

18 September 2017

Mickaela Meggetto  
Coroners Registrar  
Coroners Court of Victoria  
65 Kavanagh Street  
SOUTHBANK VIC 3006

email: [cpuresponses@coronerscourt.vic.gov.au](mailto:cpuresponses@coronerscourt.vic.gov.au)

Dear Ms Meggetto

**Re: Investigation into the death of Steven Pimblett – COR 2015 005676**

I refer to the recommendations contained in the finding without an inquest and the recommendations made by Coroner Jamieson on 22 June 2017, regarding the death of Steven Pimblett.

As requested, Council's responses to the Coroner's recommendations are provided below.

**Recommendations 1**

The Coroner's recommendation has been implemented

Council had existing procedures that already addressed that escalation of health and welfare concerns for home support clients. In response to the Coroner's findings Council has developed a Monitoring and Reporting Policy and formalised the procedures for home support staff to also address the escalation of health and welfare concerns about a household member. This policy is now part of the Home Support Worker Manual which is a controlled document which is regularly reviewed and updated. (see attached copies of *Monitoring & Reporting Policy* and *Home Support Worker Manual Index*)

**Recommendations 2**

The Coroner's recommendation has been implemented

To support the Monitoring & Reporting Policy and the related procedures, Council has provided specific additional training to ensure that all staff are aware of the new policies and procedures that address the health and welfare of clients & household members.

This training has been documented in the Staff Communication team minutes (see attached minutes).

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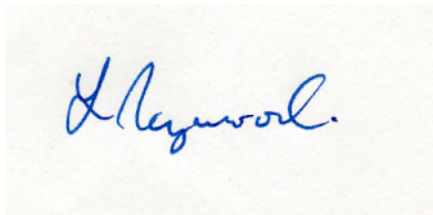
Our Ref: D17/143912  
Your Ref: COR2017 005676

As the Monitoring and Reporting Policy is now part of the Home Support Worker Manual it will continue to be addressed in the ongoing home support staff training and induction program.

The Staff Manual is also discussed in depth with each staff member at their annual review. All new staff are required to familiarise themselves with this manual and sign the 'Support Worker Manual Sign Off Sheet' (as part of the induction process and then on an annual basis) to acknowledge that they have read and understood the manual's contents (see *attached Support Worker Manual Sign Off Sheet*).

Should you require any further information in relation to this matter, please contact me on 94579923.

Yours sincerely,

A rectangular area containing a handwritten signature in blue ink. The signature appears to read "L. Raywood".

Lisa Raywood  
Acting Director Community Programs

**1. Purpose**

To manage a situation where a staff member or volunteer has reasonable belief that there is an issue concerning declining health and wellbeing of a service user or member of the household, irrespective of which parties are involved.

**2. Rationale**

Everyone in our community has the right to be physically and emotionally safe at all times, and to protect this right, staff and volunteers should be clear about what may constitute a decline in health or serious health concerns and how to respond if they hold a reasonable belief that a service user or member of the household is or has been seriously ill or suffered a decline in health and wellbeing,

**3. Scope**

Staff, volunteers, service users and members of the household where there is reasonable evidence that the service user or member of the household is in need of intervention.

**4. Procedure**

Any observations which are of concern to support workers must be reported to the Team Leaders.

Support Worker's must report to a Team Leader:

- When the service user or member of the household presents in a way that makes the support worker feel concerned
- When the service user or member of the household tells the support worker that they are unwell or they have experienced a significant decline in their wellbeing.
- When a service user or member of the household's behaviour becomes aggressive.
- If a child is involved staff should adhere to the Child Safety Standards policy and procedure.

All reports must be documented by the team leader in the service user's file. **Incidents should be reported to Coordinator Home Support Services where there is a need for escalation.**

The team leader will discuss the report with the Coordinator Home Support Services and plan how the matter is to be handled.

If serious decline is suspected, the following should be contacted for advice and guidance:

- General Practitioner
- Community Nurse

If the matter is deemed to be serious the Coordinator Home Support Services will discuss it with the Manager Health and Aged Services.

The service user and their carer or representative must be informed about all action taken including any referrals.

Aged & Disability Services	Monitoring & Reporting Policy	RM8 reference D17/138701	Last amended 24/8/2017
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## Support Workers Monthly Communication Agenda and Minutes

Date: 11, 12, 13 September

Team: Central Team

Convener of Meeting: Angela Brophy

Attending sign in sheet to be passed around

**Ü** TL to sign roster to verify meeting attended

Agenda Item	Notes
<b>1. Previous Minutes Issues arising</b>	<b>Sudo cream can be used post PC</b>
<b>2. Opportunities for improvement</b>	<b>Next year's meeting times/ dates. A template to be sent out for SW's to nominate their preferred attendance.  SW's asked to bring in their manuals for updates including additional policy for Monitoring and Reporting.</b>
<b>3. Changes in Aged and Disability update</b>	<b>Nothing new to report</b>
<b>4. OHS</b>	<b>Nothing new to report</b>
<b>5. Training</b>	<b>Recently 4 SW's attended Dementia training and have been asked to type something for the next who cares newsletter.  2 more SW's have been booked into the Virtual Dementia experience.  Any SW's attending external training will be asked to type a paragraph for the Who Cares Newsletter.</b>



<p><b>6. Environment</b></p>	<p>SW reminded that being respectful in the office environment also extends to meetings. During 1 Communication Meeting last month 2 staff members were exchanging phone numbers. This is considered rude and disrespectful.</p>
<p><b>7. Client discussion</b></p>	<p>56 Client notes entered</p>
<p><b>8. Other Business</b></p>	<p>Phone Review clients – SW’s asked to identify who may be suitable for a phone review instead of a face to face  LGPO conference 21/08  LGBTI Conference 5 &amp; 6 / October  Alzheimer Conference 18 &amp; 19/ October</p>
<p><b>9. Next Meeting date</b></p>	<p>16, 17, 18 October  Angela will be away for 18/Oct so Anthea will be asked to chair the meeting on that day instead.</p>

## **Support Workers Monthly Communication Agenda and Minutes**

**Date: Monday, 4 September 2017, Tuesday, 5 September 2017, Wednesday, 6 September 2017**

**Team: South Team**

**Convener of Meeting: Deb Pawsey, Belinda Mutton**

**Attending sign in sheet to be passed around**

**ÜTL to sign roster to verify meeting attended**

<b>Agenda Item</b>	<b>Notes</b>
<b>1. Previous Minutes Issues arising</b>	<b>Refreshed everyone of previous Minutes, no issues raised in any of the meetings</b>
<b>2. Opportunities for improvement</b>	<b>HSW to ensure they clean mops at end of service x2 notifications of black mops upon attendance at home from fill ins.</b>  <b>A number of comments were made in all meetings regarding the above comment. Clients may use mops in between service. Please also ensure you clean all cleaning cloths and hang to dry and not leave in buckets.</b>  <b>Lifting non slip mat and cleaning underneath</b>
<b>3. Changes in Aged and Disability update</b>	<b>Phone Reviews – Review List – Debbie explained the Telephone Review process and asked for details to be provide to her. Should you wish to discuss further, please do not hesitate to discuss.</b>

	<p><b>Communication Forms – Debbie again asked you ensure you write down :</b></p> <ul style="list-style-type: none"> <li>• What happened;</li> <li>• What did you do about it;</li> <li>• What was the result or;</li> <li>• What do you want the office to do</li> </ul> <p><b>Please also ensure you are spelling the names correctly and putting in their address. Please also ensure you have fully completed the forms</b></p>
<b>4. OHS</b>	<b>Should a client have a shower chair, please ensure that you clean this/wipe down after use.</b>
<b>5. Training</b>	<b>Whiteboard in Office – has all meeting dates written up.</b>
<b>6. Environment</b>	
<b>7. Client discussion</b>	<b>Suspension List</b>
<b>8. Other Business</b>	<p><b>Staff Recognition Awards handed out</b>  <b>Update Support Worker Manuals with Karen</b></p> <p><b>My Aged Care processes were queried by some HSW's. Debbie also confirmed Margaret Norden is our Intake Officer for Service Delivery and if you have not met her, please take the time to introduce yourself.</b></p> <p><b>Debbie confirmed Val and Corrienne are attending other Council's to see how they are running their Peer Support Team. Debbie will also be joining the Peer Support Team due to the departure of Jenny Clarke. Further information to follow.</b></p>

	<b>Booster Seats – Debbie will discuss the queries about taking them off to clean with the Team Leaders and Val and report back to you all at the next meeting.</b>
<b>9. Next Meeting date</b>	<b>Monday – Wednesday 2 – 4 October 2017</b>



# YOUR MANUAL

The Commonwealth Home Support Program Support Worker’s Manual is an information tool to be used by all Banyule Support Workers. It is considered a “live” document, meaning that contents within the manual can change at any time. It is expected that all Support Workers treat their manual with respect and keep it safe. As with all Banyule items it should also not be left in your car.

Each manual has a registered code number. When documents within the manual need to be changed each Support Worker will be required to bring their manual into the Greensborough Office to be updated. An updated log will be kept for all registered manuals to ensure all manuals contain the correct information.

Included in the manual is a Comments & Suggestions form. This form should be used by Support Workers to provide feedback about any part of the manual which you may feel needs further clarification. It can also be used to provide further information on any part of the manual that may have been overlooked. Once filled out the form should be given to your Team Leader for consideration.

By signing the below you are acknowledging that you have received your manual, read it, understand the content and accept the responsibility of keeping the manual up to date. You are also acknowledging that you have read and understood the professional boundaries expectations of your role as an employee of Banyule City Council – Commonwealth Home Support Program.

You will be required to sign this form each year in conjunction with your appraisal documents. Yearly signing of this will be a way of demonstrating that you have kept your manual up to date, read any additions/ changes that may have been made throughout the year and that you have re-read your Professional Boundaries documents and are aware of the content.

If/when your employment with Banyule ends you must return the manual to your Team Leader prior to your last day of employment.

.....

I ..... have received my manual, read it, understand the contents contained within it and accept responsibility for keeping it updated.

Signature .....

Date.....

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