



# Edmen/DCP orientation workbook



We encourage honesty and transparency through communication.

We create a safe and respectful environment for open collaboration.

We welcome new ideas and different perspectives.



We have resilience and bravery to fully execute actions despite any barriers.

We demonstrate curiosity to continually innovate and improve.

We cultivate a culture of openness to give and receive feedback to accelerate our growth.



### BE MEMORABLE

We take responsibility for how we make people feel.

We give a damn and work to exceed expectation in every facet of our work.

We ensure the energy we bring builds a fun and positive team spirit.



### BE EXTRAORDINARY

We believe anything is possible.

We are willing to take risks for continual growth and learning.

We embrace opportunities and be flexible and adaptive to change.

Edmen have created a supporting workbook for you to create a toolbox of knowledge, supports and strategies that help you on your journey as a Youth Support Worker (YSW). This workbook is designed for you to complete within the first 30 shifts upon completion of your induction training.

TASK LIST	Date Completd
<b>Administration and Information Sharing</b>	
Able to locate and use Edmen's Active App	
Has contact numbers for Edmen for shift changes or queries. Service co-ordinators email:	
Onsite sign in sheet – Sign in with full name as per drivers' licence with alternate names bracketed	
Can navigate the DCP Agency Portal to access DCP policies and procedures. <a href="https://www.childprotection.sa.gov.au/service-providers/agency-staffing-portal-disclaimer">https://www.childprotection.sa.gov.au/service-providers/agency-staffing-portal-disclaimer</a> USERNAME: DCP Residential  PASSWORD: Resicare2021!	
Able to access and find password and utilise the house email system	
Able to access and utilise the e-log system in the house	
Able to access and understand the use of 93 files in the house	
Understands the DCP policies for archiving confidential information	
Understands the Senior Youth Worker, Mobile Night Team, and Supervisor role structure	
<b>Work Health and Safety</b>	
Able to identify where to store personal belongings	
Able to locate first aid kits, fire extinguishers, duress alarms and evacuation plans	
Able to access the new site risk assessment	
Able to locate bush fire ready kits	
Able to locate black out kits	
Understands who to raise WHS issues with	
Understands how to keep keys secure on person, not give keys to child or young people, what to do if keys are broken or misplaced	
Able to access the lock box	
Able to access and use various locks and security measures	

Has an understanding what to do if the fire alarms are triggered for emergency and non-emergency situations	
Can complete duress testing	
Understands extreme weather warnings, sun smart policies, swimming and beaches and patrolled waters	
Understands how to use the rescue knife and reviewed procedures	
Has read the medication procedure and medical treatment policy	
Understands “self-care” and managing stress and anxiety	
Understands how to access the EAP	
<b>Working legally and ethically</b>	
Understands the Youth Support Worker role as per job description and training	
Understands the children and young people’s safety act	
Understands Edmen’s core values	
Has read the code of ethics	
Has an understanding of what a breach of duty of care is (Child being severely sun burnt, sleeping while on active night shift, language and tone when speaking to children, moving a child or young person in their room during an incident and bruising/injury occurring, action required if a child and young person reports to you that they have a complaint about a staff member)	
Read and review safeguarding practice papers and protective behaviours and sexual education for children and young people in care practice paper	
Able to identify how to respond to allegations of abuse	
Identify duty of care obligations especially around supervision	
<b>Administration and information system</b>	
Complete a to do list to organisational standards	
Complete a payment form	
Able to complete a house grocery shop via Woolworths online or on person	
Able to set up a menu planner	
Able to complete a grocery list	
Understands the relationship between e-log entry, diary entry to do lists, weekly updates	
Has an understanding of time management skills with balancing administration tasks while maintain a child focus.	
Understands the information sharing guideline procedure	
Understands Edmen’s supervision requirements	
Understand Edmen’s performance management policy	
<b>Sanctuary</b>	
Has completed a Chill card	
Has seen and can access a self-care plan	
Has seen or completed and all about me	
<b>Transport</b>	
Can find and access the create and safe nurturing home in residential care – Transport children and young people from DCP residential care chapter	
Understands Edmen’s policy around providing a safe vehicle for transport	
Can complete a vehicle logbook	
Utilise DCP car vehicle.	

<ul style="list-style-type: none"> <li>• Use keyless entry, start and stop feature.</li> <li>• Fit car seat/car restraint</li> <li>• Drive and maintain vehicle appropriately.</li> <li>• Ensure car keys are kept secure at all times</li> </ul>	
Has an understanding of responsibilities when driving location vehicles including safety, legal and ethical responsibilities	
Understands what to consider and plan when transporting children and young people	
Ability to contingency plan if a child were to escalate while being transported (i.e., mobile phone, support, safe parking area, emergency support locations or numbers, spare bus tickets etc)	
Understands the Significant Incident Reporting policy and procedure	
<b>Routines</b>	
Read and reviewed create a safe and nurturing home in residential care and understand how to apply it in their role.	
Able to undertake morning and wake up routines with children and young people	
Administered medication and documented follow the medication procedure	
Has understand of school run times and routines	
Can plan and prepare for an outing	
Understands house routines, programs and appointments	
Can following house shopping routines	
<b>Communication</b>	
Can engage in effective and open communication with children, young people and staff	
Understands the other houses in the area and locations and how they can support	
Understands the role of key stakeholders that support the child or young person	
Can provide a thorough handover and implement a community meeting to the next shift	
Understands the use of the house phone	
Can read and review the e-log practice procedures and bias on child protection practice paper	
Can complete a e-log entry relating to <ul style="list-style-type: none"> <li>• Medication</li> <li>• Phone call</li> <li>• Incident</li> <li>• Synopsis</li> <li>• Logging in and logging out</li> </ul>	
<b>Relationship building and supporting positive behaviour</b>	
Read relationships and strength-based practice paper	
Read Supporting children and young people in care with complex behaviours	
Able to build rapport with YP by <ul style="list-style-type: none"> <li>• Planning and preparing an activity</li> <li>• Understanding the benefits to a child and young person</li> <li>• Thinking about how to get all YP involved.</li> <li>• Managing challenges</li> </ul>	
Can identify strengths and challenges, likes, and dislikes for current young people in the house.	

<b>Supporting YP with complex behaviours</b>	
Read the supporting young people who are at risk with self-harm and suicide prevention practice paper	
Understands the MPR procedure and has read the practice paper	
Understands the SIRU procedure	
Can utilise a reflection form	
Understands how CPI/SIT training can be used in the workplace and how it is applied to a wellbeing plan	
Understands the Sanctuary model of care. <ul style="list-style-type: none"> <li>• Chill cards</li> <li>• Community meetings</li> <li>• All about me</li> <li>• Psychoeducation games</li> <li>• S.E.L.F framework</li> </ul>	
Understands the key principles for behaviour management	
Understands developmental issues present in children and young people relating to complex trauma	
<b>Working with Aboriginal and Torres Strait Islander children and young people</b>	
Read the Aboriginal and Torres Strait islander child principal placement practice paper	
Read identify and respond to the cultural needs of Aboriginal children and young people	
<b>Working with Diversity</b>	
Read identify and respond to the cultural needs of children and young people CALD practice paper	
Read working with children and young people disability practice paper	
Supporting children and young people who identify as LGBTIQ+ practice paper	

## Appendix A: E-log abbreviations

Term	Meaning	Term	Meaning
MED	Medical information/medication	MPR	Missing Persons Report (SAPOL)
ACH	Positive achievement	MFP	Missing from placement (no SAPOL)
LEGAL	Legal information/youth justice/court	BEH	Behaviour
INC	Incident	CM	Case Manager/Social Worker
FAM	Family	INFO	Information
MVT	Movement – leaving or returning to the placement	OBS	Observation
POLICE	Police involvement/intervention	PROG	Program/Education/School
ROU	Routine	VIS	Visitor
SW	Social Worker	S/O	Significant other

Using the codes above please complete the following information in the e-log table below.

Scenario 1: You arrive on shift at 14:15, staff member Jason Green has finished his shift at 14:30 and the young person Francesca is playing with their cars in the front lounge. The young person says, "hello to you and asks what the plans are for today?" They can be seen engaging in pretend play and smiling.

Scenario 2:

You are preparing dinner at 17:30 you notice Fred has changed his clothing to a black pair of tracksuit pants with writing down the side, a black hoodie, a black bum bag and yellow sneakers. Fred is on a court curfew and is to remain in the house from 8 pm. You start a conversation with Fred that you notice he is changed and ask is he going out? Fred says "no" in an abrupt manner. You remind Fred if he decides to go, he needs to be home by 8pm. Fred says, "fuck off". As you go to the office fridge to get the meat for dinner you hear the front door open and shut. As you leave the office you go outside to see if Fred is still there you see he is walking down the road.

What steps do you take to get Fred home in time?

Scenario 3:

It is 03:00 and you are cleaning the house, you notice Lionel is out of bed getting a drink of water, you offer assistance and then tuck him back in to bed and say goodnight. There are 2 other young people in the house that are asleep in their rooms. You have noticed you have logged the time as 02:30 rather than 03:00.

Scenario 4:

You are leaving shift at 14:30 the next staff Betty Jane has arrived at 14:15, you need to complete a synopsis there are 4 young people who reside in the house Sarah who is at school, Tina who is at home in her room, Jake who is missing and Ahmed who is with his family.

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	<b>SYNOPSIS</b>	

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## Medication template

Scenario:

Lesley Jones DOB 7/6/2015 takes 5mg of Concerta twice a day orally 7am and 7pm, the prescribing Dr is Dr Ann Hathaway.

### **PRESCRIPTION MEDICATION SCHEDULE (PMS) INFORMATION**

PMS MEDICATION	Dexamphetamine	DOSE	SURNAME	DUCK
METHOD of ADMINISTRATION (eg oral, topical)		TIME		
FREQUENCY		AMOUNT		

### **PRESCRIPTION MEDICATION SCHEDULE (PMS) INFORMATION**

PMS MEDICATION	DOSE	SURNAME	
METHOD of ADMINISTRATION (eg oral, topical)	TIME	GIVEN NAME	
FREQUENCY	AMOUNT	DOB	
SPECIAL INSTRUCTIONS	ALLERGIES	PRESCRIBING DR	
		DURATION	
		REVIEW	



Photo Here

**A = Administered or M = Missed** write relevant letter in below table marked A or M for each day and time as required (If missed include reason eg YP Absent, YP refused etc)

MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY			SATURDAY			SUNDAY			Residential Care Supervisor/ Senior sign
Date 30/10/2023			Date 31/10/2023			Date 1/11/2023			Date 2/11/2023			Date 3/11/2023			Date 4/11/2023			Date 5/11/2023			
TIME	A or M	SIGN	TIME	A or M	SIGN	TIME	A or M	SIGN	TIME	A or M	SIGN	TIME	A or M	SIGN	TIME	A or M	SIGN	TIME	A or M	SIGN	

Upload to C3MS at the end of schedule (usually) or when medication has been returned to pharmacy.

Use this section for returning/disposal of prescription and non-prescription medication - file in 93 file and C3MS when completed as per procedure

<p><u>Child and Youth Worker to complete below section</u></p> <p>Name of Medication returned to Pharmacy: _____</p> <p>Total medication missed on schedule (add up all missed medication for this weekly schedule), write NA if not applicable: _____</p> <p>Total amount of medication returned to Pharmacy: _____</p>	<p><u>Pharmacist to complete below section</u></p> <p>Medication returned is true and accurate (amount and description): _____</p> <p>Date medication returned to pharmacy (stamp date if available): _____</p> <p>Name of Pharmacist: _____</p> <p>Signature of Pharmacist: _____</p>	<p><u>Residential Care Supervisor to sign once pharmacist has completed their section</u></p> <p>Supervisor Signature: _____</p> <p>Date: _____</p>
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PMS template V1.3 (Residential Care) Medication treatment and medication Procedure V3.6 September 2023



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Government of South Australia  
Department for Child Protection

## Residential Care: Motor vehicle log sheet example

**Government of South Australia**  
Department for Child Protection

**MOTOR VEHICLE LOG SHEET**

Cost Centre Number:

Make/Model and Rego number must be on each page:

Current Year must be entered:  20

ENTRIES MUST BE CLOSED ON EACH OCCASION THAT THE VEHICLE RETURNS TO THE OFFICE OR IS GARAGED. IF USING VEHICLE OVERNIGHT AT LEAST ONE ENTRY IS REQUIRED PER DAY. REFER TO FRONT COVER FOR USAGE CODES.

START DATE:  START TIME:  END DATE:  END TIME:

PURPOSE OF JOURNEY OR CODE:

LOCATION (ORCL, START, DESTINATION & FINISH):

START ODOMETER:  END ODOMETER:

BUSINESS KM:  NON-BUS KM:

SIGNATURE:  FIRST NAME:  SURNAME:

DATE:

YOUR ENTRY IS A DECLARATION THAT THE INFORMATION IS TRUE AND CORRECT

TOTAL BUSINESS KMS:  TOTAL NON-BUSINESS KMS:  TOTAL KMS:

OFFICE/BUSINESS UNIT:

PHONE NUMBER:

Garaging address of the vehicle: (House address):

Please write in the suburb you started in, the suburb you went to and then the suburb that you ended your trip

Total Business KM = End Odometer reading minus Start Odometer

You must print and sign your name

All trips must be recorded in the vehicle log

All trips are to be recorded in e-log

Log sheets need to be sent to admin each week with the petty cash


Start a new page for the new month

Missing kilometres need to be accounted for. Missing entries will be returned to the worker to complete and must be returned as soon as possible

Residential Care: Motor vehicle log sheet example  
V1.0 April 2023

OFFICIAL

Procedure: Count the petty cash away from the young person door shut whilst on handover with the previous staff on shift, sign if it is correct if not raise it to the senior youth worker. Count out petty cash before leaving with the next staff.

PAYMENT APPROVAL		BUSINESS UNIT / OFFICE:		RC Central Region		 Government of South Australia Department of Social Housing		
Unit / House						Date Purchased		
VENDOR PAYEE DETAILS (If Applicable):								
Employee / Vendor Payee Name				Vendor ID			Invoice Date	
Purchase Order / Reference #				Tax Invoice #			Date Required	
PAYMENT DETAILS: (Select from Drop Down Menu's as applicable)								
Payment Type A <small>(Select One)</small>	Purchase Card (Credit Card)		PAYMENT TOTAL	\$	-	Payment Type(s) Collected by <small>(Select one if applicable)</small>		
Payment Type B <small>(Select One)</small>								
Account Code Type <small>(Select One)</small>	Job Cost	Number of Rows <small>(Select required ending from 0.7 to 10 after selecting each Account Code Type)</small>	5					
CLIENT NAME	CJMS ID	TASK CODE	COST CODE	GST Tax Code <small>(Select Code)</small>	Ex GST \$ <small>(Enter Amount)</small>	GST \$	Inc GST \$	Reason for Payment / Comments
Job Cost Total								TOTAL AMOUNTS
APPROVALS:								
						This Invoice(s) has been checked and certified that services were provided and rates charged are correct		
CASE WORKER / YOUTH WORKER:						Signed:		
SUPERVISOR / FINANCIAL DELEGATE:			Amanda Herraman			Signed:		
MANAGER / FINANCIAL DELEGATE:			Jean Bacon			Signed:		
						TOTAL VALUE ISSUED	\$	
CERTIFICATIONS:								
PAYMENT TYPE(S) COLLECTED BY:						Signed:	/ /	
PETTY CASH / ESSENTIAL CARDS & SVC CUSTODIAN: <small>I hereby certify that I am providing the applicable Financial Card/Store Card/Petty Cash to the appropriate employee/contractor in accordance with internal and external policies.</small>			Aaron Brambry			Signed:	/	
BUSINESS MANAGER:			Vicki Barbaro			Signed:	/ /	
<small>**If Other - List Name &amp; Relationship to the Client</small> <small>I hereby certify that this payment will be provided to the client as per terms and purposes of this form</small>						Signed:	/ /	
Valid Invoice / Tax Receipt Attached <small>(Select One)</small>						If No, Reason for Missing Invoice / Tax Receipt		
Form Prepared By						Please State if "Other"		

Critical incident

Lead up – What were the behaviours like before the incident, was there anything out of the ordinary?

Incident – Use factual detailed information, how did the YP present, how did you respond?

Intervention – What intervention did you use? Verbal de-escalation or CPI hold?

Therapeutic rapport – How did you re-build the relationship after the incident?

**Carer summary of the incident** *(attach additional pages as required)*

Describe the incident, including all relevant details and observations (lead up to incident, actual incident, intervention undertaken and follow up actions):

**Notify DCP senior child and youth worker or senior night officer of incident and incident report:**

Name of senior child and youth worker/senior night officer:

Date and time notified:

Carer's name:

Signature:

Date: / /



## Community meetings

How are you feeling today?

What are your goals for today?

And who can help you?



## Support contacts:

General questions and enquiries for Edmen related work contact your service co-ordinator Mon-Fri 8:00 -16:00.

To report an incident or accident or experiencing an emergency please contact the office between 00:30 – 6:00 on 1300 665 880.

For support for client and DCP related issues please contact the Senior Youth Worker on shift or Supervisor of the house between 7:00 and 22:30.

For after-hours support for client and DCP related issues please contact the Mobile Night Team check for numbers displayed at your house.

On call manager: In the event that all resi-care supports are unavailable check number displayed in houses.

SAPOL: 131 444 non-emergencies

Emergency Police, fire, and ambulance: 000

Crisis care: 13 16 11 (For missing persons reports or decision making in the event that residential care staff are unavailable)

CARL: Child abuse report line 13 14 78

**EAP Process**

At Edmen we're committed to the safety and wellbeing of all our people. Our Employee Assistance Program (EAP) service provides Edmen on-hire employees with access to free professional services and confidential counselling. Support is available to Edmen on-hire staff and their immediate family.

These may range from (but are not limited to) work-related incidents and injuries, stress, anxiety, depression, financial stress, or substance abuse.

**How to access Edmen's EAP**

1. Call 1300 665 880 and ask to speak to your Edmen Service Coordinator
2. Complete incident report
3. Incident report is sent to Edmen's Return to Work team
4. Project Closure

## Claiming KM's:

To claim your kilometers (KM's), please use the Excel template and email it weekly to [edmendcpkmclaims@edmen.com.au](mailto:edmendcpkmclaims@edmen.com.au) Compile your KMs for the week (Saturday - Friday) and send them by the following Monday at 10 AM at the latest to ensure they are processed in your next pay. Include your name (as registered with Edmen) and your payroll ID (found on your payslip) in the email. Approval from DCP is required before payment, so we appreciate your patience. **Important: Following the KM claim process as outlined is to avoid delays in payment.**





## Agency Worker WHS Site Induction Checklist

Agency name: \_\_\_\_\_

Name of person being inducted: \_\_\_\_\_

Date induction completed: \_\_\_\_\_

Supervisor DCP: \_\_\_\_\_

Contact Person Agency: \_\_\_\_\_

Site / Location: \_\_\_\_\_

### Introduce key people and their roles:

- ☐ Supervisor
- ☐ Senior Youth Worker (SYW)
- ☐ Co-workers

### Incident reporting procedures:

- ☐ Where to find Incident Reporting Procedure
- ☐ How to report hazards, incidents with injury and incidents with no injuries
- ☐ Where to find incident-reporting forms

### Introduce the Work environment:

- ☐ Car parking
- ☐ Wash and toilet facilities
- ☐ Workstation equipment
- ☐ Phone number of placement / contact numbers

### Workplace Health and Safety roles and responsibilities:

- ☐ How to raise issues and receive feedback
- ☐ Reporting broken or damaged equipment
- ☐ Duress alarms
- ☐ Information about residing children or young people
- ☐ First aid kit location and use
- ☐ Storage of young people's medication
- ☐ When and how to use PPE
- ☐ Emergency procedures for evacuations, fires, bomb threats, floods etc.
- ☐ Fire extinguishers, exists and evacuation assembly area
- ☐ How to turn off gas, water and electricity

### Induction acknowledgement:

Induction conducted by: ☐ Area Supervisor, ☐ Senior Youth Worker, ☐ Co-worker, ☐ No one

Person conducting induction signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker's name: \_\_\_\_\_ Signature \_\_\_\_\_ Date: \_\_\_\_\_