
- Relevant health, mobility, dietary and safety information.
- Emergency contacts and escalation arrangements.
- Whether H&H Care has the staff, skills and resources to deliver the requested services safely.

H&H Care must not independently represent that funding has been approved unless confirmation has been received from the responsible provider.

6.2 Pre-service documentation

Before commencing services, the responsible personnel must ensure that all required documentation and approvals are in place, including:

1. Referral and service authorisation.

2. Current support plan and service schedule.
3. Applicable service agreement arrangements.
4. Home safety and risk assessment.
5. Relevant consent and privacy documentation.
6. Emergency contact details.
7. Agreed worker tasks, visit duration and frequency.
8. Pricing and contribution information, where relevant.
9. Instructions for reporting incidents and changes in condition.
10. Required worker briefing and competency checks.

Where a document is managed by Fig Tree Aged Care, H&H Care must obtain the information needed for safe delivery through the agreed process.

6.3 Commencement deadlines

Management must track any program-specific commencement deadlines applicable to new participants, including the requirement to commence services within the relevant period following allocation, where applicable.

Staff must promptly notify management if a participant is unavailable, travelling overseas, admitted to hospital, undecided about services or unable to commence as planned.

Only the responsible authorised party may confirm an extension or change to a funding deadline. Staff must not promise that a deadline will be extended.

6.4 Worker briefing

Before the first visit, the assigned worker must receive relevant information about:

- Participant goals and agreed tasks.
- Preferred communication style and language.
- Mobility and transfer requirements.
- Known risks and precautions.
- Relevant allergies and dietary requirements.
- Emergency procedures and contact numbers.
- Documentation and reporting expectations.

- Any restrictions or tasks outside the worker's role.

Information provided to workers must be limited to what they need to deliver safe services.

7. PERSON-CENTRED CARE AND REABLEMENT

7.1 Individualised support

Services must be delivered according to the participant's agreed support plan and personal preferences.

Workers should ask the participant how they prefer tasks to be completed rather than automatically taking over.

For example, if a participant can wash their face or prepare part of a meal independently, the worker should encourage and support that ability rather than doing everything on their behalf.

7.2 Reablement and independence

H&H Care promotes independence and wellbeing through practical, goal-oriented support.

Examples include:

- Encouraging safe participation in dressing and personal care.
- Supporting the participant to prepare simple meals where appropriate.
- Encouraging safe movement and everyday activities within the care plan.
- Supporting social connection and participation in the community.
- Identifying changes in function that may require review.

Workers must not introduce exercises, transfers or activities that exceed their training or the participant's approved plan.

7.3 Cultural safety and diversity

Workers must respect each participant's:

- Cultural and linguistic background.
- Religious beliefs and practices.
- Gender-related preferences for personal care, where practicable.
- Dietary requirements.
- Family relationships and chosen support network.
- Sexual identity and personal dignity.

- Communication, hearing, vision and accessibility needs.

Where communication is difficult, staff should use plain language, visual aids or an appropriate interpreter where available. Family members should not automatically be used as interpreters for sensitive or complex matters when an independent interpreter is more appropriate.

7.4 Dementia and cognitive changes

Workers should communicate calmly, use simple instructions, allow additional response time and avoid unnecessary confrontation.

If a participant appears newly confused, unusually drowsy, agitated or significantly different from their usual presentation, the worker must promptly report the change and seek assistance according to the urgency of the situation.

Workers must not assume that new confusion is simply part of ageing or dementia.

7.5 Food, hydration and nutrition

Workers must follow the participant's agreed meal and dietary arrangements.

They should:

- Encourage appropriate food and fluid intake.
- Follow documented allergies and dietary requirements.
- Use safe food handling practices.
- Report concerns about reduced appetite, weight loss, dehydration or swallowing difficulties.
- Follow any prescribed texture-modified diet or swallowing instructions supplied through the authorised care process.
- Seek assistance if the participant cannot safely eat or drink.

Workers must not independently change prescribed diets or provide clinical swallowing advice.

8. PERSONAL CARE AND DOMESTIC ASSISTANCE

8.1 Personal care

Personal care may include assistance with showering, dressing, grooming, toileting and other approved daily activities.

Workers must:

- Explain each task and obtain consent.
- Maintain privacy and cover the participant appropriately.

- Use prescribed or approved equipment correctly.
- Follow infection prevention procedures.
- Encourage independence where safe.
- Report skin injuries, unexplained bruising, pain or changes in mobility.
- Stop and seek assistance if the task becomes unsafe.

8.2 Domestic assistance

Domestic assistance may include approved cleaning, laundry, bed-making and related household tasks.

Workers must prioritise tasks according to the agreed service schedule and available time.

Workers must not undertake dangerous repairs, work at unsafe heights, move excessively heavy items or use hazardous chemicals outside their training and authorisation.

8.3 Shopping and errands

Workers must follow the agreed shopping arrangements and keep receipts where required.

If handling participant funds is authorised, workers must:

- Follow the documented financial procedure.
- Record the money received and spent.
- Retain receipts.
- Return the correct change.
- Never mix participant funds with personal funds.
- Report discrepancies immediately.

8.4 Transport and community access

Before providing transport, the worker must confirm that transport is authorised and that the vehicle and driver meet applicable requirements.

Workers must follow road rules, use seatbelts, secure mobility equipment appropriately and provide only the assistance they are trained to deliver.

Staff must never use a mobile phone while driving in a way prohibited by law or leave a participant in an unsafe location.

9. MEDICATION AND CLINICAL BOUNDARIES

Workers must only provide medication assistance where it is authorised, lawful and consistent with their training and competency.

Depending on the worker's role and the approved arrangements, assistance may involve reminders or other specifically authorised support. It must not extend to independent clinical decisions.

Workers must never:

- Change a medication dose or schedule.
- Give medication belonging to another person.
- Alter medication instructions independently.
- Administer medication outside their authorised scope.
- Conceal a medication error.
- Ignore a participant's report of an adverse reaction.

Any suspected medication error, missed critical medication, adverse reaction or uncertainty about medication must be escalated promptly according to the relevant procedure.

For severe symptoms or an immediate threat to life, call Triple Zero (000).

10. HOME SAFETY AND WORK HEALTH AND SAFETY

10.1 Home risk assessment

A home safety assessment must be completed and reviewed as required by the responsible service arrangements.

Potential hazards include:

- Loose rugs, clutter and trip hazards.
- Poor lighting and unsafe stairs.
- Inaccessible bathrooms or toilets.
- Unsafe electrical equipment.
- Smoke, gas or fire hazards.
- Aggressive animals.
- Unsafe manual handling requirements.
- Infection risks.

- Smoking or environmental hazards.
- Unsafe access to the property.

Identified risks must be documented and referred to management for appropriate action.

10.2 Manual handling

Workers must follow assessed transfer and mobility procedures.

They must not attempt a lift or transfer that is unsafe, unauthorised or beyond their training.

If the participant's mobility has changed or the prescribed equipment is unavailable, workers must stop the unsafe activity and contact the supervisor.

10.3 Infection prevention

Workers must follow hand hygiene, personal protective equipment and cleaning procedures appropriate to the task.

They must report occupational exposures, infectious symptoms and other infection risks according to the applicable procedure.

Equipment must be cleaned and stored as instructed, and workers must not reuse single-use items.

10.4 Pets, smoking and environmental risks

Workers should discuss identified risks with the participant respectfully and follow the home safety plan.

If an immediate hazard prevents safe service delivery, workers must withdraw to safety, contact management and arrange appropriate next steps.

11. EMERGENCY RESPONSE

11.1 General response

In an emergency, staff must:

1. Protect themselves and others from immediate danger.
2. Call Triple Zero (000) when emergency medical, fire or police assistance is required.
3. Provide assistance within their training and the circumstances.
4. Follow the participant's emergency plan where applicable.
5. Notify the H&H Care supervisor as soon as practicable.
6. Notify Fig Tree Aged Care through the agreed escalation process.

7. Complete incident documentation as soon as safely possible.

Staff must not delay emergency assistance while waiting for management approval.

11.2 Falls

If a participant falls:

- Check for immediate danger and responsiveness.
- Call 000 if there is serious injury, suspected head or spinal injury, reduced consciousness or another emergency.
- Do not move the participant if doing so may worsen an injury, unless there is immediate danger.
- Do not attempt to lift the participant using an unsafe technique.
- Reassure the participant and follow emergency instructions.
- Report and document the incident.
- Ensure appropriate follow-up occurs.

11.3 Fire, flood or other hazards

Workers must follow emergency procedures and evacuate if required.

They should not place themselves at risk attempting to rescue belongings or complete routine tasks.

11.4 Missing participant or failure to make contact

If a participant cannot be located or there are reasonable grounds to believe they are missing or in danger:

- Notify management immediately.
- Contact emergency services or police when warranted.
- Follow the participant's risk and escalation plan.
- Document the actions taken.
- Ensure the responsible provider is notified.

12. INCIDENT MANAGEMENT AND SERIOUS INCIDENT RESPONSE SCHEME

12.1 Reporting obligation

All workers must promptly report incidents, suspected incidents, near misses and risks affecting participants, staff or service delivery.

Examples include:

- Falls and injuries.
- Medication errors.
- Abuse or suspected abuse.
- Neglect or missed essential care.
- Financial exploitation.
- Missing participants.
- Unsafe home conditions.
- Significant deterioration in health.
- Breaches of privacy.
- Inappropriate restrictive practices.
- Serious service failures.

Workers must never investigate allegations independently in a way that compromises safety or evidence.

12.2 Immediate response

The worker must:

1. Ensure immediate safety and obtain emergency help where needed.
2. Notify the H&H Care manager or designated incident contact.
3. Notify Fig Tree Aged Care in accordance with the agreed escalation procedure.
4. Record objective facts, including dates, times, observations and actions taken.
5. Preserve relevant records and evidence.
6. Maintain confidentiality.
7. Cooperate with any authorised review or investigation.

12.3 SIRS and reportable incidents

The Serious Incident Response Scheme applies to Support at Home and other specified home services.

Reportable incident types include:

- Unreasonable use of force.
- Unlawful sexual contact or inappropriate sexual conduct.
- Neglect.
- Psychological or emotional abuse.
- Unexpected death in circumstances meeting the reporting criteria.
- Stealing or financial coercion by a staff member.
- Inappropriate use of restrictive practices.
- Unexplained absence in circumstances meeting the reporting criteria.

The registered provider must ensure that suspected or alleged reportable incidents are assessed and reported within the applicable statutory timeframes.

H&H Care workers must report concerns immediately through the designated pathway. They must not decide that an incident is too minor to report or assume that someone else has already reported it.

Management must ensure that the associated-provider agreement clearly allocates responsibility for initial notification, investigation support, records and regulatory reporting.

Official reference: https://www.agedcarequality.gov.au/for-providers/serious-incident-response-scheme/sirs-residential-home-services

12.4 Incident documentation

Records must be factual, timely and professional.

Staff should record:

- Participant's name and relevant identification details in the approved system.
- Date, time and location.
- What happened and what was observed.
- Relevant statements made by the participant or witnesses, clearly identified as statements.
- Injuries or apparent effects.
- Immediate actions and assistance sought.
- Persons notified and the time of notification.
- Follow-up actions required.

Staff must not alter, delete or backdate records to conceal mistakes. Corrections must follow the approved recordkeeping procedure.

13. COMPLAINTS AND FEEDBACK

13.1 Right to complain

Participants, families and representatives must be able to raise concerns without intimidation, retaliation or unfair treatment.

Complaints may concern:

- Staff conduct.
- Missed or late services.
- Quality of care.
- Service charges.
- Privacy.
- Communication.
- Safety.
- Discrimination.
- Failure to respect participant preferences.

13.2 Complaint procedure

When a complaint is received, staff must:

1. Listen respectfully and avoid becoming defensive.
2. Thank the person for raising the concern.
3. Address any immediate safety issue.
4. Record the complaint in the approved system.
5. Notify the designated manager.
6. Refer the complaint to Fig Tree Aged Care where required by the service arrangement.
7. Maintain confidentiality.
8. Explain the next steps and expected follow-up.
9. Cooperate with the review and any corrective action.

Staff must not promise a particular outcome before an appropriate review has occurred.

13.3 External complaints

Participants may contact the Aged Care Quality and Safety Commission or seek independent advocacy assistance through the Older Persons Advocacy Network.

- Aged Care Quality and Safety Commission: https://www.agedcarequality.gov.au/
- Older Persons Advocacy Network: https://opan.org.au/

Staff must not discourage a participant from contacting an independent regulator or advocate.

14. PRIVACY, CONFIDENTIALITY AND RECORDS

14.1 Confidentiality

Participant information must only be accessed, used or disclosed for authorised purposes.

Workers must not discuss participants in public places, disclose information to unauthorised family members or share information through personal social media accounts.

14.2 Electronic and paper records

All records must be stored in the approved system or authorised secure location.

Workers must:

- Use individual login credentials.
- Keep passwords confidential.
- Lock devices when unattended.
- Check recipients before sending messages.
- Report suspected data breaches promptly.
- Follow retention and disposal procedures.
- Avoid storing participant information on personal devices unless expressly authorised and protected by policy.

14.3 Photography and recording

Photographs, videos and audio recordings must only be taken when there is a legitimate, authorised purpose and all required consent, privacy and recordkeeping requirements are satisfied.

Personal photographs of participants must not be posted online or shared for personal reasons.

14.4 Access and correction

Requests for access to or correction of participant information must be referred to the authorised records contact or management.

Staff must not disclose another person's confidential information while responding to a request.

15. PROGRESS NOTES AND SERVICE RECORDS

15.1 Required documentation

After each visit, workers must complete the required service record in accordance with H&H Care's documentation procedure.

Records should include:

- Participant and worker identification.
- Date and actual start and finish times.
- Services and tasks completed.
- Tasks not completed and the reason.
- Relevant participant observations.
- Changes in health, mobility, mood or function.
- Risks, incidents or refusals.
- Communication with family or other professionals, where relevant and authorised.
- Escalation and follow-up requirements.

15.2 Professional writing

Progress notes must be factual, objective, respectful and free from insulting or judgemental language.

Appropriate example:

"Participant reported feeling dizzy when standing at approximately 9:15 am. Worker assisted the participant to sit safely, remained with them and contacted the supervisor. Further advice was obtained according to the escalation procedure."

Inappropriate example:

"Participant was difficult and dramatic today."

15.3 Accuracy and integrity

Workers must record actual service delivery. They must not record tasks that were not completed or claim time not worked.

If a worker makes an error, they must correct it through the approved process and notify management when necessary.

16. SERVICE SCHEDULING, CANCELLATIONS AND MISSED VISITS

H&H Care must follow the agreed schedule and notify participants of changes as early as practicable.

Workers must:

- Attend at the agreed time.
- Notify the supervisor promptly if delayed or unable to attend.
- Never arrange unauthorised substitutions.
- Record cancellations and missed visits accurately.
- Follow the escalation procedure if a missed visit may place a participant at risk.
- Avoid leaving a participant without an agreed essential support arrangement.

If a participant is unavailable, staff must follow the agreed contact and escalation process rather than automatically treating the visit as completed.

Cancellation charges, if applicable, must be consistent with the agreed arrangements and current program requirements. Workers must not make independent decisions about billing.

17. PRICING, FUNDING AND FINANCIAL INTEGRITY

17.1 Funding boundaries

H&H Care workers must not independently approve a participant's funding allocation, budget increase or additional service hours.

Requests for changes must be referred to the authorised H&H Care contact and Fig Tree Aged Care.

17.2 Service prices and participant contributions

Staff must use the current approved price list and participant-specific information provided through the authorised process.

Staff must not invent prices, promise exemptions or tell participants that all services are free.

Under the current Support at Home arrangements, government funding and participant contributions vary by service category and individual circumstances. Personal care is fully government-funded from 1 October 2026 where the participant has the relevant approved service type. Other service categories may attract participant contributions.

Questions about an individual's contribution rate or funding balance must be referred to the responsible provider or authorised contact.

17.3 Invoices and claims

Only authorised personnel may prepare, verify or submit billing and claims information.

Before billing or submitting service records, the responsible personnel must verify that:

- The service was authorised.
- The service was actually delivered.
- The date and duration are accurate.
- The service description is correct.
- The price matches the approved arrangements.
- Any required supporting records are available.

Suspected overcharging, duplicate billing, fraud or inaccurate claims must be reported immediately.

17.4 Gifts and financial transactions

Workers must not use their position to obtain financial benefits from participants.

Any proposed gift, donation, financial transaction or conflict of interest must be disclosed to management and handled under the applicable policy.

18. CHANGES IN PARTICIPANT NEEDS

Workers must report significant changes that may affect safety, wellbeing or the suitability of current services.

Examples include:

- Repeated falls or increased unsteadiness.
- Reduced food or fluid intake.
- Unexplained weight loss.
- New confusion or behavioural changes.
- Increased difficulty with showering or dressing.

- New skin injuries or wounds.
- Changes in medication arrangements.
- Hospital admission or discharge.
- Changes in family support.
- A change in the participant's home environment.

Workers must not independently change the participant's care plan. The designated care coordinator or responsible provider must review the information and arrange reassessment or changes where appropriate.

19. WORKPLACE BEHAVIOUR, WELFARE AND WHS

H&H Care is committed to a workplace that is safe, respectful and free from bullying, harassment and discrimination.

Workers must:

- Follow workplace health and safety instructions.
- Report hazards, injuries and near misses.
- Use equipment correctly.
- Avoid unsafe work practices.
- Maintain professional boundaries.
- Respect colleagues and participants.
- Cooperate with reasonable risk controls.
- Report workplace violence, threats or harassment.

Management must investigate reported hazards and implement appropriate controls.

Workers may stop or refuse unsafe work in accordance with applicable law and must notify management promptly.

20. EMERGENCY CONTINUITY AND BUSINESS INTERRUPTION

Management must maintain arrangements for disruptions such as:

- Staff shortages.
- Severe weather or flooding.
- Power or telecommunications failures.

- Infectious disease outbreaks.
- Transport disruptions.
- Participant emergencies.
- Loss of access to records or essential systems.

Priority must be given to participants whose needs or circumstances create greater risk if a service is missed.

If H&H Care cannot deliver a planned service, management must notify Fig Tree Aged Care as required, communicate with affected participants and arrange safe alternatives where possible.

21. QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

H&H Care must maintain a continuous improvement process proportionate to its role and contractual obligations.

Improvement activities may include:

- Reviewing complaints and feedback.
- Analysing incidents and near misses.
- Monitoring missed visits and service reliability.
- Reviewing participant satisfaction.
- Auditing progress notes and service records.
- Monitoring worker training and screening.
- Reviewing home safety risks.
- Checking compliance with service authorisations.
- Identifying repeated problems and corrective actions.

Each improvement action should identify:

1. The issue or risk.
2. The action required.
3. The person responsible.
4. The target completion date.
5. Evidence of completion.
6. Whether the action was effective.

Management should review relevant findings with Fig Tree Aged Care through the agreed governance and reporting arrangements.

22. MONTHLY SERVICE OVERSIGHT

H&H Care management should conduct a monthly review of relevant service activity.

The review should cover:

- Participants receiving services.
- Referrals and commencement status.
- Missed visits, cancellations and continuity of care.
- Service records and authorisations.
- Incidents and complaints.
- Changes in participant circumstances.
- Worker screening and training status.
- Health and safety risks.
- Billing discrepancies and unresolved financial issues.
- Outstanding actions with Fig Tree Aged Care.
- Participant feedback and improvement opportunities.

The monthly review must be documented, with follow-up actions assigned and tracked.

23. STAFF ACKNOWLEDGEMENT

All staff must confirm that they have received, read and understood this handbook.

I acknowledge that:

- I have received access to the H&H Care SA Aged Care Staff Handbook.
- I understand my responsibility to comply with relevant policies, procedures and lawful instructions.
- I understand the importance of participant rights, dignity, privacy and safety.
- I will work within my training, competency and authorised role.
- I will promptly report incidents, risks, complaints and suspected misconduct.
- I will maintain accurate and confidential records.

- I understand that failure to comply may result in corrective or disciplinary action, subject to applicable law and employment arrangements.

Staff name: _____

Position: _____

Signature: _____

Date: _____

Manager / supervisor: _____

Signature: _____

Date: _____

APPENDIX A – ESSENTIAL CONTACTS

Complete and verify these details before issuing the handbook.

Contact	Details
H&H Care manager	0401 919 555
H&H Care after-hours contact	0401 919 555
Fig Tree Aged Care contact	0431 113 249
Fig Tree Aged Care after-hours escalation	
Emergency services	000
Aged Care Quality and Safety Commission	agedcarequality.gov.au
Older Persons Advocacy Network	opan.org.au
Local hospital / health service	8222 6000
Incident reporting form / system	handhcaresa.com.au
Complaints form / system	handhcaresa.com.au

APPENDIX B – REQUIRED STAFF DOCUMENTATION

Management should maintain the following records as applicable:

- Recruitment and identity records.
- Screening clearances and expiry monitoring.
- Qualifications, registrations and competency assessments.
- Induction and training register.
- Signed handbook acknowledgement.
- Employment or contractor documentation.
- Participant service authorisations and relevant care information.
- Home safety assessments and risk controls.
- Service delivery records and progress notes.
- Incident, complaint and feedback registers.
- Supervision and performance records.
- Corrective actions and continuous improvement records.
- Relevant communications with Fig Tree Aged Care.
- Approved service prices and billing verification records.

Access must be restricted to authorised personnel, and records must be retained and disposed of in accordance with applicable requirements and contractual arrangements.

APPENDIX C – OFFICIAL REFERENCE RESOURCES

1. Support at Home Program Manual: https://www.health.gov.au/resources/publications/support-at-home-program-manual-a-guide-for-registered-providers
2. Support at Home provider requirements: https://www.agedcarequality.gov.au/providers/aged-care-service-requirements/support-home
3. Strengthened Aged Care Quality Standards: https://www.agedcarequality.gov.au/workers/strengthened-aged-care-quality-standards-workers

4. Serious Incident Response Scheme: https://www.agedcarequality.gov.au/for-providers/serious-incident-response-scheme/sirs-residential-home-services
5. Support at Home costs and contributions: https://www.myagedcare.gov.au/support-at-home-costs-and-contributions
6. Aged Care Quality and Safety Commission: https://www.agedcarequality.gov.au/