tlc | Learning Academy

Student Placement Handbook

A GUIDE TO BEING PART OF OUR TEAM DURING YOUR PLACEMENT

CONTENTS

Welcome to Team TLC

Thank you for choosing to complete your placement as part of our team at TLC Healthcare. Our Mission is to provide innovative integrated healthcare to our communities.

One of the strengths of TLC Healthcare is the commitment of our people to provide exceptional care and service to our residents, our patients, our students and our communities each and every day.

Our Values – Respect, Accountability, Collaboration, Integrity, Innovation and Excellence – provide the framework of what we expect of ourselves, every member of Team TLC and all those who make their contribution to our organisation including our students.

This handbook contains information that will give you an introduction to TLC Healthcare, who we are as an organisation and what you need to know in completing your placement with us.

Once again, thank you for completing your placement with us; we look forward to working together.

Lou Pascuzzi
Chief Executive Officer

Our Identity

We are proud of our culture at TLC, and our Mission and Values are the bedrock on which our culture is built.

Our Mission

To be leaders in innovative and integrated healthcare renowned for providing wellbeing to our communities.

Our Values

Respect
We value diversity, treating each other with courtesy and care.

Accountability
We are responsible for our own actions and inactions.

Excellence
We strive to be the best in all that we do.

Collaboration
We work together cooperatively to achieve shared outcomes.

Integrity
We act with honesty, openness and professionalism.

Innovation
We embrace new ideas and seek creative solutions.

Who we are

At TLC Healthcare (TLC), we're approaching healthcare from a new perspective. Our focus is for our customers to have access to the best quality integrated healthcare, when and where they need it.

TLC owns and operates some of the largest residential aged care homes, medical centres, early learning centres, health clubs, and industry training facilities at locations across Melbourne and the Geelong region. We are proud to be the employer of choice for over 1,750 Victorians.

Our pioneering philosophy of integrating residential aged care homes, medical centres, early learning centres, health clubs, and industry training is a first for Australia.

TLC is looking to a future where all facets of healthcare are approached in an integrated fashion. As our organisation grows we will be expanding our services with a wide range of holistic healthcare services that will benefit our customers, staff and our communities.

TLC Aged Care

TLC Aged Care ensures its homes provide residents with privacy, dignity and, above all, an environment our residents can call home.

There are 12 TLC Aged Care residential care facilities located across Victoria.

TLC Aged Care residents receive 24 hour-a-day professional care, giving their families and friends peace of mind. Residents enjoy beautiful surrounds, friendly and supportive staff.

All of our sites are accredited and meet the requirements of the Aged Care Quality and Safety Commission Standards, which ensures the ongoing provision of a high standard of care and support to our residents.

With a Registered Nurse present on each site at all times, ably supported by a team of Endorsed Enrolled Nurses and Personal Care Workers, our homes provide:

- 24 hour-a-day professional healthcare, giving residents, families and friends peace of mind;
- respite services to assist in short-term care or the transition to residential care;
- advanced memory support units; and
- on-site physiotherapy, podiatry, and dietetics services supported by a dedicated team of allied health assistants.

Wellbeing activities are available at all of our homes to ensure our residents can continue to participate in daily activities including fitness classes, community outings, in-home visitor programs and creative sessions. The TLC Wellbeing team works closely with our care team to ensure residents have access to a broad range of activities to keep them actively engaged in their community.

Each of our homes also have the following services available:

TLC Cafés: TLC Cafés are on-site at each of our homes, offering complimentary espresso coffee, tea and refreshments for residents and visitors. Complimentary espresso coffee and tea is also available to staff in the staff room.

TLC Health Clubs: TLC Health Clubs are state-of-the-art gymnasiums that are available to our residents and staff. Our fitness equipment is integrated with Manad, our clinical management software, to ensure care staff and physiotherapy staff can monitor the progress of our residents. TLC team members have access to complimentary membership of TLC Health Clubs, which includes an individualised program developed by a qualified personal trainer.

TLC Virtual Reality: TLC has adapted existing Oceanic VR® technology for use by people with limited dexterity. Our residents can now relax in comfortable recliners and take a virtual journey to an overseas destination or watch a classic movie in a virtual cinema.

TLC Medical Centres

TLC Medical Centres is division of TLC Healthcare. TLC Aged Care homes are co-located with medical centres to provide medical and allied health services to our residents, staff and the local community. Our medical centres provide general practitioners, chronic disease management, podiatry, physiotherapy, telehealth, allied health services and administrative support.

TLC Learning Academy

TLC Learning Academy is a nationally recognised industry training organisation dedicated to providing the latest in health-related courses to the staff of TLC and the broader community. Our state-of-the-art learning facility located in central Melbourne, with supporting satellite facilities across our network, is designed to give students an interactive learning experience. Additionally, on-the-job training at our residential aged care homes will allow our students to gain practical experience under the supervision of trained staff.

TLC Learning Academy also provides placement opportunities for those students studying with other external Training Organisations/RTO's.

On your first day

On your first day of student placement at TLC, please report to reception for a brief orientation at the designated time. The designated times are as follows:

- 9:00 am for Allied Health Assistant (AHA) and Primary Health Care (PHC) students.
- 9:00 am for students placed at Whitewater.
- 8:30 am for students placed at Clifton Views.
- 8:00 am for students placed at any other TLC home.

The orientation will include an introduction and tour of the home, information about what to do in an emergency, and a meet and greet of some of the staff you will be working with, including your buddy. It is also important that you meet the Care Manager in charge of the unit you will be working in throughout your placement.

During this time, you will be required to complete the Student Site Orientation Checklist at the back of this booklet and provide it to Administration for filing when complete.

Our expectations

Code of Conduct

TLC is committed to a safe, harassment-free environment which promotes wellbeing and fosters respect and co-operation between employees, contractors, volunteers, residents, patients, relatives and all visitors to TLC Healthcare.

All visitors to TLC Healthcare sites, facilities and workplaces must conduct themselves in an appropriate, courteous and respectful manner towards others in the workplace.

(a) Unacceptable Behaviour

Unacceptable behaviour may include (but is not limited to):

- Excessive noise including loud or intrusive conversation, music or shouting
- Abusive behaviours or actions
- Aggressive behaviours or actions
- Threatening behaviours or actions
- Harassment or bullying
- Derogatory, discriminatory or demeaning remarks (this may include racial or sexual comments)
- Malicious allegations relating to members of staff or visitors
- Offensive sexual gestures or behaviours
- Abusing alcohol or drugs on the premises
- Wilful damage to property
- Swearing or other inappropriate language (in English or any other language)
- Encouragement or incitement of others to exhibit these behaviours.

(b) Consequences of Unacceptable Behaviour

If unacceptable behaviour is witnessed or identified, the relevant student may:

- be asked to leave the site, facility or workplace immediately;
- have conditions placed on their ability to visit TLC Healthcare workplaces;
- be refused permission to access TLC Healthcare workplaces on a limited or permanent basis;
- have student placement cancelled;
- be reported to the Victoria Police.

Prior to initiating any consequences in relation to any Unacceptable Conduct, the matter will be discussed with the TLC Placement Coordinator, relevant Manager, Chief Operating Officer and the relevant Training Provider to determine an appropriate outcome.

(c) Reporting Unacceptable Conduct

Where Unacceptable Conduct occurs, individuals involved should remove themselves from harm or any potential risk to their own health and safety.

Unacceptable conduct should result in:

- Completion and submission of a Feedback Form; and/or
- Reporting to a staff member; and/or
- Reporting to the person in charge of the workplace and/or
- Reporting to the TLC Placement Coordinator.

Background Check

Under the Aged Care Act 1997, TLC Healthcare requires all students to hold a current and valid Criminal History Check Certificate. This is required to be supplied prior to your first day or on your orientation. If you do not supply one, you will not able to work until you do so. We need to collect this before you step onto a TLC premises.

Proof of Vaccinations

We require all students to provide proof of at least three Covid-19 vaccinations. During the winter season, you must also provide proof of a current Flu vaccination. Proof of all required vaccinations must be provided prior to your first day at TLC.

Signing In and Out

To ensure the health and safety of our team and our residents and patients, you are required to sign-in and sign-out of the workplace each day following TLC's protocols and check-in process.

Professional Presentation

All students are required to present in a professional manner at all times. All students are required to wear the appropriate uniform including an appropriate shirt (either white or as required by the relevant Training Organisation), black pants, appropriate nursing shoes, and name badge. Long hair should be tied back, no long or earrings, false nails, or long nails, which are all an occupational health and safety risk.

Students attending for placement in inappropriate attire may be sent home to change clothing or footwear. Repeated disregard for presentation expectations may result in the student placement being cancelled.

Mobile Phones

The use of a personal mobile phone outside of breaks during working hours, and particularly when providing care, is prohibited. Inappropriate misuse of a mobile phone while on student placement may result in the student placement being cancelled.

Social Media

Social media may include:

- social networking sites (Facebook, LinkedIn, etc.)
- instant messaging (Snapchat, Skype, Messenger, etc.)
- video or photo sharing websites (Instagram, YouTube, etc.

TLC Healthcare recognises that you may use these and other social media in your personal time (outside of working hours), and we do not seek to restrict your personal use of such platforms. You are responsible for the content you publish on any social media platform.

As a student at TLC Healthcare, particularly if you can be identified as such, you should ensure that you do not:

- post material that is, or might be construed as inappropriate, threatening, harassing, bullying, discriminatory or disparaging towards another person including employees of TLC Healthcare or a resident/client/patient in receipt of TLC Healthcare services;
- imply that you are authorised to speak on behalf of TLC Healthcare or give the impression that any views you express are those of TLC Healthcare;
- use or disclose any confidential information or personal information obtained in your capacity as a student at TLC Healthcare; and/or post images of residents, patients, their families or visitors to any TLC location.

Policies and Procedures

There are a number of policies and procedures that apply across TLC Healthcare and its individual business units. All TLC policies and procedures are available on our DMS, ask your buddy or the admin onsite if you would like to learn more.

Using TLC Facilities

During your placement, you are welcome to use the staff room facilities including the staff room espresso machine. Please make sure you wash up any cutlery or crockery you use during your breaks. TLC Cafés, including the espresso machines, are not available for student use during breaks or for meetings with Student Placement Coordinators or Facilitators.

On-site parking is allocated for visitors to the home including residents and their families. If you are travelling to your student placement by car, please ensure you utilise available street or other parking.

Your support team

Buddies

On each shift during your placement, you will be buddied with a member of Team TLC. Your buddy will assist you and guide you through your placement. You should never be left alone to provide care to a resident without your buddy or another member of Team TLC to assist. Your meal breaks will be at the same time as your Buddy.

With whom you are buddied and what duties you will be required to complete will be dependent on your course and what you have completed within your course. Please see below tables for buddy allocation and indicative duties for students of various courses who complete their placement at TLC. Please note that these are not exhaustive lists.

Student Type	Buddy
Registered Nurse (Year 1)	Personal Carer Endorsed Enrolled Nurse Registered Nurse
Registered Nurse (Year 2)	Personal Carer Endorsed Enrolled Nurse Registered Nurse
Registered Nurse (Year 3 & 4)	Registered Nurse
Enrolled Nurse	Personal Carer Enrolled Nurse
Personal Carer	Personal Carer
Practice Nurse	Personal Carer Endorsed Enrolled Nurse Registered Nurse Practice Nurse
Allied Health	Relevant practitioner depending on stream
Work Experience	Wellbeing Personal Carer

Student Type	Indicative Permitted Duties (all under supervision)
Personal Care	• Daily care activities including: Showers, bed baths, mouth and dental care, assisting with meals, making beds, assisting with elimination, pressure area care, assisting with mobilisation of immobile clients, vital data monitoring, blood glucose testing, charting, documentation and recording, escorting clients to internal appointments, leisure and wellbeing activities. • Shadowing medication round* *NOTE: take note students are not permitted to assist or administer medication until completion of the relevant unit and only when deemed competent by assessor and under supervision. • General cleaning, laundry, general household duties and administration assistance.
Health Service Assistant (Acute care stream)	• Daily care tasks and cleaning tasks, vital data monitoring, blood glucose measurements, weights.
Allied Health	**Physiotherapy:** As indicated by the supervising Physiotherapist on placement aligned with physio assistance tasks.
Diploma of Nursing	• Daily care activities including: Showers, bed baths, mouth and dental care, assisting with meals, making beds, assisting with elimination, pressure area care, assisting with mobilisation of immobile clients, vital data monitoring and recording, blood glucose testing, fluid balance charting, assessment and care planning, escorting clients to internal appointments, leisure and wellbeing activities, ISOBAR Handover, admission/discharge, wound care, documentation and recording. • Shadowing medication round* *NOTE: take note students are not permitted to assist or administer medication until completion of the relevant unit and only when deemed competent by assessor and under supervision. Medication charts and resident files can only be viewed with a staff member in attendance. *All tasks must be aligned with the Nursing and Midwifery Board of Australia (NMBA) standards of practice and under the delegation and supervision of a Registered Nurse.
Bachelor of Nursing*	**1st year** • Daily care activities including: Showers, bed baths, mouth and dental care, assisting with meals, making beds, assisting with elimination, pressure area care, assisting with mobilisation of immobile clients, vital data monitoring and recording, blood glucose testing, fluid balance charting, charting, assessment and care planning, escorting clients to internal appointments, leisure and wellbeing activities, ISOBAR Handover, admission/discharge, basic wound care and assessment, documentation and recording. • Shadowing medication round* *NOTE: take note students are not permitted to assist or administer medication until completion of the relevant unit and only when deemed competent by assessor and under supervision. • General cleaning, laundry, general household duties and administration assistance. • Independently provide care to 3 residents/clients under supervision by week 3 of placement. • Shadow DD sign out by Registered Nurse whilst on placement. • All other related tasks aligned to becoming an efficient registered nurse on completion of program. *All tasks must be aligned with the NMBA standards of practice and under the delegation and supervision of a Registered Nurse.

Student Type	Indicative Permitted Duties (all under supervision)
Bachelor of Nursing*	**2nd year** • As above for first year in addition to shaving, hair care, vital data monitoring & recording, intermediate client assessment and care planning, multidisciplinary interaction in regards to care, intermediate wound care and assessment. • Administer medication and assist with medication rounds under supervision of a Registered Nurse. • Independently provide care to 3-5 residents/clients under supervision by week 3 of placement. • Shadow and escort Registered Nurse on DD sign out by registered whilst on placement. • Initiate care and nursing tasks aligned with diagnosis and nurse care planning, as guided by the Registered Nurse. • All other related tasks aligned to becoming an efficient registered nurse on completion of program. *All tasks must be aligned with the NMBA standards of practice and under the delegation and supervision of a Registered Nurse. **3rd & 4th year** • All related nursing tasks as set out above in addition to advanced documentation, reporting, wound care and assessment, client education, medication rounds including DD lock out and administration. • Effectively manage care of 5 or more clients/residents per shift under the delegation of the Registered Nurse. • Complete an ISOBAR handover on completion of shift. • Advanced documentation and reporting related to care practices. • Provide rationale for care initiated, supported by current evidence-based practices. • Effective communication and collaboration about resident/client care, to the multi-disciplinary team. • Effective and efficient shift planning and teamwork within the nursing team. • Medication charts and resident files can only be viewed with a staff member in attendance. *All nursing students have to adhere to NMBA Standards of Practice and Code of Conduct.
Medical Centres Placements – Nursing	• General Primary Nursing Care activities Chronic disease management initiatives and care planning, observation of Phlebotomy activities and related tests, health education to clients, health assessment and history taking, immunisation observation and management including cold chain and data management activities, referral activities, wound care and assessment, injections and medication administration, ECG's, Triage, GP assistance with minor procedures, sterilisation, vital data recording, practice related health informatics, child health, contraception and women's health.
School Volunteer Work Experience	• Wellbeing and lifestyle activities • Assist with meals

Other Support

Sometimes you may require additional support or assistance during your placement at TLC. Circumstances when you may need additional support include situations where you witness an incident which could require mandatory reporting. If you have this experience, please contact your Student Placement Coordinator, Facilitator, TLC Team Leader/Care Manager, or General Manager for support and assistance immediately.

What to do if you cannot attend your placement

If for some reason you are unable to attend your placement, you should contact the Student Placement Coordinator of your training organisation. Your coordinator can then liaise with the TLC Student Placement Coordinator to negotiate and organise a make-up day or reschedule your placement days. Please do not call the home or the General Manager as they will not be able to rearrange your placement days for you. If you would like to speak with someone at TLC regarding your placement days, you may email **placements@tlclearning.edu.au**

Caring for each other

Workplace Emergencies & Fire Safety

Please familiarise yourself with the emergency codes and relative procedures for workplace emergencies:

Emergency contacts – For Emergency Services, ring '000'
Emergency Coordinator – General Manager or person in charge of the facility
Emergency Officer – Area supervisor (Care Manager/Team Leader/RN)
First Aid Officer – Registered Nurse on duty or nominated first aider

CODE RED **Fire/Smoke**	• Remove those that are in immediate danger, if safe to do so 'Roll back' to the closest place. • Raise the alarm by alerting other personnel or breaking the 'Break Glass Alarm'. • Contain the fire by closing doors to starve the fire of oxygen. If practical, close windows. Only attempt to extinguish the fire if trained to do so. • Follow the Emergency Officer's instructions.
CODE ORANGE **Evacuation**	• Prepare for evacuation as directed by the Emergency Officer. • Go to the designated internal assembly area and prepare for full evacuation. • Assist to evacuate as instructed by the Emergency Officer.
CODE PURPLE **Bomb Threat**	If you become aware of a bomb threat by phone, take note of as many details as you can regarding the location, timing and nature of the bomb; • Do not hang up the phone – Report to the nearest senior employee. If you find a suspicious device or threatening letter, do not touch it – report it. • Stand by for instructions from the Emergency Officer. • Do not leave the area unless advised to, or the code is stood down. • Switch off mobile phones.
CODE BLUE **Medical Emergency**	If you become aware of a medical emergency raise the alarm, advise exact location and nature of the emergency. • If trained maintain airway, breathing and circulation as required. • Follow instructions from the senior employee involved. • Do not leave the area unless advised to, or the code is stood down. • Assist staff to manage resident/patient – call ambulance on '000' if directed by senior employee of the area.
CODE BLACK **Personal Threat**	• Ensure your own safety by moving away from the aggressive person. • Always ensure that you maintain a path of escape. • If safe to do so, dial the emergency number and advise the exact location and the nature of the emergency. • Take no action that will exacerbate the threat. • Stand by for instructions from the Emergency Officer or member of the police.
CODE YELLOW **Internal Emergency**	If you discover an internal emergency (e.g. flood, noxious fumes), remove individuals in immediate danger; • Notify the Emergency Coordinator and state exact location and nature of the emergency. • Stand by for instructions from the Emergency Officer. • Do not leave the area unless advised to, or the code is stood down.
CODE BROWN **External Emergency**	If you become aware of an external emergency that will affect the facility, notify the Emergency Coordinator; • Stand by for instructions from the Emergency Coordinator. • Do not leave the area unless advised to, or the code is stood down.
CODE GREY **Duress Alarm**	If you are subjected to or become aware of a Code Grey incident, ensure your own safety by moving away from the aggressive individual if possible. • Raise the alarm and state the nature of the emergency. • Continue listening and talking to the individual to defuse the situation. • Take instructions from the senior staff member in charge.
ALL CLEAR	Resume normal duties. Complete reports as applicable.

For any workplace emergency, please ensure you follow instructions given by the person in charge of the situation. The Chief Warden and First Aid representative is generally the Registered Nurse in charge of each shift or other nominated person on site.

Please make yourself familiar with the:

- illuminated green exit signs and evacuation maps and paths that lead to assembly points
- location of fire extinguishers and break glass alarms
- door locking procedures (set times and in the event of emergency).

Health and Safety

TLC Healthcare is committed to providing and maintaining a safe and healthy environment for its people, residents, patients, students, contractors, visitors and communities. This includes working with our people to proactively minimise health and safety risks. As a student on placement, you also have an obligation to ensure your own health and safety and that of TLC staff, residents, patients and others who visit our workplaces.

Hazards

A hazard is anything with the potential to cause damage to people, the environment, property, plant or equipment; such as wet floors, or equipment obstructing passageways. If you identify a hazard and you cannot fix it quickly, you should report it by completing a yellow Hazard Report Form available throughout the workplace.

By identifying and reporting hazards, you can help to reduce injuries and incidents, and help to prevent injuries and incidents that have happened from occurring again.

Incidents & Near Misses

An incident is the general name for accidents that may or may not result in injury, near misses and hazards. A near miss is a dangerous incident that could have led to serious injury or significant damage.

Any incidents or near misses should be logged on Manad and reported to your Buddy, Facilitator, Student Placement Coordinator, Team Leader or Manager as soon as possible.

If You Are Injured

If you are injured during your placement, please ensure that you report the injury as soon as possible to your Facilitator, and seek medical treatment if required. You will be referred to the Health and Safety Manager for assistance if appropriate. Early reporting helps ensure early treatment to reduce or prevent a more serious injury.

Infection Prevention and Control

All students must use standard infection control precautions. These precautions may also be described as routine, and must be adopted at ALL times to ensure a safe environment for everyone. Standard infection control precautions include (but are not limited to):

- hand hygiene, which must occur before and after every episode of resident/patient contact
- the use of standard personal protective equipment (PPE)
- correct handling and disposal of sharps and waste
- correct use of gloves
- management of clean and soiled linen
- management of blood or bodily fluid spills
- bed pans covered when being transported
- equipment (i.e. shower chairs and wheel chairs) washed and disinfected
- respiratory hygiene and cough etiquette
- full PPE for residents in isolation.

Manual Handling

To minimise the risk of injury when assisting with mobilising residents and patients, please ensure you use the widely available lifting machines and equipment according to the residents' care plan. If you require assistance with manual handling, please seek immediate assistance from your Buddy, Facilitator, Team Leader or a site-based physiotherapist. Students must always have a TLC staff member with them when transferring a resident.

Smoking

All of TLC Healthcare's internal buildings are non-smoking. Outdoor designated smoking areas are available on-site in some workplaces. Please note that some TLC workplaces are smoke-free.

Reporting

When an adverse event or incident occurs, it should be reported to your Buddy, Facilitator, Team Leader or the General Manager immediately. The adverse event or incident should be documented on Manad, including as much detail as possible, by the person who witnessed or was present at the time.

TLC's "A Guide to Compulsory Reporting Requirements" flip chart is available at each nurses' station and provides simple step-by-step instructions on what to do and who to contact when certain adverse events and incidents occur.

Reportable Incidents

The Serious Incident Response Scheme (SIRS) is an initiative to help prevent and reduce incidents of abuse and neglect in residential aged care services subsidised by the Australian Government.

The SIRS set out arrangements for approved providers of residential aged care and flexible care delivered in a residential setting to manage and take reasonable action to prevent incidents with a focus on the safety, health, well-being and quality of life of consumers.

Approved providers must have an effective incident management system (IMS) in place and to use this to continuously improve the management and prevention of incidents.

In addition to the IMS, providers must notify the Commission when 8 types of reportable incidents occur.

Under the SIRS, there are 8 types of reportable incidents:

- Unreasonable use of force – for example, hitting, pushing, shoving, or rough handling a consumer.
- Unlawful sexual contact or inappropriate sexual conduct – such as sexual threats against a consumer, stalking, or sexual activities without consumer consent.
- Neglect of a consumer – for example, withholding personal care, untreated wounds, or insufficient assistance during meals.
- Psychological or emotional abuse – such as yelling, name calling, ignoring a consumer, threatening gestures, or refusing a consumer access to care or services as a means of punishment.
- Unexpected death – where reasonable steps were not taken by the provider to prevent the death; the death is the result of care or services provided by the provider or a failure by the provider to provide care and services.
- Stealing or financial coercion by a staff member – for example, if a staff member coerces a consumer to change their will to their advantage, or steals valuables from the consumer.
- Inappropriate use of restrictive practices – where it is used in relation to a consumer in circumstances such as:
  - where a restrictive practice is used without prior consent or without notifying the consumer's representative as soon as practicable;
  - where a restrictive practice is used in a non-emergency situation; or
  - when a provider issues a drug to a consumer to influence their behaviour as a form of restrictive practice.
- Unexplained absence from care – where the consumer is absent from the service without explanation and there are reasonable grounds to report the absence to the police.

Either of these actual or suspected instances must be reported immediately to your Facilitator and/or the General Manager who will then seek direction from the relevant Executive.
If you are in doubt as to whether the incident is reportable, you must seek clarification from the person in charge of the site immediately.

If your Manager is not available, you must contact a member of the Executive Team according to the Guide to Mandatory Reporting flip chart.

Privacy and Dignity

A key part of the care we provide is ensuring the privacy and dignity of our residents and patients. This includes respecting residents' and patients' choices, using residents' and patients' preferred names, speaking in a calm and respectful manner and conversing with residents and patients about the care being provided.

As a member of the care team, you must ensure you knock on doors and wait for permission from a resident or patient before you enter. To assist you, we have door hangers available for when care is being provided, and/or when a resident prefers not to be disturbed. For residents who are hard of hearing, a gumleaf sticker will be visible on their door name plate. This is a cue for you to use alternative strategies to ensure you have permission to enter their room.

To support privacy and dignity for our residents in our workplaces, please also ensure that:

- The number of students attending to a resident's care needs are limited to two who must be accompanied by a TLC team member;
- English MUST be used between staff and students particularly when providing care;
- Specific residents and their care needs are not discussed in a public area; and
- No conversations with others occur across public spaces such as dining rooms and lounge areas.

Tell us what you think

Feedback Forms

TLC Healthcare is committed to continuous improvement across the organisation, and maintains a Continuous Quality Improvement log in Manad. All employees, residents, patients, family members, contractors, students and visitors are welcome to provide feedback including suggestions, complaints and compliments using the green Feedback Forms which are located at every TLC workplace. Once completed, the forms can be deposited in the locked box on-site for review and follow up.

Grievances

If at any time you have concerns that are related to your student placement with TLC, you can raise these concerns directly with your Facilitator or Student Placement Coordinator. We encourage you to do so in a timely manner so that these matters can be addressed as soon as possible.

Anonymous Complaints

Unfortunately, anonymous complaints are difficult to address, as further details cannot be obtained from the individual who has raised the concern. In these circumstances, issues raised will be addressed where possible, however, it is preferable for any concerns, queries or complaints to include the name and details of the individual raising the issue.

Key Contacts

Home	Direct Number
Forest Lodge	03 8779 1701
Homewood	03 8779 1601
Homestead Estate	03 5297 3400
Marina	03 8374 6003
Noble Gardens	03 8514 1801
Noble Manor	03 8514 1401
Sunlight	03 8775 1101
The Belmont	03 5297 3301
The Heights	03 8841 8144
Clifton Views	03 8638 9101
Warralily Gardens	03 9102 3001
Whitewater	03 9957 2000

TLC Student Placement Coordinator
Contact numbers:
03 9458 7776 (Mondays & Fridays)
03 8849 5202 (Thursdays & Fridays)
Email: placements@tlclearning.edu.au

Level 10, 468 St Kilda Road
Melbourne VIC 3004
Ph: 132 TLC (132 258) / 1300 TLCLEARN (1300 852 532)

Student Site Orientation Checklist

All students are required to complete this checklist on their first day/shift and submit it to admin. Place a tick in the box on the left of each orientation requirement once it has been completed.

Business Unit Details			
TLC Healthcare	**TLC Aged Care**	**TLC Medical Centres**	**TLC Learning Academy**
Site/s			
Personal Details			
Name			
Email Address			
Address			
RTO/Company			
Orientation Requirements			
Introduction to Site			
	Introduction to team		
	Staff amenities including staff room, lockers, noticeboards and smoking areas		
	Telephone system/paging system		
	TLC Entry Protocols		
Emergency			
	Emergency codes, evacuation procedures and instructions		
	Location of break glass alarms, fire equipment and emergency exits		
	Emergency numbers and location of emergency manual		
	Fire Wardens		
Health and Safety			
	Physical walk-through of the site		
	Occupational Health & Safety Policy		
	Personal Protective Equipment (PPE)		
	Manual handling, safe lifting and safe storage		
	First aid officers and first aid kit location		
	Safe work attire		
	Infection prevention and control		
	Spills kit and cleaning equipment colour coding		
	Identified hazards and related controls in place		

	Vehicles – informed of the parking requirements and speed limits in and around the home
	Introduction and/or information regarding Health and Safety Representatives
Compulsory Reporting	
	Requirements for reporting adverse events, incidents, hazards and near misses
	Elder Abuse and reporting requirements
Important Information	
	Overview of The Hive and Document Management System (DMS) including policies, procedures, resources and references
	Quality Policy location and access
	Continuous Improvement Program including Feedback forms
	Visitors Code of Conduct and Charter of Care Recipients Rights and Responsibilities
	Door locking system and site lockdown process
	Handover Sheets
	Manad and Resident Documentation
	Uniform requirements
Documentation to be provided by Students	
	Current police check
	Current flu and COVID-19 vaccination evidence
	Statutory declaration completed and submitted
	Work placement book sighted and given to work placement supervisor

Agreement

I acknowledge the following:

- I have been informed and provided relevant information as detailed above;
- I understand the reporting requirements for adverse events and elder abuse;
- I understand what to do in an emergency situation.

Authorisation

	Name	**Signature**	**Date**
Student			
Person Conducting Orientation			
Facilitator			

Nationally Recognised Training

tlc | Learning Academy

Level 10, 468 St Kilda Road
PO Box 6740
Melbourne VIC 3004

Phone 132 TLC
tlclearning.edu.au