

# **A-TEAM Disability Services T/A Melbourne Community Health Staff Handbook**

5B/195 Somerton Road, Coolaroo VIC 3048

ABN: 69 626 353 204

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# Section 1 - Staffing information

## About Us

Welcome to A-TEAM Disability Services is a registered provider for people with disability, we are committed to, and will abide by, the NDIS Practice Standards and the Quality and Safeguards Commission requirements as outlined in this handbook.

This handbook is a guide to our current practices, policies and procedures of A-TEAM Disability Services, so that you may become more familiar with the benefits available to you, as well as guidelines and rules that affect your employment. This handbook is not a standalone document and used in addition to the organisation's policies and procedures.

The purpose of this handbook is:

1. To provide the new employee with information regarding employment before their commencement.
2. Intended to provide an overview of some of the terms and conditions of employment, in a form which can be read and clearly understood by the new employee.
3. To prepare the new employee for the Induction Process by making them aware of key policies and procedures relating to their job, especially in the areas of WHS, conduct and privacy.
4. Designed to help you succeed in your role as one of our employees.

We hope your employment with us will be pleasant and mutually beneficial. We take pride in the fact that we provide an open and friendly environment in which to work. We believe in developing our staff through training programs and, look to promote from within the organisation to fill vacant positions as they become available.

We have developed processes and procedures that we expect our managerial team to follow when exercising their right to change any employment conditions, to discipline or to terminate employment. If your employment should be adversely affected or terminated under the circumstances, which you consider unfair, you may ask for a review of the matter with the Director, or exercise your rights under the grievance policy. We hope this information helps assist you in becoming familiar with the organisation and our team.

This handbook should answer many questions you may have had regarding your employment, but if you require further clarification on any point, please feel free to ask the Director.

Your job satisfaction, progress, and welfare are important and without these essential ingredients, we cannot hope to be successful. We intend to provide both a high-quality workplace with excellent support for our participants. Our aim is to operate both profitably and efficiently, so we require your assistance to achieve this goal.

### Contact Details:

<b>Address</b>	5B/195 Somerton Road, Coolaroo VIC 3048
<b>Phone</b>	(03) 9013 3940
<b>Alternate Contact Number</b>	0409023014
<b>Email</b>	info@atds-ndis.com

## Procedure for New Staff

On commencement with our service, you will be provided with a Staff Induction Checklist. This document will allow you to step your way through the induction phase to ensure that you are informed, and yourself and the Director will complete this document. The Induction Process allows you to familiarise yourself with how A-TEAM Disability Services operates and introduces

you to your co-workers. You are required to complete the checklist within the first two weeks of your employment or sooner.

You will have an orientation period and will be provided with ongoing relevant training through a person-centred approach. Some of the items covered in the orientation period include working with participants, work health and safety, manual handling, fire and safety procedures, emergency participant procedures, infection control, hand washing and safe food handling. You will also be given full access to our policies and procedures and time to read them. Information distributed at this time includes complaints and feedback, cultural competence, support planning and management and participant's rights.

## **Rights and Responsibilities**

All staff/workers have rights. You have the right to:

- Receive a Position Description outlining your responsibilities.
- Have any queries, concerns and complaints listened to and responded to promptly.
- Receive relevant ongoing training within A-TEAM Disability Services resources.
- Be informed changes to policy and procedures related to your job role.
- Work in a harmonious and harassment-free work environment.
- Ensure your personnel records remain confidential.

## **Responsibilities as a staff member**

All staff/workers must act responsibly in undertaking all aspects of their job role. These responsibilities include:

- Respecting the rights of participants to make their own decisions and to be
- Treating participants with respect and dignity
- Maintaining the participant's privacy.

- Maintaining safe work practices and reporting unsafe practices, environments or equipment.
- Attending mandatory training sessions.
- Performing duties with a high standard of care and professionalism.
- Wearing full uniform and an identification tag, always, when on duty.
- Recording and documenting participant information as required.
- Maintaining all document security (such as not leaving the participant's paperwork on the front seat of the car)
- Being reliable and acting with honesty, integrity and comply with the Code of Conduct.

It is your responsibility to maintain up-to-date professional registrations, a criminal record check, a working with children check, driving licence and car insurance (as appropriate). It is your responsibility to advise management of any changes that may affect your conditions of employment, such as name, address or contact details.

All staff are required to sign a “Code of Conduct” form and a “Privacy and Confidentiality Agreement”. Disciplinary action will be taken if you do not abide by it.

## Working Hours and Meal Breaks

A-TEAM Disability Services will inform you of the following:

- Minimum shift hours ( for 1 hrs) if relevant.
- Start and finish times or flexible.
- Breaks after 5 hrs in mandatory.
- Meal breaks are not paid for by the organisation. A meal break is a more extended period of uninterrupted rest that allows the employee to eat a meal.
- A rest break enables an employee to rest for a short period during work hours. Rest breaks are referred to as 'crib breaks', 'rest pauses' or 'tea breaks'.

Awards, enterprise agreements and other [registered agreements](#) provide for paid and unpaid rest breaks and meal breaks, including:

- The length of the breaks.
- When they need to be taken.
- The rules about your payment.

## Time reporting

Note we will not use the APP for time reporting.

- All Staff/Contractors will use hard copy of the Time sheet.
- Participant name, NDIS number SW name and ABN number needed.
- Date and activity performed on the date, initial for each day and a signature when 14 days are complete.

Service provided Melbourne Community Health ABN: 69626 53204 to Participants

**Time Sheet/case note**

National Disability Insurance Scheme Act 2013 (NDIS Act), in the Participant's NDIS Plan currently in effect under section 37 of the NDIS Act.

Signing of this Agreement, ensures that service was provided for the below date and hours.

NDIS number: 123456789  
Participant name: test one

Participant signature: \_\_\_\_\_  
I acknowledge that the above service took place and authorize Melbourne Community Health to draw down the hours and fees for service from the participant's NDIS plan or from the chosen Plan Management Service as per the Service Agreement

Support person Name: Your name  
Support person ABN: XXXXXXXXX  
Support person signature: \_\_\_\_\_

Date DD/MM/YYYY	Hours	Community Access <input type="checkbox"/> - At Home <input type="checkbox"/> - Garden <input type="checkbox"/> - Personal Care <input type="checkbox"/> E.g. Be read shopping eg. Restrooms to do weekly shopping; Jack-see happen and ordered fix and fix; had off for and to food	Kilometers E.g. 5km	Be symptom Yes <input type="checkbox"/> - No <input type="checkbox"/>
12/12/2023	10am - 5pm 7hr	Community Access <input type="checkbox"/> - At Home <input type="checkbox"/> - Garden <input type="checkbox"/> - Personal Care <input type="checkbox"/> Went out to the play centre had a great time and came home exercised.	10km	Yes <input type="checkbox"/> - No <input type="checkbox"/>

## Breaks Between Shifts

## Pay Details

Staff are given the following information:

- Frequency of payment
- Pay periods
- Payday
- Mandatory payroll deductions (e.g. Tax, garnishee orders, deductions authorised by industrial instruments)
- Optional payroll deductions for services such as medical insurance and superannuation
- Payslips and details of what they will contain (covered by the federal fair work act)
- Change of employee details



- Employment records are kept for seven years from the date on which an entry is changed, or from the employee's employment is terminated, depending on what happens first.

Salary and conditions for all full-time staff are covered as per agreement. The pay period will be included in your work agreement. The pays are processed as per work agreement, and your wages will be deposited into your nominated account. Please allow for overnight processing.

A payslip is provided after your payment is processed. Your payslip is provided as per legal requirements. Your payslip will include hours worked/pay rate/period covered/classification/overtime details /superannuation details including amount per SGC/tax deductions/allowances or reimbursements/leave taken details.

If you have a pay query, you should immediately inform the Director.

Awards and registered agreements may provide for a minimum amount of time off between the end of one shift and the start of another.

## **MCHH APP**

MCHH app is used by SW for:

- Contact info.
- Upload personal information.
- Hazard report
- Complaints & feedback
- Conflict of interest
- Participant emergency plan
- Support plan and Risk assessment
- Participants address.
- SW handbook
- Vision mission
- Compliance forms

## **Applying for Leave**

To apply for leave, you may be required to:

- Complete forms.
- Give details about the length of time for applying for leave.
- Seek approval from Director.

All full-time employees are entitled to four weeks annual leave after 12 months of continuous service. Applications need to be made as early as possible in advance of actual leave to ensure staff coverage. Discuss your proposed leave details with the Director before completing the Leave Form. Please consider other staff and work rosters when considering your leave application. School holidays are a priority leave time, and as such, require more advanced notice.

To apply for annual leave a form must be completed and submitted to your Supervisor/Manager. Your supervisor will notify you in due course of approval for annual leave.

Approval of annual leave is at the discretion of the Director and may not always be approved. We suggest you obtain consent for proposed leave before arranging or booking holidays. Annual leave may not be accepted if it falls at busy times, if other employees are going to be away at the same time, or if you have not accrued sufficient days. For planning purposes, at least four (4) weeks' notice should be given when applying for leave. Annual leave may be applied for up to one year in advance.

Annual leave should be taken promptly, and in the year in which the entitlement has accrued. We realise that taking leave is not always possible so, if you wish to take extended leave, you must notify your immediate supervisor of your intention.

Any leave that is taken (other than personal/carers leave) and which has not been approved, will be unpaid and may be considered as the abandonment of your employment.

### **Leave without Pay**



Requests can be made for leave without pay. This type of leave is subject to staffing levels at the time of the request. Consideration will be given to the circumstances for the intended leave and the employment record of the applicant. Leave without pay will be granted subject to negotiation with the Director.

## **Parental Leave**

Parental leave is available to men and women to be the primary caregiver for their child. It includes maternity, paternity and adoption leave. A staff member may qualify for 12 months of unpaid parental leave in accordance with the relevant award or employment contract. Usually, parental leave is applicable after 12 months of continuous employment. Please refer to the relevant award or workplace agreement for entitlements.

The Director must be advised of at least six (6) weeks in advance of the intended leave commencement date. We encourage you to keep in touch with the office while on parental leave, especially in the weeks before your return to work.

## **Long service leave**

Long Service Leave will accrue and be calculated as per the legislation. If long service leave is requested, it must be agreed upon between both parties. The request should be discussed and then put in writing so that consideration can be made for approval.

## **Bereavement Leave**

We acknowledge the need for staff to take compassionate leave. Where such leave is necessary, you should make contact with the office as early as possible. Leave will be granted at the Director's discretion using the award as the basis for entitlement.

## **Superannuation**

Superannuation is paid to all employees under the Government Laws governing employee superannuation. Our superannuation employee contribution will be paid into the fund nominated at the prescribed rate as legislated for from time to time.

Superannuation will be paid on your behalf as per the statutory requirements, into your nominated superannuation complying fund. The current rate is 9% and is calculated on ordinary hours worked. If you do not nominate a superannuation fund, your contribution will be automatically paid into the organisation's nominated default fund.

Employee contributions can also be arranged. If you choose to contribute extra, please advise in writing and provide this information to payroll. These leaflets can be downloaded through the Fair Work Australia website [www.fwa.gov.au](http://www.fwa.gov.au)

## **Emergency Procedure Contact and Phone Number**

At Orientation, your Emergency Contact details are recorded. These details are kept confidential and only accessed as required by authorised staff. Information is kept in your personal file and securely on the database.

You must inform management if there are any changes to your contact within five (5) working days.

## **First Aid Procedure**

- Staff require current certification that is kept on file.
- Staff must undertake immediate first aid but must not to move a participant. Call for assistance from Ambulance and then contact your supervisor.

## **Smoking**

The Director will request that those participants, who smoke, refrain from doing so while our staff are performing their duties. A-TEAM Disability Services is committed to a safe workplace for its staff. As a staff member, you are not to smoke in or around the participant's environment or while wearing our uniform.



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## **Company Vehicle, Equipment and Clothing**

The company may provide a car for business operations. Private usage of vehicles is undertaken as per the agreement between the A-TEAM Disability Services and staff/worker. These conditions are recorded separately.

Staff/worker shall be provided with a part uniform. It is required that each employee shall wear the uniform while attending the organisation's business, whether on-site or off-site. It is expected that employees maintain the uniform in good order. Discuss replacement uniforms with your supervisor.

Damage or loss to any of the organisation's property (telephones, vehicles, clothing or other articles) as a result of employee negligence, will require the responsible staff/worker to pay for the cost incurred by the organisation for repair or replacement of the goods.

## **Changes in Personal Information**

Employees must notify Director if there are changes to any of your details, including name, address, and other contact details; emergency contact details; and further information relating to emergency medical treatment. Report changes in writing.

Your employment record is kept confidential in the Employee Records, at the commencement of employment; you are required to complete a form for management to retain in your file.

## **Bullying and Harassment**

A-TEAM Disability Services will not tolerate any harassment or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Types of harassment include sexual,

racial, national origin, religious, disability or age. Staff/worker must report harassment when experienced, or observed, to the Director.

## **Access and Equity**

We are committed to access and equity principles and processes in the delivery of its services and working environment and according to the relevant state and national legislation.

The Director is responsible for implementing and maintaining copies of the above access and equity policies for reference and distribution to employees.

## **Grievance**

A-TEAM Disability Services endorses and requires all staff to comply with the principles of Equal Employment Opportunity and Equity as defined in the Anti-Discrimination Act (1977) and the Commonwealth Sex Discrimination Act (1984) and deal with all grievances fairly. We are committed to the delivery of quality services that meet the needs of our service requirements.

We recognise that differences and grievances can arise from time to time and therefore has a fair and equitable process for dealing with employee and participant grievances. These may occur internally, within the organisation, or externally, involving our staff, third-party representatives or participants. Objections could include issues regarding complaints about staff, access to services, and conduct of others, advertising, ethical practices or other functions of the organisation.

A quick settlement of any grievances that may occur is in the best interest of all parties concerned. The principals of natural justice and procedural fairness shall underpin the whole process. The various complaint mechanisms include, but are not limited to:

- Verbal complaints
- Written statements



- On feedback forms

Once a complaint has been received, management will:

- Explain to the complainant how the complaints process will work (including their right to have the claim reviewed by an external or individual party).
- Advise receipt of the complaint in writing.
- Keep the complainant updated with the progress of the process.
- Inform the complainant in writing if the resolution is expected to take over and sixty (60) days.
- Advise staff of changes to systems or policies created due to grievance resolution decisions.
- Take minutes of any meetings held to discuss or resolve the issue.
- Adopt the principals of natural justice and procedural fairness throughout all grievance proceedings.

A-TEAM Disability Services is bound by its Code of Practice and if a solution has not been reached to the benefit of all parties the complainant has the right to representation and appeal under the relevant State or Federal Law.

## **Trial Period of Employment**

All new employees have a probationary period of three (3) months and a qualifying period as imposed by law. This probationary period gives both the employee and organisation the opportunity to consider whether they are happy to continue as employer and employee.

## **Performance Appraisals**

All employees are required to receive at least one performance appraisal annually. For new employees, the first performance appraisal will occur within the first three (3) months of employment. Staff will be notified of the date of your performance appraisal and will be given



the relevant documentation by the Director. Performance appraisals are based on your position description and are carried out by the Director.

# **Section 2 - NDIS PRACTICE STANDARDS AND QUALITY INDICATORS (AN ABBREVIATED VERSION)**

## **Rights and Responsibility for Participants**

- Person-Centred Supports
- Individual Values and Beliefs
- Privacy and Dignity
- Independence and Informed choice
- Violence, Abuse, Neglect, Exploitation and Discrimination

It is important to us that the participant knows and understands their rights. We are here to support the participant and to provide guidance and assistance in any choices.

People with disability have the right to respect, dignity and full participation in society.

We respect their right to privacy and confidentiality of any personal information and records and will uphold their right to make decisions.

It is their right to try new things, and we will assist them in doing so while ensuring that they are treated fairly and independently.

The participants have the right to talk freely and express thoughts, opinions and choices. We will listen to the participants and support the choices made. Consultation with participants includes their family, advocates and support workers as required by participants.

We understand that everyone communicates in different ways, we have a variety of ways that allow the participants to communicate with us safely, without discrimination and in privacy.

We will support and help the participants to take part within the community of choice and promise to work with the participants, their family, advocates and support workers if the participants wish.

A-TEAM Disability Services will respect the participants' cultural background and understand the needs and requirements that may come with it.

### **Governance and Operational Management**

- Governance and Operational Management
- Risk Management
- Quality Management
- Information Management
- Feedback and Complaints Management
- Incident Management
- Human Resource Management
- Continuity of Supports

It is important to us that the participants feel free to tell us what they think about the services we offer, and we will listen to the participants. It is their right to share their thoughts and opinions on anything related to the services we offer, whether it is good or bad. We will welcome it, without discrimination or negative consequences.

The participants can seek support from another person, whether that means a family member, support worker, advocate or the Ombudsman. Whatever the issue, we will do everything to solve the problem for the participants and to improve our services.

We appreciate the participant feedback and opinions about our services and will make improvements based on their feedback.

A-TEAM Disability Services have excellent staff and training, continuous improvement of services, proper working processes, clear communication between the staff and participants. These are all key to our service management.

We will always endeavour to meet services standards and maintain excellent service management by working closely with our participants to strengthen our systems and to ensure positive results from any problems that may arise.

We have management who possess the skills and experience to monitor the effectiveness of the organisation's policies and procedures and make changes as needed.

### **The Provision of Supports,**

- Access to Supports
- Support Planning
- Service Agreements with Participants
- Responsive Support Provision
- Transition to or from the Provider

A-TEAM Disability Services will support the choices about what the participant wishes and set their goals. We will offer guidance and help the participant to recognise their strengths and weaknesses, so the participant can learn and develop skills to help the participant to achieve their goals and set even more.

We will work fairly with the individual as an individual irrespective of age, gender, cultural background or sexuality.

A-TEAM Disability Services is here to assist anyone enquiring about our services. We will support and advise if needed or make a referral to an alternative service if required. The participants have the right to seek and find the service wanted and have access to the support required.

A-TEAM Disability Services will provide any assistance needed for anyone to participate actively and meaningfully, and we can develop connections within the community to help the participant do this.

### **The Support Provision Environment**

- Safe Environment
- Participants Money and Property
- Management of Medication
- Management of Waste

A-TEAM Disability Services will ensure that the participants are always safe. This safety incorporates both physical and emotional environments. Staff are trained in how to keep the participants safe and to report any risks or potential risks.

We will work with the participant and their representatives regarding the payment of fees and charges. A-TEAM Disability Services ensures that all information is clear and accurate. The participants who require medication to be given, staff trained in managing this process are supplied. We will sustainably manage waste through recycling methods.

# Abbreviated Version of Policies

The policies included in this handbook are guidelines only and are subject to change

## Code of Conduct Policy

The purpose of this policy is to apply a code of conduct to govern the decision and actions of employees.

During orientation, you will learn the procedure you must take when allegations of abuse are made. The NDIS Quality and Safeguards Commission (2018) states - as a worker providing supports to people with a disability, you must:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide supports and services safely and competently, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, discrimination and abuse of people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

### Definitions

<b><i>Abuse</i></b>	is hurting someone, hitting or saying hurtful things.
<b><i>Discrimination means</i></b>	treating a person differently due to race, sex, age, disability or culture.

<b>Exploitation means</b>	treating someone unfairly, usually to gain a profit or advantage.
<b>Neglect</b>	is when someone does not provide the support or help needed. It can also be not giving enough food or not listening to a participant.
<b>Sexual Misconduct</b>	is any unwelcome behaviour by force, intimidation, coercion, harassment or manipulation.

## Advocacy

The purpose of this policy is to ensure that staff are aware of the Participant's right to an advocate. An advocate is a person who will listen to the participant, help him or her to make decisions about what should happen in his or her life and help him or her to make those decisions work by speaking on his or her behalf. An advocate will make sure that participants are supported, rights are respected and speak out if the participant's needs are not being met. Participants are encouraged to bring their advocate to the initial meeting, for input into the assessment and planning processes - to ensure a person-centred support plan.

Participants may use an advocate:

- Any time they wish to communicate with us
- At initial consultation
- During interviews and reviews

## Consent

Consent and privacy are linked. You are not able to discuss or give any information about a participant unless the participant has given consent. Staff must always fully understand what a person needs to gain permission for, and if you have any doubt, you should ask A-TEAM Disability Services for help.



A-TEAM Disability Services will ask the participant to sign a consent form, especially if this is consent for the release of their personal information.

Participants can withdraw consent at any time. A-TEAM Disability Services will need the participant's consent to:

- Be able to read the information provided about the participant, so the A-TEAM Disability Services can provide any information about the participant to other service providers, their family or advocate.
- Collect data for funding bodies.
- Ask people to attend the participant's person-centred planning meeting.
- Carry out any training programs or behaviour change programs that it may want to put in place.
- Assist the participant to see a doctor or a dentist.
- Give medication to the participant.

## Communication

Communication and informing staff, the participant and others is pivotal to providing person-centred and informed support. It is essential that you have a point of contact. Your Director will be your initial contact regarding any work-related tasks.

The Director may not have the correct or relevant information concerning your employment details so, the Director is your contact about your wages, leave or any related information.

The nature of your role means that you may feel isolated, but we would like you to understand that we value your work. A-TEAM Disability Services will communicate with you in various ways, including:

- Staff Meetings
- Emails
- Newsletters

- Site visits by supervisors

### **Assisting with Family Communication**

A-TEAM Disability Services encourages and will support families to maintain contact with participants. Participant's consent is required for the family to contact A-TEAM Disability Services for information and support. Families or advocate can be involved in planning the services that the participant will receive through their person-centred planning meeting.

A-TEAM Disability Services can help the family by:

- Communicating in a way they can understand.
- Providing information about available services, including those provided by Support Services and by other agencies.
- Helping to build trust and respect between staff members, families and the participant.
- Providing them with the opportunity to take part in the planning of service delivery.
- Creating opportunities to develop links with families.
- Assisting them to access counselling and support services.
- Providing them with access to effective complaint procedure.
- Assisting them to access advocacy services where available.

### **Interpreter Services**

If your participant is from a non-English speaking background, we will attempt to place a staff member who speaks that language with them. Permission is required to access an interpreter.

The interpreter is required to document in the participant notes stating that they were present for any meetings with the participant and staff/workers. Telephone interpreter services will be used in crisis/emergencies.

## **Privacy and Confidentiality Policy**

A-TEAM Disability Services is committed to protecting and upholding the right of privacy of participants, staff and management. A-TEAM Disability Services protects the privacy of individuals in the way information is collected, stored and the use of this information. Staff and management are consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

### **Management of Participant's Information**

Participant records will be confidential to participants and staff only directly engaged in the delivery of service to the participant. Information about participants may only be made available to other parties with the consent of the participant. All participant records will be kept on a securely protected database that is restricted to staff members directly engaged in the delivery of service to the participant. Participant paper records will be kept securely in a locked filing cabinet in the office of the Director.

### **Management of Your Personnel File**

Your records will be confidential to management. You can request access to your file by notifying the Director. All your records are kept on a securely protected database, or in a securely locked filing cabinet.

## **Equal Employment Opportunity Policy**

A-TEAM Disability Services commits to providing EEO to all prospective and current staff, promoting a fair and equal work environment. A-TEAM Disability Services chooses the best person for the job regardless of race, disability, gender, age, sexual orientation, marital status family responsibility, religious or political beliefs.

## Risk Management Policy

A-TEAM Disability Services have established and maintained a Risk Management Plan, NDIS Practice Standards and Quality Indicators. This plan identifies and addresses the risk to;

- *Staff*, including lack of suitably qualified staff, extended staff illness, staff injury due to WHS risks.
- *Participants*, including environmental, fire, falls, transport, staff working in Participant's home, interruptions to service delivery.
- *The Organisation*, including loss of funding, inability to deliver funded outcomes within budget, lack suitably qualified staff, extended staff illness, damage to reputation and relationships.

### Risk Management Procedure

Identify the hazard and risk, assess and report the hazard and risk, monitor and maintain participant/staff safety. Document circumstance of hazard/risk and evaluate the resolution of hazard incident.

## Continuous Improvement Policy

Staff and participants can give feedback or make a complaint. Our collaborative and person-centred approach means that A-TEAM Disability Services will respond to information to improve the services provided.

Our policy is to seek feedback from participants. Feedback may lead to changes in procedures and processes. We aim for a high-quality service that meets the need of our participants. You are an integral part of this, so we will seek information from you and give you feedback on your practices.

## Gifts

The Management Team recognises that participants on occasion, like to give gifts to staff. You can only take a gift that can be shared by other staff. Money is not to be accepted under any circumstances.

## Complaints and Feedback Policy

A-TEAM Disability Services welcome complaints and feedback from you, participants, family and visitors. A complaint and feedback form can be submitted to the Director. Any complaint or feedback is encouraged, and any individual has a right to make comments in a blame-free, resolution-focused culture, respecting the right to privacy and confidentiality.

All staff members are made aware of the existence of the Complaint / Feedback form. As a member of staff, you must offer to document a complaint on behalf of a participant (if required) and refer the matter to management. Participants have been advised of their rights to take their complaint to wherever and whomever they feel comfortable and will be offered an independent advocate (if required).

### Procedure

- If a complaint is about **Support or Services** will be dealt with by management.
- If the complaint is about a **Staff Member** will be dealt with by management.
- If the complaint is about **Management**, an external person or body may be approached (see Complaints policy for more information).

Do not discuss complaints with anyone who does not have responsibility for resolving the issue.

## Reportable Incidents, Accidents and Emergencies Policy

This policy seeks to minimise risk and prevent incidents with appropriate participant care plans, assessment and review. Staff compliance is monitored, and ongoing training is given. At Orientation, all staff will have a complete run-through of the procedures involved when an incident occurs. The correct procedures to take when dealing with an incident is documented in the Staff Induction Checklist.

Reportable Incidents are serious incidents or allegations which result in serious harm to an NDIS participant. These incidents must be notified **immediately** to management for recording and reporting. Notify the NDIS Commission within 24 hours of:

- The death of an NDIS participant
- Serious injury of an NDIS participant
- Abuse or neglect of an NDIS participant
- Unlawful sexual or physical contact with or assault of an NDIS participant
- Sexual misconduct committed against or in the presence of an NDIS participant, including grooming of an NDIS participant for sexual activity
- The unauthorised use of restrictive practice in relation to an NDIS participant.

### What is Restrictive Practice?

Restrictive practice includes seclusion and chemical, mechanical, physical and environmental restraints

## Working with Children (Child Protection Policy)

A-TEAM Disability Services recognises that prevention is the best protection from abuse and neglect. All staff have a duty of care to implement prevention strategies.

If you are working in a Risk-Assessed Role, you must have current clearances and criminal record checks.

A-TEAM Disability Services as a mandatory reporter is required to report any indicators to the Director, who will follow the required State reporting processes.

## **Procedure**

Reportable Incidents; this refers to serious incidents or allegations which result in serious harm to an NDIS participant. These incidents must be notified **immediately** to management.

### **A report must be made if:**

- A participant shows a change in behaviour or mood that may indicate they are being abused.
- You observe someone behaving towards a participant in a way that makes you feel uncomfortable.
- A participant tells you that another person is abusing them.
- A person tells you that they are abusing a participant.
- A participant or visitor tells you that they have observed abusive acts.
- You observe an action or inaction that may be considered abusive.
- You suspect or have any reason to believe a participant is being abused

**Please Note:** Failure to report an abusive situation may result in a Criminal Offence.

## **Assistance with Medication MCHH does not provide**

Director will speak with participants and complete an assessment regarding medication needs. Where we have concerns about the participant's ability to safely manage medication, a Self-Administration of Medication assessment must be completed. Only staff with relevant qualifications can deliver medication.

## **Work Health Safety and Environmental Management Policy**

A-TEAM Disability Services have established and will maintain systems for WHS discussion to enable staff to contribute to decisions affecting their health, safety and welfare at work.

It is intended that as an outcome of this policy:

- Prevention of risk of injury to workers and others.
- Consult with workers about the risk management process.
- Establish and maintain safe work systems.
- WHS training will be available for you and will be updated according to current regulatory WHS requirements.

Workers are required to follow the procedures in this policy, including:

- Use of personal protective equipment such as gloves and enclosed shoes.
- Only use approved chemicals and products.
- Only use approved equipment in the method required.
- Inform management when the doctor has diagnosed short-term infectious illness.
- Complete Hazard Reports, as required.



## **Agreements, Assessments and Support Plans/ Care Plans**

This policy focuses on the participant's outcomes and how we will undertake a collaborative approach with the participant and all the relevant parties. The participants are the focus of this plan, and all aspects of it are designed with the participant's needs, interests and aspirations as the focus. The following processes are undertaken:

- Assessments are undertaken prior to commencement.
- The Director or their delegate conduct all assessments face-to-face with the participant and/or their representative/advocate.
- Assessment interview time/s are arranged by telephone. The participant is informed that they have the opportunity to have their representative to be present if required or desired.
- An interpreter and information in the participant's language will be sourced if their background and language require these services.
- During the assessment process, explain to the participant - information on the collection and use of information, privacy and confidentiality considerations and advocacy is detailed at this time.
- The Director reviews the completed assessments. Areas of independence and identified needs form the basis of discussing support.
- Developing a support plan is a consultative process between all relevant parties. Once the support plan has been determined, and the participant is happy, then he or she can sign off on the plan and issue a copy to the participant.
- Staff record the participant's goals and aspirations. These goals and aspirations will focus on the participant as an individual, be flexible and subject to change depending on progress and other factors. Records will include personal goals and aspirations, unique skills and strengths and promote independence.
- Staff will collect information during their work with participants. This evidence-based information is recorded to ensure the service delivery meets current needs, interests and aspirations.
- Assessments will be conducted in the future to ensure needs continue to be met.

- Support plans are reviewed regularly to ensure that the participants are continuing to receive relevant supports. If it becomes evident that supports should be adjusted, then we will consult with participants and representatives. Reviews will occur as required.

## **Continuity of Support**

This policy is to manage and provide participants with the continuous support Director will arrange schedules to suit your availability. Director will pair you with participants that match your skills and knowledge.

If you have a second language or relate to a cultural group, then Director may link you to participants who seek workers with these attributes. Consideration is given to your home location during the work allocation process. A-TEAM Disability Services will place you close to home if feasible.

Staff are allocated to a participant regularly to allow for predictability and provide continuous support. All supports are linked to the participant's plan and demonstrate consistency with their preferences and needs.

What will happen if the participant's worker is absent?

- A-TEAM Disability Services will contact staff with relevant qualifications as a suitable replacement
- Where possible, provide a staff member who has worked with the participant previously and is aware of the participant's requirements.
- Where possible, advise the participant of replacement staff and
- Gather feedback on the replacement staff member.
- Replacement staff are required to be sensitive to the participant's needs and ensure that care is consistent with your expressed preferences

## Networking and Community Engagement

A-TEAM Disability Services will engage with networks and local communities to ensure that our participants have opportunities to be involved in activities and areas of interest. We will access networks such as religious groups, local ethnic communities or groups that you wish to engage with. We believe that it is essential for participants to be part of their community. If the employees have links to any networks and communities, please contact Director.

## Training and Personal Development

All staff are required to keep up-to-date with their knowledge and skills related to their job roles. For some staff, this will require ensuring that they maintain currency and registration in relevant professional bodies.

All staff will undergo an Annual Performance Review. This process allows us to match your performance to your job description, feedback from participants, services delivered and the quality of your work. You will have the opportunity to be involved, and give feedback in your review. This process may lead to:

- Additional training.
- Promotion.
- Increased wages.
- Increased hours.
- Improvement to our policies and practices.

If you wish to expand your knowledge and undertake professional training courses, then you should contact the Director to discuss training options.

First Aid qualifications are part of your job role (see First Aid). Training in Work Health and Safety areas such as fire safety and manual handling may be undertaken on an annual basis.

## Types of Employment

MCHH has three types of employees:

- Contractors
- Part-time Employee
- Full time Employee

### **Contractor:**

Australian business number (**ABN**) As a **contractor**, if you do not have an **ABN** before doing work, your hirer may legally withhold the top rate of tax, plus the Medicare levy, from your payment. Labour hire workers aren't entitled to an **ABN**, so you need to check if you're entitled before applying.

Please note as a Contractor you are responsible for paying your own Super.

### **Part-Time & Full-time Employee:**

Employee is entitled to paid leave including annual leave and sick and carer's leave and Super Annulation. They're usually entitled to written notice when their employment ends, or payment instead of notice.

The actual hours of work for a full-time employee in a particular job or industry are agreed between the employer and the employee, or they could be set by an award or registered agreement.