

Question 1

a) What is the purpose of the Community Care Common Standards?

The Community Care Common Standards are part of a reform agenda to streamline administrative arrangements across community aged care programs and jurisdictions. Common standards and common arrangements have been developed for quality reporting processes.

b) What are the three Community Care Common Standards?

Standard 1:	Effective Management
Standard 2:	Appropriate Access and Service Delivery
Standard 3:	Service User Rights and Responsibilities.

c) List five documents that must be kept to provide evidence of compliance against the Standards.

Document 1:	https://compliantlearningresources.com.au/wp-content/uploads/2017/01/SAMPLE-CHC33015-HACC-Subject-5-Assessment-Workbook.pdf
Document 2:	http://www.disability.wa.gov.au/Global/Publications/For%20disability%20service%20providers/Quality/QS_6SimpleStepstomeetStandard6.pdf
Document 3:	https://www.aicpa.org/content/dam/aicpa/research/standards/auditattest/downloadabledocuments/ssae-no-18.pdf

QUESTION 2

Briefly explain the purpose of the following community care programs. For each program list the services available.

Program	Purpose	Services
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Program	Purpose	Services
Home and Community Care (HACC)	Home and community care provides help and give a basic range of the services to the disabled, frail or older, to make their living easy and can continue living at home.	<ul style="list-style-type: none"> • It provides social support by assisting during the essential social activities like banking, social contacts. • The care centre also prepares and delivers meals to the client at their home or centre.
Community Aged Care Packages (CACP)	The purpose is to serve the frails and older people and provide support while they remain in their home.	<ul style="list-style-type: none"> • Equipments like walking frames are provided. • Helps the client for their personal care including getting dressed.

Program	Purpose	Services
Extended Aged Care at Home (EACH)	The purpose is to provide care and tailored to help the aged people, while remaining at their own house.	<ul style="list-style-type: none"> • They provide clinical care by professionals, including physiotherapist and other type of health care. • Transport facilities are also provided to appointments.
Department of Veterans' Affairs (DVA) program	The purpose is to deliver governmental programs for members of Australian federal police, defence force and their dependants as well as the war veterans.	<ul style="list-style-type: none"> • They provide pension supplement and energy supplement to the client. • Their service includes veteran's home care as well as nursing facilities.

QUESTION 3

Research current directions that the government is taking in relation to community based care.

What are four reforms that are planned?

(You may like to access *The Coalition's Policy for Healthy Life, Better Ageing* (September 2013).)

- Non discrimination and Civil Rights Policy
- Severability
- Compliance with All Laws, Codes, Rules and Regulations
- Program Authority

Question 4

a) Briefly explain the term 'duty of care'.

Duty of care refers to the duty of care towards every individual. It means to take responsibility of self and others, when the other person is relying on you regardless of role. The volunteers need to understand their role and the working parameters. It is also important to aware of all the possible risk to you as well as the clients. Reporting the supervisor about all the matters no matter how small or big the matter is.

Marco is visiting Kim in his home. Kim has mental health, alcohol and drug issues. When Marco gets to Kim's house, he sees that she is clearly under the influence of drugs. Marco is unable to raise Kim, who has passed out on the lounge.

Marco is annoyed as he told her he would be coming today. Marco decides to leave Kim to sleep it off and come back later in the day to complete his visit.

b) Has Marco demonstrated his duty of care to Kim? Explain your answer.

Macro here does not act as a responsible person and doesn't show any concern to his drug addicted friend Kim. He left him in the worst condition which is absolutely against the duty of care. He acted as an irresponsible person as well as peer. He fails to support his peer and does not fulfil his responsibility. Without thinking about Kim, macro left him without reporting the matter to any of the care community or nearby people. His actions were against the act of duty of care.

Question 5

You are a community services worker in Adelaide. There is a new client, Alf, who requires support in his home while he recovers from a stroke.

It turns out that Alf lives in squalor and is a hoarder.

Access the *Community Workers Work Health and Safety Guidelines*. You can find this at http://www.safework.sa.gov.au/uploaded_files/CommunityWorkers.pdf.

What are five controls that are suggested to work safely in this situation?

Control 1:	To provide gloves, tissues and mask with infused essential oils.
Control 2:	Basic Regular visiting including shopping and garden clean ups to develop healthy relationship before incorporating services. This can lead to the agreement from the worker to remove excess hoarded material.
Control 3:	The help and support should be enlisted of family.
Control 4:	Making achievable goals, Such as cleaning small areas within given time with the involvement of the client will be helpful.
Control 5:	Avoiding visiting the house of the client alone, if there is no information about the client.

QUESTION 6

- a) List the legislation (title and date) that regulates privacy in your state or territory. Briefly outline the purpose of this legislation.

Legislation:	Health Records and Information Privacy Act 2002 (NSW)
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Purpose:	The purpose is to outline the health information collection. It also gives access to an individual to the health information as well as establishes framework that deals with the complaints regarding any information of health.
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- e. What are the key points of privacy legislation in relation to home and community care?

- Usage of the personal information should be limited.
- Personal information should be used only for relevant purposes.
- Provide access to the records including personal information.
- Record keeper will kept the information of the relating records.
- Collection of personal information should have a manner and a specific purpose.

- f. What are the major consequences of breach of confidentiality?

- Lawsuit Damages refers to the damages happens to the employer from the employee and an employer can also take actions against the employee for breach of confidentiality.
- Criminal Charges happens in extreme circumstances. Breach of confidentiality can constitute as a theft when the employer's proprietary intellectual property or any kind of information. Government can charge employee in the punishment of theft.
- Reputation of an employee can be permanently destroyed. Especially when the person works for a specialized industry.

g. To whom should you refer breaches of confidence or other standards?

- Multi-disciplinary teams
- Legislation governing
- community services industry (CSI)

Question 7

a) Write down the responsibilities of employers and employees in relation to WHS in a home and community services environment.

Employers

It is the responsibility of the employer to provide a safe environment to the employee. The employer should not take any risk with the health of the employee and should provide proper medical services. It is the responsibility of the employer to deal with any type of hazards.

Employees:

It is necessary to follow instructions and law made for the employee. It is mandatory to develop a sense responsibility for the safety of self and the staff member as well. Reporting about any type of hazard, injury or accident to the supervisor or staff member. Cooperating with others is also a responsibility of an employee.

- h. Provide two examples of how you would meet work health and safety requirements in the following areas.

Maintaining personal hygiene
Example 1: cleanliness of the Work area
Example 2: Restroom facilities
Wearing appropriate personal protective equipment (PPE)
Example 1: proper eye protection For example- visors, shields
Example 2: appropriate hand protection For example- gloves
Ensuring safe manual handling
Example 1: information and training should be provided to the worker

Example 2: handling techniques should be correct.

QUESTION 8

Consider the following situations. Identify:

- the hazards and associated risks (at least two for each item)
- possible control measures the employer should put in place to minimise the risk of injury or illness
- Action you should take in each situation, including any reporting requirements that need to be made.

The first one has been completed as an example.

Hazard	Risks	Control measures	Preventative action/ reporting
Slippery floors	<ul style="list-style-type: none"> ▪ Slips, trips or falls ▪ Breaks, sprains 	<ul style="list-style-type: none"> ▪ Provide floor mats ▪ Require use of non-slip shoes ▪ Use signs to warn of temporarily slippery surfaces 	<ul style="list-style-type: none"> ▪ Clean up spills quickly

Hazard	Risks	Control measures	Preventative action/ reporting
<p>Mechanical aids, including hoists and transfer equipment</p>	<ul style="list-style-type: none"> • Injuries because of manual handling. • Incorrect use may lead to fall. 	<ul style="list-style-type: none"> • Use equipments after proper guidance • Use of appropriate mechanical aids. 	<ul style="list-style-type: none"> • Correct procedure needs to be follow • Use of equipments should be according to the instructions

Hazard	Risks	Control measures	Preventative action/ reporting
<p>Cleaning products, sanitisers</p>	<ul style="list-style-type: none"> • Respiratory problems can occur. • Skin problem like irritation and dermatitis can be caused. 	<ul style="list-style-type: none"> • Minimize the use of such products • Material safety data sheet should be provided 	<ul style="list-style-type: none"> • Provided PPE should be used • Given information should be read carefully

Hazard	Risks	Control measures	Preventative action/ reporting
Contact with public	<ul style="list-style-type: none"> • Physical attack • Stress 	<ul style="list-style-type: none"> • Adequate security should be arranged • Emergency response training should be provided 	<ul style="list-style-type: none"> • Reporting of concerns immediately • Appropriate procedure needs to be followed while public contact

Hazard	Risks	Control measures	Preventative action/ reporting
Items contaminated with blood or body fluids	<ul style="list-style-type: none">• Blood- borne diseases	<ul style="list-style-type: none">• Contaminated waste must not be cleaned by an individual.	<ul style="list-style-type: none">• Contaminated waste must not be cleaned by an individual

Hazard	Risks	Control measures	Preventative action/ reporting
Sexual harassment, work place bullying	<ul style="list-style-type: none"> • Emotional instability • Physical illness 	<ul style="list-style-type: none"> • Establishment of work place policy • Conducting Staff training 	<ul style="list-style-type: none"> • Reporting the supervisor immediately

Hazard	Risks	Control measures	Preventative action/ reporting
<p>Clients who are confused and/or violent</p>	<ul style="list-style-type: none"> • Physical abuse • Verbal abuse 	<ul style="list-style-type: none"> • Duress alarms should be provided to staff • Safe work and emergency procedure should be followed 	<ul style="list-style-type: none"> • Reporting the supervisor immediately

QUESTION 9

- a) A person-centred support approach can contribute to the empowerment of people living in the community. What is the advantage of this?

The person-centred support approach helps in empowers the people living in the community and the approaches includes the confidence of a person, the working way of a person that increases skills, and knowledge. Secondly, inclusive and organised by which we mean that having good and well maintained relationships in the community. Thirdly, the nature of the person should be cooperative that promotes working in partnerships. Following the approaches has advantages which includes better democracy. Development of the Feeling of safe and secure. Working in partnerships also increased and the feeling of collaboration increased.

- i. In one to two sentences explain why older people, or people with disabilities, are commonly disempowered.

The feeling of dependency leads the older people or people with disability towards disempowerment. They need to be dependent upon other people for any work. Older people and people with disability also feel alone and weak as most of the people do not like to spend time with them.

- j. Read the following scenario and answer the questions:

Alberto has had a stroke.

Although his wife, Michaela has been able to provide love and support for Alberto, there are some things they just couldn't manage.

Alberto and his case manager, John, have talked about his needs, with Michaela being involved in the discussion.

They are adamant about what Michaela can do for Alberto and the types of support they need. They ask for help with Alberto's showering, dressing and transport as Michaela does not drive.

Alberto also wants to attend physiotherapy to regain his strength.

After a few months, Alberto is very happy with his progress. He is now quite capable of showering and dressing himself and has just been given permission from his doctor to drive again.

John meets with Alberto and Michaela to discuss changes to his care plan. It is agreed to cease the personal care and transport services, but in place of those John will receive some assistance with gardening and general maintenance, as he still finds balance and heavy work difficult.

- In what way does this scenario represent consumer-directed care?

The above scenario represents consumer- directed care as the patient Alberto chooses his own facilities, which is required by him. He requires help with his showering; dressing and transport as his wife do not know how to drive. He also wished to go to take physiotherapy to regain his strength. All the facilities are provided according to his wish. He directed his required facilities.

- How do you think this approach has helped Alberto to recover from his stroke?

The approach he followed helped Alberto very nicely. There were improvements in his health and he was also feeling happy and relaxed with his progress. His improvements were visible as well as he regained his strength in a very less time.

QUESTION 10

Elsie is 80 years old. She lives on her own in an old country property five kilometres from town. Her nearest neighbour lives over 500 metres away and is often away from home. Elsie does not have a mobile phone. The house needs repair as the roof is leaking, but Elsie does not have the money for this.

- a) What action could you take to make sure Elsie is safe, balancing her wish to be independent and be able to take risks?

It is important to take care of Elsie as she is old and do not have any service by which she can contact anyone. Her roof is leaking and she doesn't have any money to get it repair. In this situation it is required that someone should keep visiting her after a fixed interval of time. Equipment should be provided to her so that she will be able to call to inform about any of her requirement or need.

Damaged can be repaired of her roof to make her living easy.

k. List four things that could be done to reduce risks to Elsie's safety and security.

Action 1:	Repairing the leakage of the roof.
Action 2:	Visiting her after fixed interval of time.
Action 3:	Giving her mobile phone so that she will be able to inform about any requirement.
Action 4:	Report the problem to the respective care centre to ensure that she will get every required facility.

QUESTION 11

Gianni lives alone at home. His eyesight is deteriorating rapidly, however he is fiercely determined to stay in his own home until he dies.

He walks to the shops each day at 10.00am to do his shopping, but he is finding it harder to do with his bad eyesight.

The town where he lives is not the same as it was when he moved there fifty years ago. In those days it was a nice country town – now it is a growth area in the outer suburbs of Melbourne. There is a large problem in the area with high rates of unemployment and large rates of methamphetamine use.

a) What safety and security risks does Gianni face?

Gianni was facing many problems due to his bad eyesight. It is hard for him to go outside for his regular household works. Day by day it is becoming hard for him to perform daily life activities. The loss of vision also increases the risk of death. Bad eyesight leads to cause more anxiety and development of the feeling of being alone.

1. List four things that can be done to reduce risks to Gianni's safety and security.

Action 1:	Avoiding hazards including fireworks
Action 2:	Wearing durable eye protection
Action 3:	following a proper diet plan
Action 4:	Regular checkups of eye

QUESTION 12

- a) What procedures can be put in place to ensure fire safety in a client's home?

- Installation of smoke alarms
- Conducting individuals risk assessment
- Installation of portable sprinkles
- Providing wheelchair nearby for escaping the areas in the case of emergency
- Use of personal medical alarm

- m. Research the legal requirements in your state or territory for smoke alarms to be installed in homes. Briefly explain the requirements.

According to the law passed in 2016, it is important to install smoke alarms to avoid any future inconvenience and to reduce the risk of any mishappening. The law also suggested some type of smoke alarms, which contains a test button and a hush button that will clear the alarm without shutting it down.

- n. What is the name of the Act or Regulations that cover requirements for smoke alarms in your state or territory?

Homes or residential rental properties purchased on or after 1 February 1998.

QUESTION 13

Explain the procedures you must follow when entering a client's home to ensure them of your identity.

1. Introducing self by showing the identity card
2. Asking for the permission before having seat
3. Clearly portray the purpose of the visit

QUESTION 14

Bunty has cancer.

She has undergone one program of chemotherapy and has been receiving HACC services due to her declining health needs. Bunty was very sick during the treatment, but her health gradually improved.

Last week Bunty was distressed to find out that her cancer is back. Her oncologist has strongly recommended a further chemotherapy program. If she does not have treatment she is likely to die within a month.

Bunty has decided not to have the second lot of chemotherapy – instead she wants to die at home. Her family are angry that she is giving in to the disease – especially as the oncologist has so strongly recommended further treatment.

a) Should Bunty do what her family and oncologist want her to do? Explain your answer.

Yes, Bunty should follow the instructions given by the oncologist and her family as the suggestion given by the oncologist will help in the improvement in her health. the increased problem do not have any other methods to overcome and being irresponsible about her health is very wrong. Few more therapy sections will improve her health.

The family approach you and ask if you can talk some sense into Bunty.

They ask you for legal advice about whether Bunty can be forced to take the treatment. They also ask you lots of technical questions about Bunty's cancer and how treatment will work.

Bunty has given her consent for you to share information with her family, but you don't really feel this is within the role of your job.

o. What should you do in this situation?

According to the job profile, it is not my part to convince Bunty for the therapy but It is also not appropriate to force Bunty for attending the therapy section. It is clear that Bunty has lost her interest in life and developed the feeling of anxiety and depression. She wanted to be alone and do not want to attend the therapy sections. I will talk to Bunty and try to convince her to attend the therapy section, by telling the positive results she will get after the therapy.

QUESTION 15

What is meant by ‘emotional abuse’? Provide examples of emotional abuse that older people and people with disabilities are commonly subjected to.

Emotional abuse is an abuse which leaves no marks on the body but makes an individual unstable and depressed. It includes the act that includes isolation, humiliation. By emotional abuse a person loses their self respect, dignity and self worth. It leads to lower down the self esteem of a person. Elderly people and people with disability faces emotional abuse are very common. They face this abuse often by their own family members. Insulting the elderly people by calling them useless and not fulfilling the requirements. To the disabled, people tease them for their disability.

CASE STUDY 1: BERNIE AND GLENYS

Bernie and Glenys have been married for 47 years. Glenys has been diagnosed with dementia and requires constant care. Bernie has been caring for Glenys at home and is committed to her care.

Now Bernie has found out that he has terminal cancer. He will probably only have about six months to live. Bernie is distraught and worried about what will happen to Glenys after he dies.

One day while you are cleaning their bedroom, you find a stash of medications hidden behind the cupboard.

When you ask Bernie about them he looks very guilty. He says that they are his 'insurance' to make sure that neither he nor Glenys will suffer.

He also says that you should not say anything to Glenys or anyone else about them – he couldn't bear for Glenys to be lonely when he dies.

You look at the medications and see that these are very strong. You realise that Bernie is considering ending his own and Glenys's lives when he feels they can no longer cope.

1. You sympathise with Bernie's situation, but what should you do in this ethical dilemma?

I will try to make Bernie understand that it is not good to hide the problem to his wife and i will try to convince him that he should tell his wife everything. Making him understand about her right to know everything, as later on this will come as a shock to her and maybe she ill not be able to cope of that and die. It is not a way to get rid of the problem as every problem comes with a solution; it is just required to search for the solution instead of losing all hopes.

2. Identify two possible solutions that will assist Bernie to address his concerns and be comfortable to take different 'end-of-life' action.

1. He should tell his wife about his disease and spend the rest of the time with her properly and this will also lead him to have a stable mind set.
2. There is a need to consult any other doctor as well to get the accurate situation and take medicines accordingly.

3. How would you demonstrate respect and sensitivity to Bernie – imagine that your views are very different from his in this situation.

According to Bernie, it is not important to tell his wife anything as he thinks that Glenys will not be able to handle the truth and will be depressed and stressed. If I were in his situation I must have told everything to Glenys and take proper medications so that I will be able to live a better life till I die.

The workplace grapevine quickly becomes active. One of your colleagues comes rushing up to you, 'Oh my goodness, I can't believe that Bernie was going to murder his wife!' she exclaims. 'What did he say to you? Is he going to be arrested? Poor old Glenys – he kept on saying he wanted to care for her at home but all this time he just wanted to get rid of her.'

4. Explain how you would respond while still maintaining confidentiality.

Keeping the things confidential I will try to change the way of thinking. I will provide examples and will try to portray the real condition without telling the truth. I can also ask them to think differently and think of other circumstances that can possibly happen.

CASE STUDY 2: CANDICE

Candice is frail and has dementia. Her dementia has been caused by a history of drug and alcohol abuse. She lives at home with her niece, Nevaeh, who cares for her.

Candice receives support at home to shower and receives meals on wheels. Nevaeh is known to be an alcoholic and it is expected that she also takes illegal drugs.

Lately Candice has been losing a lot of weight. There has also been some unusual bruising on her arms and chest – Nevaeh explained that Candice often falls out of bed, especially if she has been drinking.

Nevaeh is drunk when you arrive today and you see that she is eating Candice's meals on wheels.

You also find medications in the kitchen, which have obviously not been given to Candice for some time. When you ask Nevaeh about why she is eating Candice's food, she says that there is no point in her giving it to Candice as she just spills it down herself.

When you ask her about Candice's medication, Nevaeh says that these are old prescriptions that she doesn't take any more (even though they are the medications listed on the care plan).

She then says, 'Is it pension day today? Thank god! I'm desperate for some ciggies!'

She then races out, leaving you alone with Candice. You know that Nevaeh has access to Candice's bank account.

1. What are three types of abuse that Candice may be subject to?

1. Verbal abuse
2. Physical abuse
3. Financial abuse

2. What action do you need to take? Remember to write down the documentation you may need to complete.

I will report about the situation to the supervisor and tell them that the patient has been abused in many ways. Proper medications are not provided to her. The access of the account should be taken away from the niece. I will save the digital evidences, taking pictures so that it can prove after reporting the case. By creating stalking log it will be easier to take strict actions.

CASE STUDY 3: ALBERT

Albert is dying. As he is enduring his last few days, he asks if he can tell you something.

You are happy to sit down for a chat, as you often enjoy a chat with him when you visit his home.

Albert begins to talk.

You are shocked to hear him confess that, when he was a teacher during the 1960s and 1970s, he committed some sexual offences against girls and boys at the school where he was working.

Albert cries that he is truly sorry for what he did. Two days later he dies. His family assembles around his bedside and talk about what a gentle and good man he was.

You feel that Albert was genuinely sorry for what he did. You know that you are obligated to report all issues of child abuse, however you wonder if there is any need in this case – it all happened so long ago and Albert was such a nice man.

a) What action should you take in this situation?

After his death, basically it is not required to report the incidents to the care centre as it happened long ago and the person has died but it is equally important to throw light on the incidents happened long ago and ask to make the students, teachers and the staff members aware of this type of abuse. Children should be guided about the good and bad touch as well as the actions which can be taken by them.

p. What type of psychological damage may Albert have caused to the school children who are now in their 50s and 60s?

The sexual abuse causes harm to a person's body but it harms the mental stability for lifetime. The victims maybe still have an adverse effect on their mind. They maybe still fear of another's touch. They may feel depressed at times and also fear for their child as well. They must be not able to gather courage to make their children study outside and always feel insecure about the next generation as well.

