

Welcome To Weejah

Care Worker Induction



WEEJAH
Caring is our calling



Induction Session Agenda

1. About Weejah
2. Partnership overview- Weejah and BaptistCare & Baptcare
3. General Requirements for working with our partners
4. Incident and Emergency processes
5. Questions



Caring is our Calling

We help seniors & those living with a disability to live independently, through self-selected home support.

Why? Because everyone should have the right to live the life they want in the place they love.

No matter what.



Weejah-BaptistCare & Baptcare Partnership



Bring together established industry leaders with a new innovative & flexible aged care technology service provider



Fill a need to provide high quality, flexible care to clients



Provide carers with the flexibility to work independently around their lifestyle, family & work commitments



We are partners, not competitors as unlike many brokers, Weejah does not manage Home Care Packages



We bring together the very best of their respective business models to meet client and carers respective needs



Ready to work?

Delivering care to providers and customers means meeting their home care requirements. These include:

- ✓ PI/PL insurance certificates uploaded
- ✓ Bank Account details provided
- ✓ Recent National Police Check
- ✓ First Aid and Manual Handling and WWVP (if in ACT), certificates uploaded
- ✓ Interview, reference checks and induction complete
- ✓ Online profile complete



Covid-19 and Personal Protective Equipment (PPE)

For the latest COVID-19 news and updates please review and keep up-to-date with your state health authority website.

Regular use of PPE is recommended:

- ✓ Gloves (mandatory for VIC, optional elsewhere)
- ✓ Mask (mandatory across Australia)

If a client, or a household member appears unwell:

- ✓ Do not enter the home
- ✓ Contact Weejah Care Team for advice on **1300 933 524**



Fitting and removing PPE

How to fit and remove protective gloves

Fitting gloves



- Remove jewellery, cover abrasions, then wash and dry hands



- Fit gloves, adjusting at the cuffs

Removing and disposing of gloves



- Remove by gripping at cuffs



- Immediately dispose of gloves in appropriate waste



- Wash hands

Replace gloves after contact with a person or infected area, or if the gloves become contaminated or damaged.

Wearing of gloves in some situations may be a practical measure to reduce the spread of infection, especially in health care environments or as a part of a cleaning regime.


Australian Government
Department of Health and Ageing

How to fit and remove a surgical mask

Fitting a surgical mask



- Position mask over mouth and nose



- Fasten ties or tapes above and below ears at back of head

Removing and disposing of mask



- With clean hands, untie or break ties at back of head



- Remove mask by only handling at the ties, then discard in appropriate waste



- Wash hands

When worn by a sick person, surgical masks limit the spread of droplets produced through talking, coughing or sneezing


Australian Government
Department of Health and Ageing



PPE Disposal

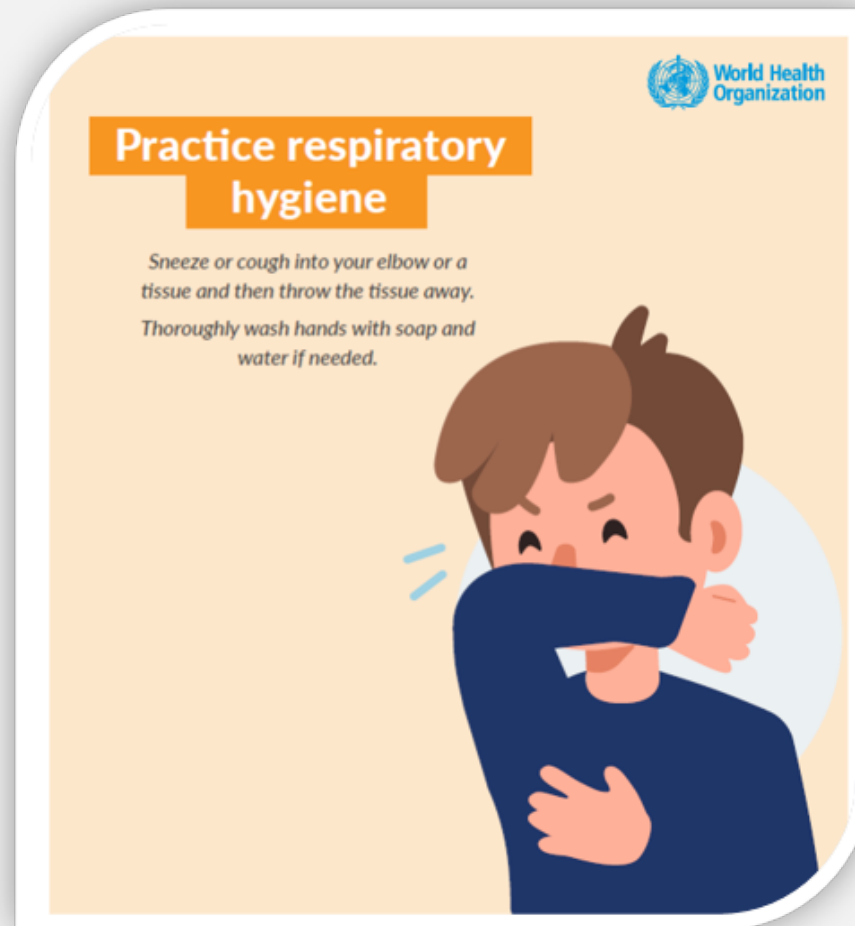


Place all used PPE into a plastic bag before disposing of into an external bin.

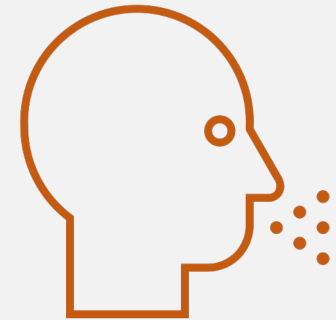


Wash your hands immediately after handling these items.

Respiratory hygiene



Attendance



You should **not** attend a client:

- If you are unwell
- You've been requested to self-isolate by BaptistCare, Baptcare, Weejah or State Health Authority.

Contact Weejah Customer Care for guidance:

- If you've been unwell with fever, cough, sore throat or runny nose.
- You've been in close contact with a suspected or confirmed case of coronavirus.



Dress and presentation

All Carers are required to:

- Present a professional standard of personal grooming and hygiene.
- Ensure attire is clean, presentable and in good repair.
- Dress & accessories meet Infection Control and Work Health and Safety requirements including:
 - hair is neat and tidy.
 - minimal jewelry ensuring no protruding, loose or sharp parts that may result in an injury to clients, self or other people.
 - consideration is given to the length and cleanliness of fingernails and whether nail polish and artificial nails (gel or acrylic) are appropriate.
 - where possible, tattoos are discretely covered.



Well Living

BaptistCare encourages clients to achieve their goals by:

- ✓ Encouraging independence through regaining skills and capacities where possible
- ✓ Encouraging clients to start something new and to gradually extend themselves.
- ✓ Encouraging and supporting confidence
- ✓ Encouraging identification of



Enable clients to maintain their independence

- Look at your client's abilities rather than their difficulties
 - Look at what they can do rather than what they can't do



*Because
we care*

What do I do if the client does not respond to a scheduled service?

If a client does not respond to a scheduled visit you **must**:

1. Call the relevant Provider escalation number (escalation numbers are available by logging into the platform and viewing that customer's contact number)
2. Always call the Weejah Care Team on **1300 933 524** (Quote "Critical Client Incident" when talking to care team)

Entry to unoccupied premises occurs only with the prior-approval and written consent of the client and/or their Personal Representative, and on instruction from the provider.





Emergency Situations

On some rare occasions you may experience an emergency situation when calling on a client at home.

These might include:

- The client is conscious but in distress
 - The client is unconscious
 - There is a death at home
- **Immediately** call an ambulance – **dial 000** and follow instructions.
 - **Contact** Weejah Care Team
Tel: **1300 933 524**
(Quote "Critical Client Incident" when talking to care team)
 - **Do not** leave the client's home until you have spoken to a Weejah Manager



Falls Response

Immediate Falls Response Management

It is important you do not try to lift them up no matter how insistent they are.

When a client is found on the floor, or has fallen during service provision, carers are to:

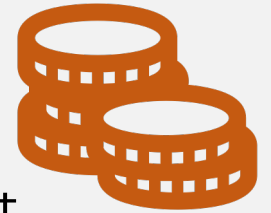
- ✓ Ensure your own safety prior to attending the client;
- ✓ Check the environment for hazards and make the area as safe as possible;
- ✓ Follow first aid training to assess the client's injuries and immediate needs.

Leave the client where they fell and call 000 **immediately** if:

- The client has struck their head during the fall;
- The client is unable to help themselves up from the floor;
- The client is complaining of pain;
- The client is unable to communicate;
- There are any other concerns for the client's wellbeing.



Handling Clients Money



- You may be required to handle money on behalf of a client for shopping or paying bills however it should be avoided.
- Receipt money supply
- Receipt change provided
- Receipt all purchases.
- Only use a client's debit card if you have confirmed with Weejah that the client has provided written permission.

Weejah cannot accept responsibility for any funds over \$150 on the Member's EFTPOS/debit card, or any cash in excess of \$150 which has been supplied by the Member to the Carer. - As per Weejah policy outlined in section 19 of the Carers Manual



Banking for clients

- Carers are **not** to undertake any bank transactions on behalf of the client, whether at an ATM, through internet or using phone banking. Encourage the client to use the counter service.
- If they are unable to visit the bank themselves let Weejah know so we can let the clients Care Facilitator know.
- Carers must **never** accept the Personal Identification Number (PIN), login information, or passwords of clients.
- You must also **not** accept any money or valuables from a client or their relative.



Incident Reporting

- All incidents / accidents need to be immediately reported to the Weejah Care Team 1300 933 524 (Quote "Critical Client Incident" when talking to care team)
- Incidents may include: Client aggression and violence, client absconding, fall, cut, bruising, allergic reaction, medication error (medication not to be administered/managed by you), serious depression, security, theft/property loss etc.
- Complete incident report on platform:

<https://weejah.opcentral.com.au/#/custom-forms/dashboard/0/submissions-list?formID=5>



Communications

Please, always direct **all** communications and client feedback to the Weejah Care Team.

Exceptions:

1. **Emergencies:** Call 000 first, then call **1300 933 524**
2. **Late:** up to 15 min late? Call the Provider.
3. **No response:** No reponse on arrival? Call Provider AND Weejah.

Never call the Provider on behalf of a client to change rostered times and/or dates. Inform client they have to deal directly with their provider for service changes.



Front Door COVID Questions



Questions to ask:

1. Do you feel unwell?
2. Do you suffer from fever, coughs, a sore throat or runny nose?
3. Have you travelled overseas or to a Covid Hot Spot in the last two weeks?
4. Have you tested positive for Covid?



Red Flags

The safety of you and the member is our highest priority. Never put your safety at risk

- Aggression / shouting / swearing (pls take into account hearing impairment issues).
- Reference to mental health issues/ anger management counselling/ psychiatric treatment/ incarceration.
- Reference to drug and alcohol issues from client or house guest.
- Reference to weapons.
- Nonsensical talk eg: reference to aliens.



Feeling uneasy?

If you feel uneasy after talking with a new client call Weejah:

1300 933 524 for support

Home Visit Procedure

Be aware of house layout and your exit routes.
Keep your keys and mobile phone on you.
Conduct a quick assessment by asking yourself:

- Is the client coherent?
- Are they exhibiting signs of agitation or aggression?
- Evidence of alcohol or drug use?
- Other people present?
- Anyone arguing?
- Are there any weapons?
- Is the home in disarray?



1. **NEVER** attempt to physically stop violent behaviour or get involved in arguments.
2. If there is a safety risk due to aggression, leave **immediately**.
3. Take note of all possible hazards and report them to Weejah immediately.



Starting work

1. **Complete** the last of your onboarding items as requested by the Care Team. Once complete you will be made visible on the Weejah platform.
2. Review notification emails of work requests in your area. **Please log into your profile to review job offers and indicate your interest (Yes/No).**
3. The Account owner will then create a Service Agreement. When this is complete you will receive a second notification. Again, please log in and review the further details provided and **make the Agreement active**. At this second stage you are allocated to the job.
4. For invoicing to be triggered please log into your account to **'Check-in' on arrival and 'Check-out' on completion of the service.**



What's on your
mind?



Weejah Support Team

The Weejah team are ready to support you to do the best job you can of supporting members in their homes so please contact the team at:



1300 933 524

(1300 WEEJAH)



care@weejah.com.au

