



YOUR WORLD[®] HEALTHCARE AUSTRALIA
Supplying Healthcare Professionals

Candidate Handbook

Getting you
started with
Your World
Recruitment

SECTION 1: COMPANY INFORMATION

a) Introduction and Welcome

Welcome to our team!

We would like to wish you every success during your assignment whether you recently joined us or whether you are an existing candidate. We hope that your experience of working for Your World Healthcare will be positive and rewarding.

This Candidate Handbook is designed both to introduce you to our organisation and to be of continuing use during your assignment. We ask that you study carefully the contents of this Candidate Handbook as, in addition to setting out our rules and regulations, it also contains information on some of the main benefits that may be available to you and the policies and procedures relating to your assignment.

If you have any queries about the contents in this handbook, please contact your Recruitment Consultant using the contact details below:

Your World Healthcare (Australia) Pty Ltd

Level 13,

135 King Street

Sydney NSW 2000

Tel: 02 9411 7440

Fax: 1300 552 361

General amendments to the Candidate Handbook will be issued from time to time and the newest version will always be available from our website.

b) The History and Core Values

Your World Healthcare was formed in May 2005 and has rapidly grown to become a leading international healthcare recruitment agency offering unrivalled service and standard. The company originally started in Australia as a resourcing agency, supplying high quality healthcare staff to the UK market. We now have offices in London, Dublin and Dubai.

We require high standards, performance and commitment to our vision, values and goals to ensure we continue to deliver excellent service to our candidates and clients.

We structure our teams to ensure the right level of responsibility is in place with clear objectives to make sure we consistently deliver our targets and goals.

Expanding into new markets is always an ambition at Your World Healthcare, and we aim to establish more offices around the world as our international network grows, opening up more opportunities for all of our staff.

We are exceptionally proud of our heritage and the fact that Your World Healthcare has grown to be one of the largest healthcare recruitment companies in the UK. Our success can be attributed to our excellent standards of service ensuring we treat all of our candidates and clients as individuals.

Our international reach is growing and we have exciting plans to expand in new markets overseas whilst also expanding the sectors we cover. We would like to welcome you on board and hope that you have a successful and rewarding career here at Your World Healthcare.



SECTION 2: General Terms and Conditions

a) Payments and Timesheets

Timesheets run from Monday to Sunday. Please email or fax your timesheet to us by 12.00pm Monday in order to be paid by the following Thursday.

Deadlines may change around Public Holidays and we will inform all candidates in advance if this is the case. Payments are made directly into your bank accounts by EFT (please make sure that we have the correct details).

It is your responsibility to ensure your timesheet is legible, completed correctly, and has been authorised and signed by your manager/supervisor. Payment will be declined if this is not the case.

In particular, please ensure:

- You complete the correct week ending timesheet
- The date and times you worked, excluding any breaks taken are correct
- The total hours and basic pay columns are correct

- Ensure your timesheet is signed and dated by your manager at the end of each shift
- You have signed the timesheet

If you have any problems with timesheets or payment, please contact your Recruitment Consultant.

As a casual employee of Your World, you are covered by our insurances, including Workers Compensation. Under the Pay As You Go (PAYG) withholding rules, we have an obligation to collect tax from payments we make to you so you can meet your end-of-year tax liabilities. As part of the superannuation guarantee, we are required to pay your superannuation of 9.5% of your ordinary time earnings.

If you have a company and would prefer to be paid as a contractor, you must provide details of your ABN for us to verify. As a contractor you are responsible for your own taxation and superannuation obligations. Additionally, we will require copies of your relevant insurances such as professional indemnity, public liability insurance (minimum of \$20,000,000 coverage) and worker's compensation insurance. Failure to provide evidence of your insurances will result in payment in PAYG withholding. When submitting your timesheet, you should include a tax invoice quoting your ABN.

b) Terms and Conditions

All candidates are provided with our terms and conditions prior to your first assignment. It is recommended that you take the time to read our terms before signing and returning to us.

SECTION 3: COMPLIANCE

a) Right to Work in Australia

Prior to the start of your placement, your right to work in Australia will be checked by the Compliance Team. We work closely with the Australian [Department of Immigration and Border Protection \(DIPB\)](#) and by law are required to verify immigration status of foreign nationals placed in employment in Australia. By signing this handbook, you agree that Your World Healthcare can contact the DIPB regarding the verification of documents you have provided us. Please inform Your World immediately if your right to work status changes whilst you are working for us.

b) Pre-Employment Verification

Your World Healthcare sees identity verification as the most fundamental of all pre-employment checks. We require all candidates to have a current police clearance check prior to placement. You will be asked to evidence this at the time of registration by supplying a copy of your certificate. If you don't have a current clearance, we can process a check on your behalf, provided that we have your consent. This comes at a small cost to you which will be deducted from your first pay. You will be provided with a copy of the certificate. All police clearances have a validity of three years.

Some clients may require our candidates to have a Working with Children or Vulnerable People Clearance before starting an assignment.

You will be asked to verify your clearance by providing us with a copy of your certificate or supplying us with your WWCC verification number. If you don't have a clearance you can apply for this online in your relevant Australian state or territory.

[NSW Working with Children Check](#)

[Victoria Working with Children Check](#)

[QLD Blue Card Services](#)

[A.C.T. Working with Vulnerable People \(WWVP\) registration](#)

[Western Australia Working with Children Check](#)

[Tasmania Working with Children registration](#)

[Northern Territory Working with Children Clearance](#)

If your assignment is in South Australia and a working with children/vulnerable people clearance is required, then we will arrange it for you.

You are required to provide 100 points of identification.

Acceptable documents of photographic personal identification for ID checks include:

Group 1

Passport (valid or expired within two years)	70 points
Birth Certificate	70 points
Citizenship Certificate	70 points

Group 2

Drivers Licence (current)	40 points
Pension Card	40 points
Employee Card	40 points
Working with Children ID	40 points
Student ID from a tertiary institution	40 points

Group 3

Land Rates Notice	35 points
Water Rates Notice	35 points

Group 4

Credit Card	25 points
Medicare Card	25 points
Marriage Certificate	25 points

Utility Bills 25 points each

Group 5

Agent or Landlord Rental agreement 25 points

Electoral Roll 25 points

Avoiding Discrimination

Your World Healthcare will not unlawfully discriminate in the recruitment processes on the grounds of ethnicity, disability, age, gender, religion and belief, or sexual orientation.

To avoid discrimination, Your World Healthcare will treat all job applicants in the same way at each stage of their recruitment process.

Use of Information

By working for Your World Healthcare you acknowledge that your personal details will be stored and handled correctly by Your World Healthcare in accordance with the [Privacy Act 1998](#), however, you agree that they may be made available for audit/review by relevant third parties.

Your World Healthcare is legally obliged to use the data only for the relevant purpose specified above and not to forward the data to other parties without your consent.

For further information or any questions related to this please contact your recruitment consultant.

c) Compliance Fee

Your World prides itself with the level of assistance we offer our candidates. As standard practice, Your World will arrange and manage for the relevant compliance and vetting procedures to be completed on your behalf where required. Any costs incurred in obtaining the relevant levels of compliance will be your responsibility. These associated costs will be deducted from your wages in instalments over the initial weeks of placement. The pecuniary values of these instalments will be communicated to you prior to deduction from your salary.

Any renewal documentation required to maintain your compliance throughout your time with Your World will also be your responsibility and will be deducted in the above manner.

Compliance costs include, but are not limited to; Police Check Clearances.

Should you not wish for Your World to manage the compliance process on your behalf and you wish to arrange for this to be completed independently then you can decline upon registration by notifying Your World in writing.

Should you wish to cancel this service, then you are free to withdraw at any time by giving not less than 5 days' written notice to Your World. In the event of you leaving a placement or cancelling this service, Your World reserve the right to deduct any outstanding compliance fees from your final pay.

SECTION 4: QUALIFICATIONS AND REGISTRATIONS

Clinical Staff

Upon registration with Your World Healthcare, your qualifications and clinical suitability will be checked and verified. You must present us with your updated Curriculum Vitae and the business contact details for two clinical referees. We will check if there are unexplained gaps in your employment history and obtain the references. We will also check your current registration with the relevant regulatory bodies such as:

- [Australian Health Practitioner Regulation Agency \(AHPRA\)](#)
- [Australian Sonographer Accreditation Registry \(ASAR\)](#)

Medical Practitioners - Doctors

All AHPRA registered medical practitioners who provide healthcare or medical opinion in respect of the physical or mental health of any person while on assignment with Your World, must ensure all aspects of their medical practice is covered by professional indemnity insurance (minimum of \$20,000,000 coverage) and public liability insurance with AHPRA's registration standard for PII.

The registration checks are performed on a monthly basis by our compliance team. Your placement will be suspended if your professional registration has not been renewed. You must inform us of any pending clinical investigations, cautions or reprimands immediately.

Non-clinical staff

We expect all non-clinical candidates to have a suitable experience confirmed by two professional references. Any offer of appointment may be withdrawn if you knowingly withhold information, or provide false or misleading information, and your placement will be terminated should any subsequent information come to light once you have been appointed.

SECTION 5: FITNESS TO WORK

You have a responsibility to provide evidence of immunity to the following:

All Occupational Health Results must be verified by your GP, an Occupational Health Nurse or Practice Nurse. Please ensure they are stamped and signed before returning to us.

- Hepatitis B - if possible, a full history of Hep B immunisations is required and Hep B titre levels >100
- Hep B antibodies (for EPP areas only)

- Varicella (Chicken Pox)
- Rubella (German Measles)
- Measles
- Mumps
- Tuberculosis
- Diphtheria
- Tetanus
- Pertussis adult dose

Any boosters or new vaccinations should be recorded on your Immunisation Record. You need to disclose details on your application form and allow us to view and make copies of proof of vaccination. You are also required to supply Your World Healthcare with an update of your “Employee Health Questionnaire” on an annual basis. Please ask your Compliance Team at Your World Healthcare if you need a new copy.

It is important for your own health and of those in your care that you are fit to practice whenever you attend an assignment. You must declare your fitness to practice, or otherwise, on acceptance of an assignment.

This includes the requirement not to declare oneself fit to work if suffering from vomiting, diarrhoea, if you have a rash or an eye, ear, nose, throat infection.

All temporary workers must inform Your World Healthcare if you become injured or diagnosed with any condition before or during the assignment.

You MUST also let us know if you are pregnant. If you are concerned that your work involves unnecessary risks to your health and fitness, or that of your unborn child, please do not hesitate to contact us.

If you are pregnant we are required to perform a health and risk assessment for all expectant mothers. Please note, you may be asked to undergo a medical examination by the Trust prior to the commencement of a shift or assignment.

Our clients may also ask that you undergo a medical examination before commencing work for them. In these cases, future placements may be dependent on your compliance with this request and its outcome, providing it was made with good reason.

SECTION 6: TRAINING AND PROFESSIONAL DEVELOPMENT

Please keep up to date with all relevant clinical guidance. In particular, you must ensure you have completed your annual mandatory training. Under National Law, which governs the operations of [AHPRA](#), all registered health professionals must undertake Continuing Professional Development (CPD).

The CPD requirements for each medical profession are published on the AHPRA website. They detail the number of credits/points/hours practitioners must spend each year on learning activities.

Your Recruitment Consultant or Compliance Officer will discuss any training requirements with you prior to your first placement and again on an annual basis.

a) Health and Safety

When on an assignment, it is the client's responsibility to familiarise you with their own Health & Safety practices, and locations of fire escapes, first aid contact person etc.

Additionally, under the [Work Health and Safety Act 2011](#), you have a personal responsibility to:

- Take reasonable care for the health and safety at work of yourself and any other people who might be affected by your acts or omissions
- Co-operate with your employer and others to enable them to comply with statutory duties and requirements.
- Not intentionally or recklessly misuse anything provided in the interests of health, safety or welfare

The Work Health and Safety Act 2011 further requires you to:

- Use any equipment, etc., provided in the interests of safety
- Follow health and safety instructions
- Report anything you consider to be a near miss or hazard which could cause potential injury
- Report any incidents causing injury

You should report any incidents to your Recruitment Consultant.

b) Data and Privacy Protection

We will need to collect personal information about you. We manage personal information in accordance with the [Privacy Act 1988](#) and [Australian Privacy Principles](#).

Personal information may range from the sensitive (e.g. relevant medical history or criminal history) to the everyday (e.g. address and phone number). We may collect the opinions of others about your work performance your work experience and qualifications, aptitude test results and other information in connection with your possible work placements.

We will only collect information that is reasonably necessary for the performance of our functions or activities.

We do not collect or use personal information for the purposes of unlawful discrimination.

We do not collect personal information just because we think it could be useful at some future stage if we have no present need for it. We do not routinely conduct criminal history checks and only do so in order to obtain relevant criminal history with regard to particular jobs you are offered or for which you are shortlisted.

c) Patient Confidentiality

Any patient information obtained by you during the course of your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation. Please take care with patient records when on assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Patients/clients information should only be shared with their consent – you should make sure patients/clients understand that their information may be shared with members of the multidisciplinary team.

It is a patient's/client's decision what information should be shared with their family or others. Discussing patient care/information outside of the workplace is a serious breach of confidentiality. You should act in accordance with local and national policies if there is an issue of child protection.

d) Violence and Aggression

It has been recognised for some time that workers in a hospital setting work within an environment where there is potential for threat, aggression, or violence. Violence and aggression can be defined as:

- Minor assaults including situations where physical contact and/or injuries occur which require first aid treatment
- Threats with an offensive weapon without physical injury
- Aggravated assault resulting in injury requiring medical assistance
- Threatening behaviour which could include verbal abuse or threats, and fear arising from damage to the physical environment
- Assault resulting in serious injury and/or death. Any violent, abusive, or threatening behaviour is unacceptable and will not be tolerated.

e) Complaint Handling

During the course of your relationship with Your World Healthcare you may come across complaints from patients/clients. It is the policy of Your World Healthcare to deal with any expression of dissatisfaction in a professional and precise manner. If you are on an assignment within an establishment, please report any complaints to a senior person and document all details of the complaint.

You must also report the complaint to your Recruitment Consultant or their manager.

All complaints must be investigated within a specified time limit and resolved as soon as possible and this is the responsibility of your Recruitment Consultant's Line Manager or Compliance Manager.

You may, however, be requested to put details of the complaint in writing on a complaint record form and/or attend an interview to investigate details further.

If you are the subject of a complaint personally, you will also be asked to record details as part of an investigation and in some circumstances, it may be necessary to suspend you from duty whilst the investigation is in process.

Any complaints of misconduct against individuals will be reported to the relevant Registered Body. If you have any complaints about any aspect of your work at Your World Healthcare, please do not hesitate to contact us. Any complaints from individuals will be dealt with in a professional and

confidential manner. For a copy of the Your World Healthcare Complaints Policy, please contact your Recruitment Consultant.

f) Record Keeping

Keeping clear and concise records is essential. Records must be factual and legible. All reports must be written in black ink. Each entry should be dated and signed and written as soon after the event as possible. If mistakes are made a thin black line should be scored through and initialled. Keeping comprehensive records promotes better communication as well as continuity, consistency, and efficiency.

g) Appraisals

We will appraise you on a regular basis or require the evidence of your appraisal depending on the contractual agreement. Appraisals give us an opportunity to discuss your performance at work.

It is also an opportunity for you to raise any concerns or issues you may have. Appraisals are carried out based on feedback received from clients and the candidate's self-assessment and cover the following areas:

- Clinical Skills
- Relationship with patients, other healthcare workers and the public
- Timekeeping and management of workload
- Patient records and other records management
- Organisational ability
- Training
- Sickness/absence record
- Personal objectives
- Problems/Issues/Concerns

At the end of every assignment Your World Healthcare provides a Candidate Performance Report to the Client for completion. Clients are asked to supply feedback on the service they have received from Your World Healthcare and also provide references for the candidate.

Candidates are asked to give feedback on the service they have received from Your World Healthcare and also any feedback regarding the assignment.

Both positive and negative feedback is actively encouraged so that Your World Healthcare can act upon it to improve quality of service.

SECTION 7: BEFORE YOUR ASSIGNMENT

a) Your Availability

Let your Recruitment Consultant know when you want to work by calling the office and giving us your availability.

What you should expect when given a placement:

- The name of the client
- Details of the role
- The grade, specialty & pay rate
- Details of on-call hours if applicable
- The location and directions
- Start and finish times of the shift
- The expected length of the placement and hours of work
- The dress code
- Any special timesheet requirements and any placement reference number applicable

Remember to take a note of ALL the details of the shift, including any placement reference number and timesheet requirements.

b) Working Time Regulations

The [Fair Work Act 2009](#) requires Your World Healthcare to limit your average weekly working time to 38 hours unless you agree with Your World Healthcare that the limit shall not apply to you.

c) Timekeeping

Please make every effort to ensure you arrive at and leave all bookings at the agreed time confirmed in your booking contract. If, for any reason you are unable to attend a booking you should contact your Recruitment Consultant at the earliest possible opportunity.

d) ID Badges and Uniform

ID badges will be issued to you prior to employment. You will be sent a new ID badge whenever it is due to expire and this must be handed back to us on termination of employment with Your World Healthcare. The receipt of the ID badge must be confirmed via email.

The uniform requirements of some of our clients differ and will be stated prior to the assignment. If you are in an assignment where a hospital uniform is not required or you have any queries regarding dress code, please do not hesitate to contact your Recruitment Consultant. The uniform charges apply. Please check this with your Recruitment Consultant.

SECTION 8: ON ASSIGNMENT

a) Roles and Responsibilities

Your World Healthcare expects all Candidates to act in a professional manner at all times.

We particularly ask that you pay special attention to:

- Punctuality
- Standards of Dress and Courtesy
- Quality of Care and Clinical Procedures
- Consideration and Respect for patients, colleagues and managers
- Confidentiality and Integrity
- You must only smoke in permitted areas
- All policies and procedures that are in place with the Trust / Ward / Department

b) Induction

On arriving at a new assignment, you are encouraged to familiarise yourself with your surrounding and facilities. We will provide you with a WHS Safety Induction form which you are required to complete with your site manager or supervisor. This completed form should be emailed to your Recruitment Consultant within day one of your assignment.

Where possible, we encourage candidates to visit their potential workplace prior to starting work. If you have any queries regarding correct local procedures, or are uncomfortable carrying out any of the duties you have been asked to perform, please raise these issues with your Recruitment Consultant in the first instance. Our Clients have a duty to conduct an induction with you before each new placement.

c) Notice Period

When possible, you should let your Recruitment Consultant know when your assignment is coming to an end, allowing us time to organise your next assignment if necessary.

Candidates are asked to give at least 1 weeks' notice (except in exceptional circumstances when each case will be looked at individually) and subsequently inform Your World Healthcare of the end date.

Whilst this handbook outlines Your World's own policies and standards, these do not supersede the national guidelines of AHPRA and other professional and regulatory membership bodies.

You are responsible for your own actions when completing assignments, co-operating with colleagues and managers for the care of patients and clients.

- You should comply with all reasonable requests, using your professional judgement at all times.
- If you have any questions about your work, please try to resolve these locally at first or seek advice from your Recruitment Consultant.
- You must not attend work under the influence of alcohol or any illicit substances.

- Clients should at all times be treated with dignity and respect and due consideration should be taken of their religion, culture and any other preferences.
- Clients should be addressed using their preferred name.
- Care and support should be given in the least intrusive manner possible.
- The independence of clients should be supported and encouraged where possible through appropriate communication about, and involvement in, their own care. This independence should only be curbed where it is in the client's best interests and the reasons recorded.

Occasionally clients may contact you directly to work. If this does occur, please contact your recruitment consultant immediately.

d) Medication Policy

Medication should be kept in a safe place, known and accessible to the client or to relatives and other carers where appropriate. You should not make use of a client's property (including, for example, their telephone) without their express permission.

You should report any accident or emergency situations as soon as possible to the manager, to the relevant authorities and to your Consultant. All visits, incidents, observations, care and, where relevant, financial transactions should be logged on records kept securely in the client's home.

Records are kept for one month, or until the assignment is over, and are made available to the client, their relatives and representatives.

If you are unable to attend any specific appointment, please notify us immediately.

It is the aim of Your World Healthcare to ensure that the administration of all medicines by a healthcare professional is in accordance with statute, local rules and guidance issued by their professional body.

General Administration of Medicines and Controlled Drugs

- You should be accompanied by a regular member of staff i.e. trained nurse, staff nurse or ward manager.
- You must check that the prescription shows the patients name and DOB, any known allergies, medicine name, dose, route of administration, the date and administration times.
- You must be able to read and fully understand the prescription, have knowledge of the medicine and be able to calculate the dose.
- The patient's identity must be agreed either verbally with the patient/carer or substantive staff member or a member of staff, or checked against their identification band or photograph.
- Any contraindications or change in the patient's clinical condition that may require the drug to be withheld must be noted. If necessary, immediate advice must be sought. Ascertain that there is no previous history of sensitivity or allergies associated with the medicine to be given.
- Select the medicine; check that the date of the medicine has not expired.

- Check the dose, form and route of administration.
- Check that the patient has already not received the dose that is about to be administered.
- You must seek the appropriate consent from the patient before administering or assisting with the medication. In the event that the patient withholds consent, follow the procedure enclosed in 'Recording of Drugs'. Administer the medicine and immediately record the date and time the dose is given.
- You should remain with the patient until the medicine has been taken
- If you have any concerns about a patient, their health or their medication you should inform the person in charge.

e) Administration of Controlled Drugs

Controlled Drugs can be administered only if the witness to the procedure is present. Stock must be checked, the dosage removed and the remaining stock recorded in the Controlled Drugs Book before administration of drugs. The patient's name, date, time and dosage given, full legible signature of both the witness and the Nurse who administer the drug should be recorded.

A Controlled Drug must be destroyed in the presence of the witness and a record made if it is wasted or partially used. Any problems encountered with the above must be reported to the person in charge and a written record made. Unqualified staff i.e. Healthcare Assistants will not administer medicines but only assist the patient in taking the prescribed medication.

Recording of Drugs

The person administering the medicines responsible for completing the administration record in a clear, accurate manner.

If the patient refuses to take the medication, clinical staff must assess if the refusal compromises the patient's condition or the effect of other medicines and contact the prescriber.

A clear and accurate record of the refusal must be made on the drug chart and action taken by the clinical staff written in the nursing notes. The matter must be reported to the person in charge.

f) Drug Errors

In case of drug error, you must make a record of the occurrence in the patient's notes and the person in charge must be informed immediately. 24-hour observation should be carried out and recorded in patient's notes Any drug error must be reported to the Person in Charge of your shift with a written report of the incident.

Verbal orders

You must be aware of the local policy on verbal orders as some establishments do not permit taking the verbal orders over the phone.

Good records are essential to safe and effective patient care and should be:

- Clear, legible and indelible
- Factual and accurate

- Written as soon after the event as possible
- Signed, timed and dated

Records should;

- Be written with involvement of the patient, client or carer where possible
- Be written in terms the patient or client can understand
- Be consecutive
- Identify problems that have arisen and action taken to rectify them
- Show care planned, decisions made, care delivered and information shared

Please be aware that full records are essential should any questions be raised about the care and standards of care delivered. For more detailed information, please see relevant Professional Bodies' guidelines.

g) Use of Computers and Systems

Where our client's grant you access to their computer systems or paper based systems, these must only be used as authorised and not to gain access to any other data or programs.

In general, please ensure that you:

- Keep any passwords safe and do not disclose to unauthorised personnel
- Keep to the client's policies and procedures
- Log off immediately after use

Specifically, you must;

- Observe any local policies and procedures regarding passwords
- Do not load or introduce any programs onto the computer
- Do not access any information service or bulletin board including the internet without specific prior authority from your line manager
- Do not download any files or connect to any network or other computer equipment without prior authority as above

h) Consent

In accordance with AHPRA and other relevant Professional Bodies, you must obtain the consent of a patient before giving any treatment or care.

Consent must be:

- Given by a legally competent person
- Given voluntarily
- Informed

Patients / clients are assumed to be legally competent (that is they can understand and retain treatment information and use it to make an informed choice) unless otherwise assessed by a suitably qualified practitioner.

The exception to this rule is in the case of an emergency where treatment is necessary to preserve life and the patient/ client is unable to give consent. In all cases, you must be able to demonstrate that you are acting in the patient's best interests.

If a patient / client is no longer legally competent, decisions should be based on previous consent / non-consent in a similar situation (providing there is no reason to believe they have changed their mind) or their known wishes. Otherwise, treatment should be in their best interests. Where a patient/client is considered incapable of giving consent, please consult relevant colleagues.

Where a patient/client has withheld consent, disclosures of information may only be made if:

- They can be justified in the public interest (normally where the disclosure is essential to protect the patient/client or someone else from risk of significant harm).
- They are required by law or court order.

In the case of children (those aged under 16 in Australia), involvement of those with parental responsibility is usually necessary - you should always be aware of legislation and local protocol.

It is not usually acceptable to seek consent for a procedure that you will not be performing yourself, unless you have been specifically instructed for that area of practice. All discussions and decisions relating to consent should be documented in the patient's/ client's records. Where consent is withheld, you should follow the policy in force at your assignment location.

i) Allegations of Abuse

Your World Healthcare will take seriously any allegations of abuse by staff working through us. If we receive complaints of this sort against you, we may not be able to assign you whilst a full investigation is performed.

Ultimately, if allegations are well founded, we may not be able to offer you assignments in the future. Where allegations are sufficiently serious, we may need to report you to the relevant professional body and/or the police depending on the allegation.

Appeals against any decisions made by our staff in these matters can be made to the Operations Manager, whose decision will be final. Should you in the course of duty suspect that abuse is taking place, you should inform your line manager immediately.

In the case of caring for service users in their own homes, you must report any suspicions of allegations of abuse immediately to your Recruitment Consultant.

There are strict guidelines to be followed in reporting abuse under the Department of Health guidance "No Secrets" and a full report will need to be made prior to investigation.

There are many different forms of abuse:

- Physical, including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanction
- Sexual, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting
- Psychological, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks
- Financial or material abuse, including theft, fraud, exploitation, and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- Neglect or acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- Discriminatory abuse, including racist or sexist abuse or that based on a person's disability and other forms of harassment, slurs or similar treatment.

j) Whistleblowing

Your World Healthcare operates a “Whistleblowing Policy”, which encourages a culture of openness within our organisation and aims to prevent malpractice. With the introduction of the [Commonwealth Public Interest and Disclosure Act 2013](#) all workers now have legal protection from any form of retribution, victimisation or detriment as a result of publicly disclosing certain serious allegations of malpractice.

The policy will apply in cases where a Temporary Worker genuinely and in good faith believes that one of the following sets of circumstances is occurring, has occurred or may occur within their line of duty:

- A criminal offence has been committed, is being committed or is likely to be committed
- A person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject
- A miscarriage of justice has occurred, is occurring, or is likely to occur
- The health and safety of any individual has been, is being, or is likely to be endangered
- The environment has been, is being, or is likely to be damaged
- Information tending towards falling within any one of the preceding paragraphs has been, is being, or is likely to be deliberately concealed

Anyone who wishes to raise or discuss any issues which might fall into the above categories should contact Your World Healthcare in the first instance that will treat the matter in confidence. It is likely that a further investigation will be necessary and he/she may be required to attend a disciplinary or investigative hearing as a witness.

A copy of our full “Whistleblowing Policy” is available upon request.

Everyone should be aware that if any disclosure is made in bad faith (for example, in order to cause disruption within the organisation), or concerns information which you do not substantially believe is true, or indeed if the disclosure is made for personal gain, then such a disclosure may constitute gross misconduct for which summary dismissal is the sanction.

Forms of abuse

Verbal / psychological abuse - Includes humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation

Physical Abuse - Involves the use of violent physical force so as to cause actual or likely physical injury or suffering, (e.g. hitting, shaking, burning, female genital mutilation, torture.)

Sexual Abuse - Includes all forms of sexual violence including incest, early and forced marriage, rape, involvement in pornography, and sexual slavery. Child sexual abuse may also include indecent touching or exposure, using sexually explicit language towards a child and showing children pornographic material.

Neglect - Deliberately, or through carelessness or negligence, failing to provide for, or secure for a child, their rights to physical safety and development. Includes abandonment, the failure to properly supervise and protect children from harm as much as is feasible, the deliberate failure to carry out important aspects of care which results or is likely to result in harm to the child, the deliberate failure to provide medical care or carelessly exposing a child to harm for example can amount to neglect.

If there are concerns that abuse is occurring and you need advice you can contact the management of the client, the Police, or Social Services, who have the responsibility under the Children’s Acts to investigate the matter further where children people are involved.

1) Fraud

If you suspect fraud it must be reported to the [Australian Competition and Consumer Commission \(ACCC\)](#) at Scamwatch ACCC 1300 795 995

CODE OF CONDUCT

a) Equal Opportunities and Diversity Policy

Your World Healthcare seeks to offer equality to all our Candidates and will treat any allegations of discrimination seriously. In accordance with these principles Candidates may not discriminate on the grounds of:

- Ethnicity
- Nationality
- Religion or Belief
- Gender
- Sexual Orientation
- Marital Status
- Disability

b) Referral Bonus Scheme

Your World Healthcare operates a 'refer a friend scheme' if you refer a friend or colleague. Ask your Recruitment Consultant for more details.

c) International Opportunities

Our operations have expanded overseas and we can now offer a range of International work opportunities in the Middle East, UK and Ireland. If you like the idea of working in the year round sunshine of Dubai or working in cosmopolitan London, then please speak to your consultant about the opportunities Your World Healthcare can offer.

We also have an international website with all of the latest jobs and news at <http://www.yourworldhealthcare.com>

d) Temporary & Permanent Positions

We offer an unrivalled choice of positions whether they are a short or long term temporary assignment or a permanent position. We have strong links with clients in both the public and private sectors.

Our international business is growing all the time offering our candidates and locums even more choice and flexibility for career development.

Contact Us



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