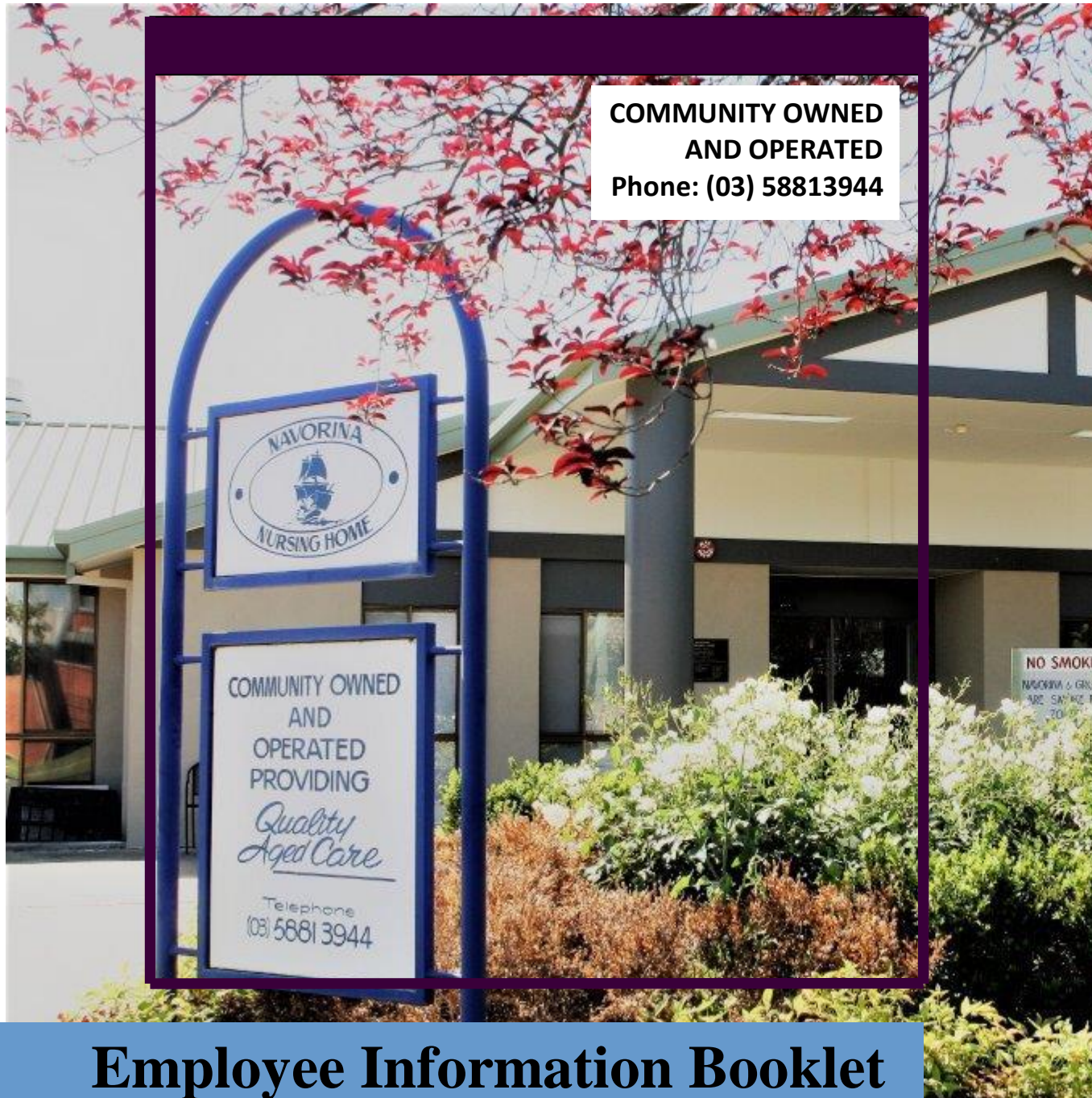


Navorina Nursing Home



Employee Information Booklet

WELCOME to Navorina Nursing Home
We trust your time with us will be meaningful and rewarding.
Our main objective to our customers is to provide professional quality care.
Our Mission, Vision is located at the rear of this information booklet.
Working in aged care requires expertise to provide the care required.
That is why you have been selected to join our caring team.

Your loyalty, confidentiality and understanding will do much to enhance resident lifestyle and wellbeing.

Our working environment is happy and cheerful AND we intend to keep it that way so if you have any complaints or grievances talk to the CEO it will certainly help to clear the air and avoid stress.

Relevant legislation to maintain your rights and the rights of others governs all procedures. Policy and procedures relating to all aspects of your work are available for your perusal. Please refer to these references. They are located in your work area if in doubt ask!

We have adopted the principle that no question is a dumb question. What is dumb is not to ask.

Continuous Improvement

Navorina Nursing Home strives to monitor what we do and how we could do it better. This may be through internal and external audits, surveys or through discussion. We value your input in the Continuous Improvement program. Staff are encouraged to verbalise comments complaints or suggestions at meetings, or to complete a Continuous Improvement Form to formalise issues.

Infection Control

Effective Hand washing is the single most important factor in minimizing the spread of infection. Infection Control is an annual Mandatory training requirement, and there is a comprehensive Infection Control Policy Manual to guide your practice.

Workplace Health & Safety

All staff must abide the WHS regulations and legislation. Consultation takes place with staff re WHS, via the CI/WHS/ Infection Control committee which is held monthly. You are encouraged to attend this forum! There are policies and procedures in place for all areas of Workplace health & Safety. You will be informed about incident reporting, hazard reporting and near miss reporting. These procedures are also detailed in the Policy and Procedure manuals. This will be brought to your attention during orientation. You must be aware of all these policies and be familiar with them.

Navorina Nursing Home has a no lift policy, also detailed in Policy and Procedures Manual.

Staff are required to park their cars in the car park at night and are supervised safely to cars after hours.

Dress code

The CEO or delegate will advise you on the requirements for uniform.

Car Park

Car space is available out front of the building and parked at your own risk. Refer to WHS above.

Mobile Phones

Please ensure your mobile phone is switched off whilst you are working. Please ensure calls are made during your allocated breaks. If there are circumstances that require you to have your mobile on see your Department manager or CEO.

Education

Regular education sessions are conducted at Navorina. Staff are also supported to attend external courses. Compulsory attendance is required for

- Fire Safety
- Elder Abuse
- Infection Control
- Manual Handling

Staff Appraisals

Staff appraisals are conducted yearly to determine your further direction and work performance. Appraisals may be conducted more frequently by you or your employee if concerns are raised by either party.

Meals

For a small fee a meal can be ordered from the kitchen. Please fill out the daily meal sheet form located outside the kitchen door in the Farrant Dining Room. No staff member can enter the kitchen to help himself or herself.

Orientation

You will receive an orientation prior to performing your duties as stipulated in your job description. A checklist induction will ensure you are orientated to Navorina's policy and procedures.

Privacy

Navorina Nursing Home complies with all privacy legislation and you are reminded to be aware that confidentiality must be observed at all times.

Pay day

You will be paid per your award. Copies are available in the Staff room. You are responsible for signing in and out in the sign-in book for each shift worked. This is situated in the foyer, and will be shown to you during orientation. Pay is calculated fortnightly, Monday to Sunday. Your pay will be available on the Thursday unless otherwise stipulated. Your bank details will need to be provided to the Finance Manager or Human Resources officer.

To enable direct debit to be carried out. You will be informed how to carry out changes to your roster, how to make a pay enquiry and leave requests.

Gifts, witnessing signatures, acting as signatory

Staff are not to accept monetary gifts from residents, resident's family members, resident's friends or persons appointed by resident.

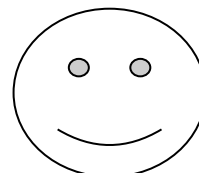
Staff may accept small token gifts, which may include lottery tickets.

Staff are **not** to sign or witness documents. All requests are to be referred to the CEO

Staff are not to have access to or act as signatories to residents bank accounts under any circumstances. If unsure any of these matters refer to the CEO

Smoking

Navorina is a smoke free work environment. No smoking is permitted on the grounds



Happiness is being part of the team

Our Vision

‘To be an innovative and dynamic industry leader, providing quality and wholistic residential care services’

Our Mission

To Provide:

- Quality care & Service
- A Safe, Comfortable & friendly living environment
- 3. A professional and respected work force
- 4. A lifestyle that encourages participation in community life
- 5. Ongoing regulatory compliance

Our Values

- Professionalism – maintain standards consistent with contemporary practice
- Honesty – To be open, truthful and trustworthy
- Equity – To be fair and impartial
- Respect – To treat each of our stakeholders with dignity, courtesy, empathy and as individuals
- Integrity – To be ethical, confidential and accountable
- Quality – Excellence through innovation and applied learning
- Caring – To be sensitive and responsive to each other
- Flexibility - To be flexible and open to change

Our Philosophy

“Navorina Nursing Home aims to provide optimum standards of care for all residents whilst at the same time recognising that each resident is an ‘individual’ and therefor deserves to be treated with dignity and respect. At all times the right of the residents to make decisions regarding their care will be recognised.”

Our Objectives

1. To achieve and maintain the highest standard in nursing care.
2. To recognise the rights of individuals to make informed decisions regarding their care and their day to day activities.
3. To involve residents and staff in decision making regarding activities and practices in the nursing home.
4. To provide a secure home-like environment which will promote maximum independence for residents.
5. To provide appropriate facilities and encourage staff to participate in ongoing education.
6. To create conditions which will promote harmonious relationships between residents, family and staff.
7. To provide comfort and support to family and friends of residents.
8. To encourage community involvement in nursing home activities whilst at the same time promoting resident involvement in community activities.
9. To comply with the Privacy Act and associated Regulations.
10. To comply with Workplace Health and Safety Acts and Regulations.
11. To comply with all legislation regarding the provision of high level aged care and employment of staff.

Our Commitment to Quality

Our commitment to quality is reflected in our Vision, Mission, Core Values, Objectives and Philosophy Statements. It is reinforced in our policy on Continuous Improvement.