

This months learning resource/aid

We take great pleasure in presenting the 2008 version of

The
**POLICY MANUAL
FOR COMMUNITY CARE WORKERS**

It is specifically designed to cater for workers in- training in the community services sector requiring policy manual support to aid them in their studies and assignments.

This 158 page **mock** “policy manual” focuses on the front line, or hands on worker who is in direct contact with people with many types of support needs and care situations.



Ring plastic bound document cover presentation

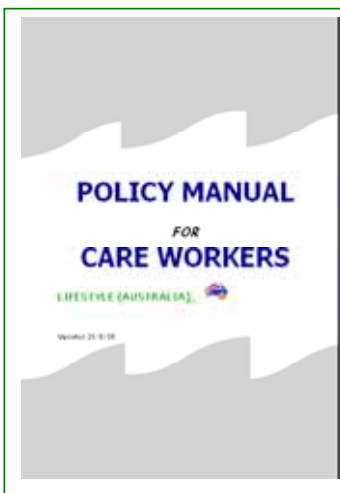
Cost \$A120 each plus GST and postage and handling.

Additional documents available at;

Document bound plastic and card covers Presentation (Spiral)

Cost \$A25 each plus GST and postage and handling.

Limited time licensing offer;
\$A500 plus GST allows you a license to print 50 units.
Call 84498132



Familiarise yourself

We encourage you to familiarise yourself with as many Policies and Procedures in your learning journey so as when you come across them in your workplaces you are at least familiar with the fundamentals, and can be a valuable team member in providing Policy and Procedure Manual input to the workplaces ahead.

It must never replace a worksite purpose designed Policy and Procedure Manual, that you have a duty of care to follow as your work instruction.

About this Policy and Procedure Manual

Educational purposes

This policy manual is designed for educational purposes, with the new comer to the industry particularly in mind. If you are a student that does not currently have access to a set of policies then this is ideal. It is also inherently linked to be a support to the **Enable Learning Guides®** that have already highlighted some of these practices.

Designed to model an actual community care service

This manual is designed to act as an adjunct to the students and Procedure Manual. Whilst **legislative and compliance** frameworks are accurate at the date of publication, you will see it contains fictitious names and phone numbers in order to model an actual community care service.

Each state or territory has their own legislation

These policies are best read in conjunction with the current legislation in each state or territory on each of the areas of work instruction and study. These can be easily downloaded and studied alongside this manual.

This manual is an excellent resource for **students and trainers** as it is based on actual Policies and Procedures in current use, yet has limited its parameters so as not to overwhelm the novice.

Students studying to be **Community Care Workers** at college, will come across many activities that require them to consider;

- workplace policies and procedures,
- how it impacts on their role,
- how they must perform their role based on the knowledge and skill they have.

Access to a number of Policies and Procedure examples is critical for simulated learning.



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**Rural And Remote Area Support Workers Policy Procedure & Guidelines On Managing
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Lifestyle Pty Ltd

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Lifestyle Induction Training Checklist

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Job Applicant Interview Procedure And Script For Supervisors Only

Specific Interview Questions



CUSTOMER ORDER Ph (08) 8447 2477 Fax (08) 8447 4266

Cost \$25/\$16	QTY	CODE	TITLE
		CHCAC12C	Provide Services To An Older Person With Complex Needs
		CHCAC15A	Provide Care Support Which Is Responsive To The Specific Nature Of Dementia
		CHCAC17/ CHCAC317B	Support the older person to maintain their independence
		CHCAC1C	Provide Support To An Older Person
		CHCAC2C	Provide Personal Care
		CHCAC3C	Orientation To Aged Care Work
		CHCAC4B	Assist In The Provision Of An Appropriate Environment
		CHCAC6C	Support The Older Person To Meet Their Emotional And Psychosocial Needs
		CHCAC7C	Plan And Monitor Service Delivery Plans
		CHCAD1C	Advocate For Clients
		CHCADMIN3B	Undertake Administrative Work
		CHCADMIN5C	Work Within The Administration Protocols Of The Organisation
		CHCCOM2B	Communicate Appropriately With Clients And Colleagues
		CHCCOM3C	Utilize Specialist Communication Skills To Build Strong Relationships
		CHCCS2C	Deliver And Develop Client Services
		CHCCS301A	Work Within A Legal And Ethical Framework
		CHCCS303A	Provide Physical Assistance With Medication
		CHCCS304A	Assist With Self-Medication
		CHCCS405A	Work Effectively With Culturally Diverse Clients And Co-Workers
		CHCCS501A	Assess And Respond To Individuals At Risk Of Self-Harm Or Suicide
		CHCDIS10B	Provide Care And Support
		CHCDIS1C	Orientation To Disability Work
		CHCDIS2C	Maintain An Environment Designed To Empower People With Disabilities
		CHCDIS3C	Provide Services To People With Disabilities
		CHCDIS4B	Design Procedures For Support
		CHCDIS5C	Contribute To Positive Learning
		CHCDIS6C	Plan And Implement Community Integration
		CHCGROUP2C	Support Group Activities
		CHCGROUP3C	Plan And Conduct Group Activities
		CHCHC301B	Work Effectively In A Home And Community Care Environment
		CHCHC302B	Provide Personal Care In A Home And Community Care Environment
		CHCICAB	Communicate With Children
		CHCINF2B	Maintain Organization's Information Systems
		CHCINF8B	Comply With Information Requirements Of The Aged Care & Community Care Sectors
		CHCMH1B	Orientation To Mental Health
		CHCMH8A	Provide Interventions To Meet Needs Of Consumers With Mental Health & AOD Issues
		CHCOHS302A	Participate In Safety Procedures For Direct Care Work
		CHCOHS401A	Implement And Monitor OHS Policies And Procedures For A Workplace
		CHCORG22A	Contribute To Service Delivery Strategy
		CHCORG2B	Work With Others
		CHCORG3B	Participate In The Work Environment
		CHCORG5B	Maintain An Effective Work Environment
		HLTCSD3A	Prepare And Maintain Beds
		HLTCSD6A	Respond Effectively To Difficult Or Challenging Behaviour
		THHBCC11B	Implement Food Safety Procedures covering; HLTFS7A Follow Basic Food Safety Practices CHCT3B Apply Safe Food Hygiene Practices
		HLTGM2A	Use hand and power tools
		SRCCRO009A	Conduct A Recreation Program For Older Persons
		HLTHSE4A	Follow Safe Manual Handling Practices
		CHCCS401A	Facilitate Co-operative Behaviour
		CHCRH2A	Leisure and health programming
		CHCRH1B	Orientation To Work In The Leisure And Health Industry
		CHCRH3B	Develop leisure and recreation programs for clients with special needs *
		CHCRH4B	Co-ordinate, implement and monitor leisure and health programs *
\$30	N/A	CHCPA01A Textbook	Deliver care services using a palliative approach
\$30	N/A	CHCPA02A Textbook	Plan for and provide care services using a palliative approach
\$120	N/A	Ring Binder	POLICY MANUAL FOR CARE WORKERS
\$45	N/A	Textbook	De Maria's DICTIONARY And Glossary for Community Services and Health
\$90	N/A	Textbook	The Care Worker's Handbook
\$50	N/A	Textbook	Manual Handling & People Transfers for Care Worker's & Other People Movers
\$75	N/A	Textbook	Success with Managing Challenging Behaviours Pro-Active Approach
\$30	N/A	Textbook	Implementing Infection Control in health & community services
\$55	N/A	Textbook	Providing Physical Assistance With Medication
\$70.00	+ p&h /GST	DVD	Orientation To Aged Care Work CHCAC3C
\$70.00	+ p&h /GST	DVD	Communicate With Children CHCICAB
\$70.00	+ p&h /GST	DVD	Communicate Appropriately With Clients And Colleagues CHCCOM2B
\$70.00	+ p&h /GST	DVD	MANAGING CHALLENGING BEHAVIOURS

Plus p & h /GST Charge for bulk quantity (20 per order) will be reduced by 10%



CORPORATE ORDER FORM

FAX TO Enable Consultation Services 08 8447 4266

Phone 08 8447 2477

URGENT

Phone 8447 2477

Name of Organization	
Delegated Manager responsible for ordering	
Address	
Email **	
Phone number	

Ordered by.....Date.....

Approved customers please note payment arrangements

Sign here

I... (client.)

Hereby acknowledge and accept the terms and conditions outlined in this document and wish to purchase the goods for which I will pay in full as arranged. The above scheduled charges are payable as arranged and I am aware that I will incur all recovery fees should I exceed the specified duration.

Terms and Conditions

Payments should be made as stated below, or on the invoice, and postage and handling. Cost of express courier can be higher and is available if requested. **A 7% late fee applies.**

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- Money Order Cash Visa Cheque **Enable Consultation Services**
- Please send me a tax invoice Call back for order confirmation & P & Handling quote
- I will call for how to pay by **EFL** or an over the phone visa transaction

Credit Card Number: ____/____/____/____ **Expiry Date:** ____/____

Cardholder's Name: (print exactly)_____

Cardholder's Signature: _____

Office Use Security Compliance; Shred procedure applies



RESOURCE / BOOKLIST as of 1/3/8

Prices and Ordering Authority

Document bound plastic and card covers Text Book Presentation (Spiral)

Cost \$A25 each plus GST and postage and handling.

Charge for bulk quantity (20 per order) will be reduced by 10%

Plain stapled thin card front and back (Stapled)

Cost \$A16 each plus GST and postage and handling.

Charge for bulk quantity (20 per order) will be reduced by 10%

BOOKS

	Unit Price <i>Plus GST & P/H</i>	Bulk Quantity	Order
The Care Worker's Handbook	\$90	As stated	
Manual Handling And People Transfers For Care Workers & Other People Movers	\$50	As stated	
Success with Managing Challenging Behaviours <i>Pro-Active Approach</i>	\$75	As stated	
Providing Physical Assistance With Medication	\$55	As stated	
A Guide To A Job As A Care Worker	\$30	As stated	
Implementing Infection Control - <i>health & community services</i>	\$30	As stated	
A Gift; Words that inspire	\$25.95	As stated	
De Maria's Dictionary And Glossary for Community Services and Health	\$45	To be Quoted	
Plus GST			
Plus Postage & Handling <i>Ring or email for quote if not picking up or arraying own courier</i>			
Total			

DVD and BOOK Packs.

	Unit Price <i>Includes GST & P/H</i>	Order	
MANAGING CHALLENGING BEHAVIOURS	\$299.00		
Orientation To Aged Care Work CHCAC3C	\$299.00		
Communicate With Children CHCICAB	\$299.00		
Communicate Appropriately With Clients And Colleagues CHCCOM2B	\$299.00		
Total			

ASSESSMENT GUIDES, Suggested Model Answers.

Cost /	QTY	CODE	TITLE
\$25		CHCAD1C	Advocate For Clients
\$25		CHCADMIN5C	Work Within The Administration Protocols Of The Organisation
\$25		CHCCOM2B	Communicate Appropriately With Clients And Colleagues
\$25		CHCCS405A	Work Effectively With Culturally Diverse Clients And Co-Workers
\$25		CHCDIS1C	Orientation To Disability Work
\$25		HLTCSD6A	Respond Effectively To Difficult Or Challenging Behaviour
\$16		CHCCO2	Assessment Record Book Certificate 3 & 4

