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# Shift Handover Policy

Summary: The Shift Handover Policy outlines the principles essential to ensuring consistent and quality handover between shifts in disability services. It outlines the process for the transfer of information, accountability and responsibility for the care of a person or people with disability in accommodation support services.





# Shift Handover Policy

<b>Document name</b>	Shift Handover Policy
<b>Policy</b>	Shift Handover Policy
<b>Version number</b>	1.0
<b>Approval date</b>	August 2015
<b>Policy Manual</b>	Safeguarding Policy and Practice Manual
<b>Approved by</b>	Deputy Secretary, ADHC, FACS
<b>Summary</b>	The Shift Handover Policy outlines the principles essential to ensuring consistent and quality handover between shifts in disability services. It outlines the process for the transfer of information, accountability and responsibility for the care of a person or people with disability in accommodation support services.
<b>Replaces document</b>	Shift Changeover Policy and Procedures, 2006 Client Checks Policy and Procedures, 2002
<b>Authoring unit</b>	Contemporary Residential Options Directorate
<b>Applies to</b>	People who are being supported in ADHC operated accommodation support services
<b>Review date</b>	2018

## Version control

The first and final version of a document is version 1.0.

The subsequent final version of the first revision of a document becomes version 1.1.

Each subsequent revision of the final document increases by 0.1, for example version 1.2, version 1.3 etc.

## Revision history

Version	Amendment date	Amendment notes
V1.0	August 2015	Replaces Shift Changeover Policy and Procedures, 2006 Replaces Shift Changeover Checklist, 2006 Replaces Client Checks Policy and Procedures, 2002

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# 1 Purpose and background

## 1.1 Purpose

The purpose of the Shift Handover Policy (the Policy) is to ensure the continuity of care people receive, by the passing on of essential information and the professional transfer of responsibility and accountability at the changeover of support workers from one shift to the next.

## 1.2 Background

People receiving support are vulnerable to gaps in care that result from a breakdown in communication and failures in the transfer of accountability between support workers.

Shift handover is an important process carried out within safeguarding and person-centred planning frameworks to ensure the safety and wellbeing of people with disability, support workers and others. Shift handover reduces the chance of adverse events, reportable incidents, and legal claims of negligence.

# 2 Scope and use

**The Shift Handover Policy is mandatory in ADHC operated accommodation support including centred-based respite services.**

The Policy is supported by the Shift Handover Procedures (the Procedures) which are mandatory in ADHC operated accommodation support and centre-based respite services. They provide instructions on how to complete the Individual Shift Report, the communication book and the diary.

# 3 Policy Statement

## 3.1 Guiding Principles

### **Person at the centre**

1. The person is included in the handover process to the greatest extent possible and in such a way that supports their health and wellbeing.

### **Responsibility and accountability**

2. Support workers are responsible and accountable for the transfer of professional responsibility at the beginning or end of a shift, to ensure the safety and wellbeing of people in the home or centre.
3. Completion of the handover process is a mandatory part of every support worker's shift.

### **Continuity of care**

4. Accurate, relevant and timely information is required to preserve the continuity of care and support of a person receiving accommodation supports.
5. Systems are in place and implemented to guarantee continuity of care during the completion of shift handover processes.
6. All handover communication needs to be understandable and unambiguous, and any written information needs to be legible.
7. Communications outline what has happened during a shift or a series of shifts so that the actions and level of support required to ensure the person or group of people are safe can be identified and assigned to a support worker.
8. All communication during handover must comply with the *Privacy and Personal Information Protection Act 1998* and *Health Records and Information Privacy Act 2002*.

### **Work, Health and Safety (WHS)**

9. The handover process will comply with WHS and other relevant legislation and policies to provide maximum safety for all support workers, people receiving support and others.

## 4 Monitoring, evaluation and review

The Policy will be reviewed every three years and at other times if any significant new information or legislative or organisational change warrants amendments to this document.

Reviews will be completed in consultation with the appropriate parties for relevance and effectiveness.

## 5 Related legislation and policy frameworks

The Policy embodies the principles of legal and human rights and quality management found in the New South Wales *Disability Inclusion Act 2014* and the *Disability Inclusion Regulations 2014*, including the Disability Service Standards. It is part of ADHC's safeguarding framework which ensures that the right of people with disability to live free from neglect, abuse and exploitation.

The Policy is based on the principles outlining FACS' commitment to deliver culturally responsive services to Aboriginal people under the Aboriginal Statement of Commitment.

The Policy operates in the context of FACS' Risk Management Framework and Policy (2014) which uses a set of core principles to communicate basic values and expectations for support worker behaviour. It also operates in the context of ADHC's Health and Wellbeing Policy, Risk and Safety Policy, FACS' Incident Reporting and Management Policy for FACS Ageing and Disability Direct Services 2014 and their associated procedures and guidelines.

## 6 Support and advice

You can get advice and support about this Policy from System Reform and Rostering, Service Improvement Unit, Contemporary Residential Options Directorate, which has carriage of this document.

System Reform and Rostering, Service Improvement Contemporary Residential Options Directorate ADHC <a href="mailto:policyandpracticefeedback@facs.nsw.gov.au">policyandpracticefeedback@facs.nsw.gov.au</a>
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