

STAFF MANUAL



Scope & Purpose of this handbook

This Staff Manual has been prepared to give you general information about some of the work rules, work environment and policies under which Interchange Outer East operates. For more specific information refer to the policy and procedure manual.

Interchange Outer East Staff Manual

WELCOME

Welcome to Interchange Outer East and the opportunity to work in an environment of adventure and fun by creating opportunities and choices. Whilst Interchange is primarily a service supporting families of children and young people with disabilities, the agency's vision extends beyond to include all people involved in the service.

Interchange Outer East strives to ensure that it is an hospitable and friendly environment for all. Interchange operates in the spirit of cooperation, understanding and acceptance of people's beliefs, opinions and ideas. Interchange promotes a diverse culture that stimulates and challenges the agency to improve and continually learn.

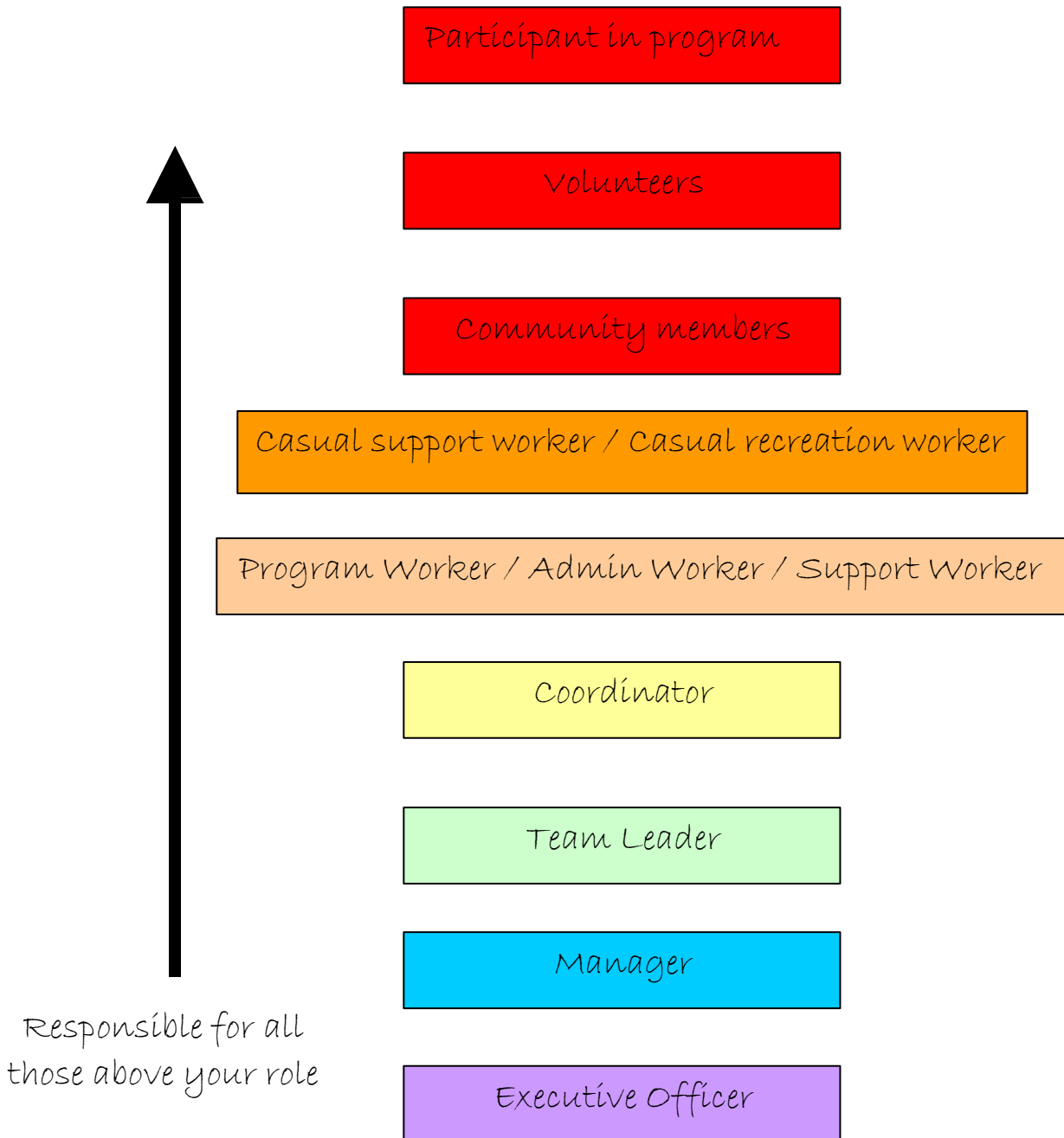
Interchange is a team based workplace which acknowledges the individual strengths that each person contributes. We value each individual staff member and their capacity to make a real difference to the lives of people involved in the agency.

Interchange Outer East encourages all people to have full access and involvement in the life of the community. Within the service all participants (people with disabilities, their families, volunteers and staff) shall have the opportunity to be actively involved in all activities of the agency.

CORE RESPONSIBILITIES OF ALL STAFF

1. Create opportunities
2. Create choices
3. Communicate – Communicate – Communicate
4. Be sustainable in what you do
5. Make connections with people and community
6. Embrace change
7. Ensure what you do assists families and individuals
8. Share knowledge, educate, support and listen
9. Build a great community
10. Have fun and be prepared for adventure

DUTY OF CARE HIERARCHY



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BACKGROUND

VALUES & BELIEFS

Key Principles

Interchange Outer East is committed to work within a Human Rights framework.

Dignity

All people and families have intrinsic worth and need to be provided with the ability to attain, and participate in, a decent life. Central to this notion of dignity is that we work towards an inclusive community where all members of the community are supported and enabled to be fully involved. Services at Interchange aim to be dependable and flexible so that individuals are given the opportunity to develop socially, make choices, learn, and to enjoy community life.

Respect

At Interchange respect is a process of mutual understanding. Respect aims to ensure that the services delivered reflect the needs and wishes of families and people with disabilities, and are of a quality people deserve. Interchange will operate with patience, honesty, flexibility, creativity, compassion, acceptance and persistence at all times.

Equity

Interchange will work within the principles of non-discrimination, participation and inclusion across all services. Services are developed, allocated, and delivered on the basis of a fair assessment and treatment of all participants eligible to access them. Access to services is based upon principles of justice (assistance to those most in need), capacity (how many services can be provided), ability (skills and knowledge), and safety (ratio of support people to participants)

Freedom

Interchange works towards ensuring that all people involved in the service are free from abuse and unnecessary restrictions in their daily lives. Interchange will actively work towards eliminating:

- the likelihood of abuse of children and vulnerable persons (verbal, physical, social and sexual); and
- the use of restrictive practices (chemical, physical, mechanical and seclusion).

Key Statements

Interchange has an absolute focus on the involvement and participation of families as a whole in services and the future development of the agency.

Interchange is committed to developing community capacity through links with community agencies and developing opportunities for groups and individual members of the community to be involved in the service.

Interchange is focussed on the importance of volunteering and the central role of volunteers in the agency in regards to current service provision and the future of the agency.

Interchange will work positively to reduce unnecessary restrictions on people who access the service.

Interchange is focussed on providing a safe and secure environment for all participants and upholds the principles of child protection and reducing the risks associated with abuse of vulnerable people

Interchange recognises the Wurundjeri people and the Kulin nation as the traditional owners of the land that Interchange Outer East operates in.

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VISION

Creating Opportunities and Choice

MISSION

To provide activities, holidays and services that:

- support families of children and young people with disabilities;
- enable children and young people to experience, participate and contribute to community life;
- develop opportunities for all community members to be involved; and
- are about adventure and fun.

APPROACH

- Upholding peoples Human Rights
 - Dignity
 - Respect
 - Equity
 - Freedom
- Giving things a go
- Focusing on family as a whole
- Engaging the community through volunteering
- Developing young people through fun and challenge
- Being flexible

ACTIVITIES

- Respite care and support services to families of people with disabilities
- An exciting range of holidays, recreation, social, and life skill services to children and young people with a disability
- Opportunities for involvement by all people in the community

HISTORY

Interchange Outer East was developed by a group of parents and professionals keen to develop an Interchange program (host family program) in the Outer Eastern suburbs. In 1981 the first Interchange program was initiated in the Inner Eastern suburbs and by the end of 1982, Interchange Outer East had their first operational matches.

The agency continued to grow as a single program until 1990 when the agency began to diversify and develop other service options to meet the expressed needs of families involved in the service. From that time the service continued to grow and create new programs to meet the needs of families of children and young people with disabilities.

From the inception of the program the governing body has been primarily composed of families and volunteers involved in the service. This has ensured the agency has retained it's "grass roots" focus and strong cultural basis on meeting the expressed needs of the service users.

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Milestones

1982

- Interchange Outer East formed by parents, interested community members and professionals under the auspice of the Outer Eastern Residential Planning Association
- Volunteer Host program commences
- Annual budget \$18,290

1985

- Association becomes an Incorporated body
- Annual budget \$40,872

1987

- Host Program reaches 40 matches
- Annual budget \$53,571

1990

- Children's camps and school holiday programs become services of Interchange
- Annual budget \$64,253

1991

- Host Program reaches 50 matches

1992

- Family Camps, Sibling Support groups and Sibling camps commence.
- Case Management and Brokerage pilot service

1993

- Host Program reaches 70 matches
- Social Support activities for mums and dads
- Annual budget \$193,283

1994

- Youth Groups commenced
- Making a Difference Program
- In home support (Flexible Care) service commenced

1995

- Host Program reaches 90 matches
- Young Adults respite service
- Specialised Care service
- Management of individual support packages
- Early Choices program
- Annual budget \$446,589

1996

- Weekend program for children with ADD / ADHD

1999

- Balance Program – day service for adults commences
- Associate member to the Outer East Primary Care Partnership

2000

- Adult Recreation service commences
- Interchange Outer East "Op Shop" opens
- Annual Budget \$1,334,686

2001

- Conducted three new pilot services through the Respite Development Project – children's weekends and activity days, school holiday outreach, school holiday coordination
- New management structure implemented
- Agency auspices Mt Evelyn SDS holiday program

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2002

- Balance Program reaches 34 participants
- Agency purchases portable
- Outreach program
- Children's Recreation
- Adult Recreation

2003

- Department of Human Services undertakes a review of Interchange Outer East
- Two additional portables purchased for the Balance Program
- 21st Birthday part of Interchange Outer East
- Annual budget \$2,531,940

2004

- Balance Enterprises commences with participants engaged in work oriented programs

2005

- Sports Week
- Balance Art Show
- Development of a do-it-yourself kit for people wanting to have more control over their support services
- 170 people attend Family Camp
- Supporting over 700 families
- Registered as a Homesfirst provider

2006

- Community Balance shopfront opens with a greater focus on community involvement
- Training room built
- 10 – 13 Recreation program commences
- After Work Social program commences
- High Energy and High Physical camps funded
- Website launched
- Annual Budget \$4,622,461

2007

- Outdoor Education program conducted
- Increasing support trusts and corporations
- Interchange presents at the International Respite Conference in Paris

2008

- Development of a shop front for Balance in Bayswater
- Advanced volunteer program begins
- Good to Great process begins
- 10 year plan for IOE is developed

2009

- Development of a new shopfront for Balance Lilydale
- The St George Foundation continues their loyal support and funds five camps for children with disabilities and their siblings
- Over 1000 families are registered with Interchange Outer East

2010

- Freemason's commit to financially supporting the Sibling program for 3 years
- Redevelopment of the website
- First Interchange Outer East conference was held over 2 days
- Upgrade of administration based software
- Introduction of Human Rights position into the agency

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2011

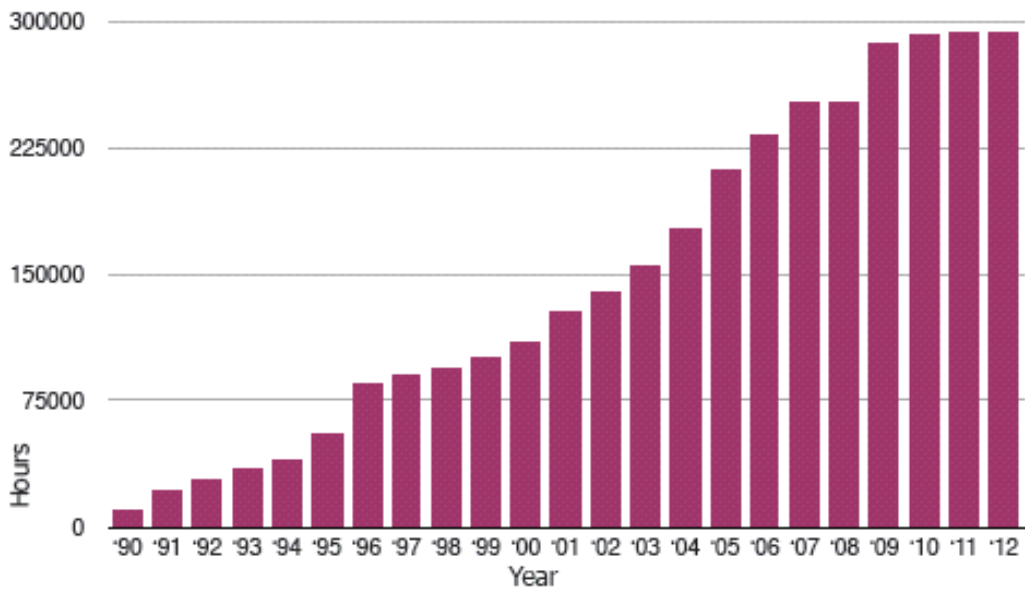
- A new Community Connections position introduced into the agency
- Interchange published the first edition of the Bayswater Buzz
- An Interchange group travel to Italy

2012

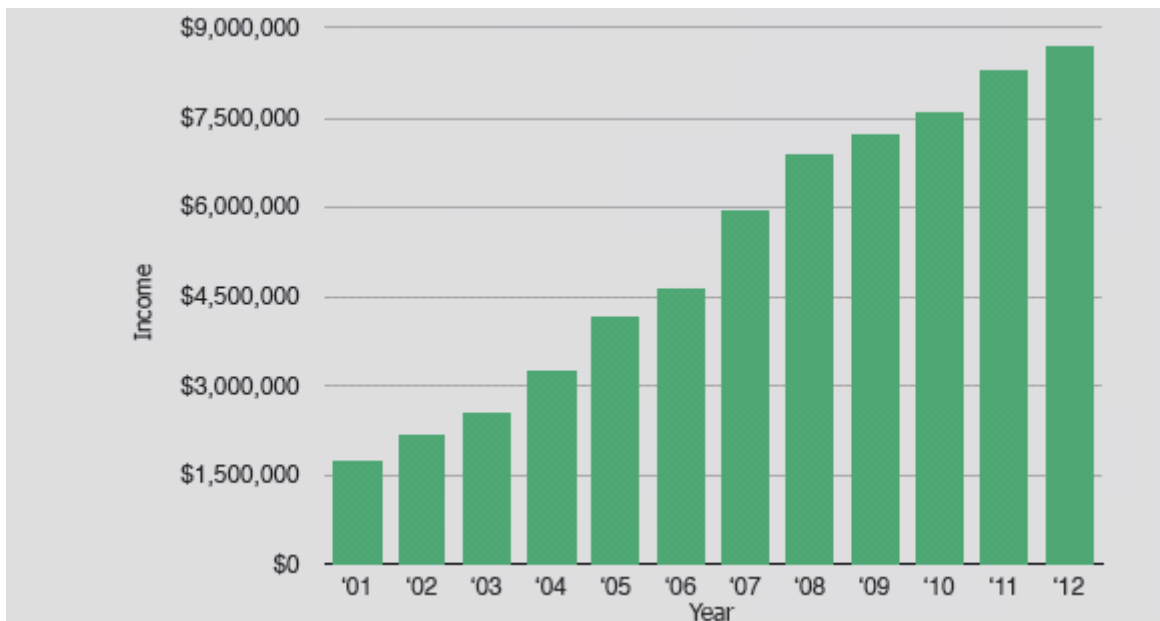
- A new Communication Support Coordinator position created
- Interchange Outer East celebrated 30th anniversary
- Interchange Outer East 'Keeping it Real' Conference was held

SERVICE GROWTH

Hours of Support 1990 - 2012



FINANCIAL GROWTH



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SERVICES

Interchange Outer East provides people with a disability, their families and members of the community with opportunities through a range of services.

Children's and Family Services

Flexible Care

Individual Support Packages
Case Management
Linking into community groups
Case Coordination

Recreation services

- School Holiday camps and activity days
- Youth Groups
- Children's camps and activities

Family Support

- Volunteer Host Program
- Specialised Care
- Family Camps
- Sibling Support
- Mums activities
- Dads activities

Balanced Options for Adults

School Leavers Program

Balance Day Service
Enterprises
Flexible Care
Individual Support Packages
Case Coordination
Recreation services

- Weekend activities
- After work social group
- Holiday Services

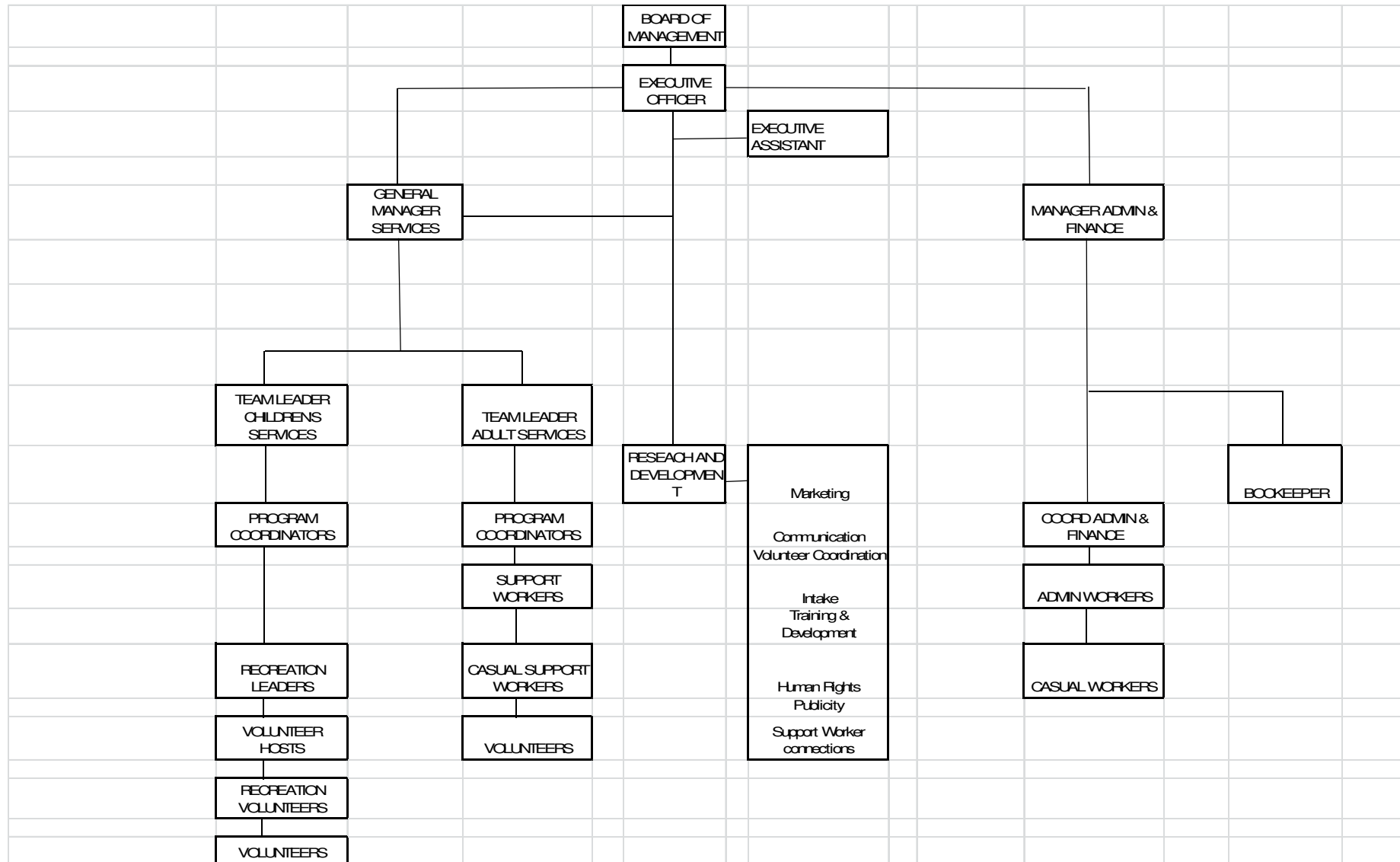
Development Services

Behavioural Support

Communication development for all people
Intake and Information
Training and Development
Creative options for ISPs
Volunteer Support and Development

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2013 Organisational Chart



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GOVERNANCE POLICY

Governance is about the systems and processes that ensure the overall direction, effectiveness, supervision and accountability of Interchange Outer East (IOE). IOE is governed by an elected Board of Management (led by the President) who, in partnership with the Executive Officer, are responsible for the governance of the organisation.

The Board

The function of the Board of Interchange Outer East is to ensure:

- The agency works towards its vision, aims and objectives;
- It has a clear strategic direction; and
- The values of the organisation are upheld.

The role of the Board incorporates:

- Being responsible for all legal documents, agreements and contracts;
- Performance of Interchange Outer East;
- Establishment and review the strategic direction;
- Core policy creation;
- Organisational management and structure;
- Board performance and composition – evaluating and improving the performance of the board;
- Conformance of Interchange Outer East;
- Ensuring legal and ethical responsibilities are met;
- Monitoring the organisation incorporating-
 - Meeting the need for which the agency exists
 - Financial performance – budget, solvency, financial strength
 - Risk management
- Financial reporting – annual statements, reports to regulatory bodies; and
- Social Responsibility – social, ethical and environmental impact of operations.

The President

The function of the President of the Board of Interchange Outer East is to:

Ensure effective operation of the Board

- Understanding responsibilities
- Its structure
- Operational style
- Decision making
- Interpersonal Relationships

The role of the President incorporates:

- Modelling the culture and leading the activities of the Board
- Ensuring the ethical behaviour of Board members and the organisation
- Driving the achievement of strategic direction
- Resolving disputes and manage conflict among board members
- Act as the spokesperson for the Board
- Ensuring the Board meets their aims and objectives
- Ensuring a process for Board induction, training, development and evaluation
- Act as a mentor for Board members and the Executive Officer

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The Executive Officer

The Executive Officer has the responsibility for the overall management of the business of Interchange Outer East. Main functions of the Executive Officer are:

- Ensure the delivery of outcomes in accordance with the stated strategic direction
- Provide effective leadership in exemplifying the vision, culture and values of Interchange Outer East
- Manage Interchange Outer East as a whole

The role of the Executive Officer incorporates:

- Preparing and implementing the organisation's Strategic Plan
- Ensuring compliance with the relevant Acts & Legislation and government policies
- Recruitment of staff
- Providing direction and leadership for staff
- Managing the organisation's budget
- Maintaining proper internal controls and managing information systems
- Implementing the Board's decisions
- Providing the Board with timely, accurate and relevant information
- Undertaking regular communication between Interchange Outer East and its stakeholders
- Acting as liaison between the Board and staff
- Preparing and delivering the Annual Report

STRATEGIC OVERVIEW

10 year plan

1. Strengthen our purpose and principles
 - Culture retained and strengthened
 - Family involvement and participation is paramount
 - Person-centred thinking to ensure we listen and respond well to people
2. Excellent Programs and Services
 - Growth to meet demand
 - Capacity increased to maintain reasonable service levels
 - New services to meet needs
 - Innovation
 - Ideas
 - Information-flow to families
3. Support and Education
 - Support staff and volunteers really well
 - Community education to support inclusion
 - Independence vs dependence based training for families
 - Community participation and involvement
 - Civics based support for volunteers and staff
 - Quality training and development
 - High quality IT capacity across the agency
4. Visible
 - Recognising achievement within and outside of Interchange
 - Active in the community
 - Involved in the service system as a respected participant
5. Partnerships
 - Disability Sector
 - Local community agencies and businesses
 - Statewide and national networks
 - International networks with a focus on development

EMPLOYMENT CONDITIONS

ORIENTATION FOR NEW STAFF

Interchange offers an orientation program for all staff members. It is not a formal process rather a series of meetings with people and training sessions to ensure you receive the information you need.

1. Paperwork
 - Screening
 - Crimcheck
 - Working With Children's Check
 - Employment
 - Contract of Employment
 - Tax Declaration
 - Bank Details
 - Superannuation
 - Salary Sacrifice Authority (access after probation period)
2. Introduction to the Agency
 - Staff Manual
 - Buildings tour
 - Vehicles process
 - Equipment location
 - Amenities
 - Introduction to other staff
 - Staff meetings
 - Occupational health and safety
3. Training
 - Person Centred Thinking
 - Support Information and Communication Support (not relevant for admin workers)

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DEFINITIONS OF EMPLOYMENT STATUS

The following terms will be used to describe the classification of employees and their employment status:

- **Probationary**

Before being offered permanent employment at Interchange, new (or rehired) employees undergo a 90 - 180 calendar day probationary period depending on the role being performed. During this time, staff have their first opportunity to evaluate Interchange Outer East as a place to work, and Interchange have their first opportunity to evaluate employee's through 'performance reviews' by their supervisor.

- **Permanent**

Employees who have successfully completed their 90-day probationary period are offered an annual employment contract, provided that funding from the Department of Human Services is not reduced.

- **Permanent full-time employees**

A regular scheduled full time employee is one who is employed on a regular basis on a schedule of 38 hours a week.

- **Permanent part-time employees**

Employees scheduled for fifteen (15) or more hours a week are eligible for employee benefits on a pro-rata basis, in relation to their contracted weekly hours.

- **Permanent support workers**

These are staff whose primary employment position is to work in a direct capacity with individual participants in our services. Support workers generally have set rostered days and times of work to ensure the continuing day to day operations of the services. Annual leave provision is set around service operation, unless negotiated with team leaders.

- **Casual support workers**

Not subject to the probationary period. Casual employees are employed on a casual basis with no set hours or regular shifts. Annual contracts are signed to cover any work to be undertaken in that year.

- **Parental leave employee**

Parental leave employees are staff who have been employed for a specific period of time to replace a permanent staff member who is on parental leave. At the conclusion of the parental leave contract the employee will no longer be employed. The parental leave contracts do have specific clauses in regards to extenuating circumstances when the contract maybe ended at an earlier date.

EMPLOYEE BENEFITS

ANNUAL LEAVE

Annual leave begins to accrue, based on your weekly contracted hours as specified in your employment contract, from the first day of employment. You are eligible to use your annual leave after the successful completion of your probationary period. Requests for annual leave must be approved in advance by your supervisor. Employees are not permitted to accrue in excess of 6 weeks" of annual leave.

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Annual leave must be taken by agreement with a minimum of 2 weeks notice of the date from which annual leave is requested.

Following is an accrual pro-rata schedule of annual leave entitlements based on your employment category:

Category	Annual Accrual Allowance
Casual support Workers	Not applicable
Balance support workers	25 days
Balance Coordinators	20 days
Permanent full and part time Workers	20 days

A 17.5% leave loading on your annual leave accrual allowance shall be paid in the pay run before Christmas each year to all employees entitled to the payment.

Where an employee becomes sick whilst on annual leave for a period of not less than five days and immediately forwards to the employer a work incapacity certificate from a qualified medical practitioner, then the number of days not less than five specified in the certificate shall be deducted from any sick leave entitlement standing to the employee's credit, and shall be re-credited to their annual leave entitlement.

Annual leave does not accrue during any month in which you are on an unpaid leave of absence or not on the active payroll.

Accrued, unused annual leave accrued on a pro-rata basis is paid upon termination of employment.

PERSONAL LEAVE

Personal leave begins to accrue from the first day of employment. Regular full-time employees accrue personal leave at the rate of 14 days per year. Regular part-time employee's personal leave is accrued in the same manner as full-time employees, but on a pro-rata basis, in relation to their contracted hours. This entitlement is inclusive of personal carers Leave.

Personal leave can be used to provide care or support for members of your immediate family or household if required. A doctor's certificate, or other evidence satisfactory to us, must be provided for all personal leave claimed in excess of 2 consecutive days. The entitlement to personal leave is cumulative but is to have no value on termination of your employment.

OTHER LEAVE

We may grant you up to 5 days paid leave each year to attend to personal matters such as, but not limited to, moving house, bereavement and domestic emergencies. This leave will be granted by negotiation. This leave will be taken from an employee's accrued personal leave.

LONG SERVICE LEAVE

You will be entitled to 15 weeks long service leave after 15 years of continual service with us. Pro-rata payment is available after 7 years of service. To meet your leave preferences, and to meet operational needs, employees must discuss their leave plans well in advance with their team leader.

All long service leave accrued after 7 years of service will be paid out upon termination of employment.

Long service leave is available to all employees of Interchange Outer East.

LEAVE WITHOUT PAY

Leave without pay may be considered for employees who have at least two years of continuous employment with Interchange. Leave without pay needs to be negotiated with your team leader. Leave without pay must be not less than 4 weeks and must conform with pay periods. It will only be considered as a last resort and granted infrequently.

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PARENTAL LEAVE

Employees at Interchange are entitled to maternity, paternity and adoption leave and to work part time where possible in connection with the birth or adoption of a child. All parental leave is unpaid leave. To be eligible an employee must have at least one (1) year of continuous employment with Interchange prior to receiving parental leave. Employees are entitled to a maximum of 52 weeks of parental leave with a 6 week period of compulsory leave.

STUDY LEAVE

Employees may be eligible for up to 5 hours per week pro-rata for study leave without loss of pay in order to undertake courses approved by Interchange Outer East as relevant to their work. Study leave needs to be negotiated with your team leader.

JURY SERVICE

Interchange supports the role and functions of the jury service system. As such Interchange provides for jury service leave for employees who are called up to attend jury duty. Employees shall be provided with leave with full pay for the period of that service to a maximum of two weeks. Further absence will need to be negotiated with your team leader.

An employee shall notify Interchange as soon as possible of the date upon which she/he is required to attend for jury service.

The employee shall provide proof of their attendance at the court, the duration of such attendance and the amount received in respect of such jury service payable to Interchange.

PUBLIC HOLIDAYS

The following days are public holidays for all Interchange employees.

New Years Day, Australia Day, Labour Day, Good Friday, Easter Saturday, Easter Sunday, Easter Monday, ANZAC day, Queens Birthday, Melbourne Cup Day, Christmas Day, and Boxing Day. When New Years Day, Christmas Day and Boxing Day is a Saturday or Sunday, a substitute holiday in lieu thereof shall be observed.

Employees who were required to work on a public holiday are entitled to accrue time in lieu at 1.5 times for each hour worked. Casual employees are entitled to be paid at 1.5 time the normal hourly rate.

PAY PROCEDURES

All Interchange employees shall be paid within five days following the end of the pay period.

Pay periods shall be fortnightly.

All required deductions, such as tax and authorised voluntary deductions will be withheld automatically from your pay and processed according to the relevant authorities.

Wage payments will be made by electronic funds transfer into an account(s) nominated in writing by you.

All outstanding monies owed to the employee shall be paid within the next scheduled pay period.

SALARY PACKAGING

Interchange offers permanent employees salary packaging arrangements with Advantage Salary Packaging. Employees can package a maximum of \$308.65 per week, of which they agree to forego their future wages in return for benefits of a similar value.

Salary packaging can be accessed after an employee has completed 3 months of their probationary period or by negotiation.

Wages can be sacrificed into a variety of benefits including:

- superannuation
- expense payment fringe benefits, such as school fees, child care costs or loan repayments.

In the event of a change of legislation removing Interchange Fringe Benefit Tax exemption status or otherwise making the operation of salary packaging unfeasible or unworkable, Interchange reserves the

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right to cease offering salary packaging to staff without any liability to compensate staff for the loss of the benefit. Salary packaging may be terminated at any time by the giving of one month's notice in writing.

Interchange accepts no liability for the effects salary packaging may have on an employee's personal financial situation. We strongly suggest employees seek professional financial advice on the benefits and effects salary packaging can have on an employee's personal situation.

SUPERANNUATION

Interchange shall contribute to a qualifying fund for all employees who earn \$450 or more gross per month the applicable rate specified under the Superannuation Guarantee (Administration) Act.

Employees may nominate a qualifying superannuation fund to which employer contributions will be paid. The default fund for Interchange Outer East is HESTA.

An employee may make additional voluntary contributions to their nominated superannuation fund. Upon written authorisation from the employee, the employer will commence making contributions to the fund in accordance with the Superannuation Industry Supervision legislation (SIS).

WORK TIME ARRANGEMENTS

Interchange encourages flexible work times and offers time in lieu which is time taken off to compensate for additional work to your normal contracted hours. Employees are able to work varied hours and from home by negotiation with their team leader or manager to ensure all operational needs are met.

Time in lieu accrued in accordance with timesheets will be paid out upon termination of employment, to a maximum of your contracted weekly hours and hourly rate as outlined in your employment contract at the time of employment termination.

Approval should be sought should you wish to accrue more than your weekly contracted hours time in lieu.

Interchange employees are provided a timesheet to record their working hours and claiming of public holiday entitlements. Claiming of any allowances such as sleepovers, on-call, time and a half, time in lieu ...etc., is also recorded on the timesheets.

Timesheets must be regularly completed for the fortnight period. Completed and signed timesheets should be forwarded to your supervisor no later than Monday following the fortnight pay period. Failure to submit timesheets may result in the omission of employee's pay, from the current scheduled pay run. Pays may be omitted if timesheets fall a fortnight behind the current pay run. Pays omitted from a pay run will not be processed until the next scheduled pay run and upon submission of completed timesheets.

ALLOWANCES/REIMBURSEMENTS

Travel Reimbursements

From time to time employees may need to use their own private vehicle to perform Interchange duties. Payment for kilometres travelled in a private vehicle whilst performing Interchange duties shall be reimbursed at a rate of 80 cents per kilometre. Employees claiming travel reimbursements need to complete and submit to their supervisor a travel reimbursement form. Employees are required to use an Interchange vehicle if available before using their own private vehicle.

Sleepover Allowance

Employees who are required to stay away from home overnight to carry out Interchange duties are paid a sleepover allowance. The Sleepover allowance is paid at a rate of \$70.00 per night.

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On-call Allowance

Some employees are required to be available for work on an on-call basis with Interchange's pager/mobile phone, special rates for on-call hours will be paid to employees as follows:

- \$20.00 – per night from Sunday 5pm to Friday 5pm
- \$748.32 – per weekend from Friday 5pm – Monday 9am and includes up to 8 hours of recall work requiring employees to be onsite at Interchange office.
- \$748.32 – per public holiday for Christmas Eve to New Years Day and Good Friday to Easter Monday

Your Team Leader will notify you of procedures if you are required to work on-call.

EMPLOYMENT STANDARDS

CONTRACT OF EMPLOYMENT

All employees are offered a Contract of Employment which covers the basic employment conditions relating to their role. The employment contract is an agreement between employee and Interchange covering the basic terms and conditions of employment. It includes information about:

- wages
- period of contract
- time sheets
- hours of work
- time in lieu
- salary sacrifice
- superannuation
- allowances – travel, sleepover, on call
- leave – annual, sick, personal, long service, study
- termination

Contracts of employment are generally provided each financial year or when there is a change of conditions to employment.

TRAINING AND DEVELOPMENT

Interchange is committed to providing continuing education and development opportunities. This is achieved through the development and implementation of a training plan each year, and promoting a learning culture in the organisation. The aim of continuing education is to provide opportunities for ongoing learning so that the needs of the agency and its workers continue to be met.

Continuing education and training may involve:

- structured and unstructured training – on and off the job
- studies at tertiary level
- in-service education
- mentoring
- role/job rotation and exchanges
- coaching
- supervision and peer supervision
- outside professional supervision
- performance reviews and other formal/informal feedback mechanisms

A significant component of training is support and supervision to increase the effectiveness of volunteers and staff members. At Interchange Outer East support and supervision is considered an important part of service quality and the ongoing development of its workforce.

RESPONSIBILITIES OF STAFF ATTENDING TRAINING

IOE believes training and information sharing is a valuable tool for professional growth. The staff who are fortunate to attend external training and/or conferences are expected to formally share their experience, both positive and constructive with their workmates upon their return. Reflection allows us to explore our experiences, challenge current beliefs and develop new practices and understandings.

The full procedure can be found in the policy and procedure manual under 'Workforce'.

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CONFIDENTIALITY

During your daily work you may have access to information that is considered strictly confidential. This information should not be discussed with others including other employees, people accessing Interchanges services, your family and friends. You must be alert to others overhearing your professional discussions regarding participant/family matters or an employee's performance.

This information extends to, but is not limited to families, participants, employees, volunteers and business operations. Confidential information may be information in any form: written, electronic, oral, overheard or observed.

The full Information Privacy Policy can be found in the policy and procedure manual under 'Management'.

USE OF INTERCHANGE EQUIPMENT

Office, computer, stationery and program equipment/supplies, vehicle and trailers are part of day to day operational requirements of Interchange. The private use of any Interchange equipment requires employees to behave with integrity with regard to frequency and quantity of use. Permission must be obtained from your Team Leader or Executive Officer for use of any program equipment, vehicles or trailers outside of your designated work purposes.

Property of Interchange Outer East is to be respected and used in an appropriate manner at all times. Any incidents of abuse, misuse or theft of Interchange property will lead to disciplinary action and could result in staff members being dismissed.

The full Private Use Equipment policy can be found in the policy and procedure manual under 'Management'.

SMOKING

Interchange is a smoke-free work environment. Therefore, no smoking is permitted in any IOE buildings, vehicles or in any off-site facility. Smoking is not permitted in family homes.

Employees wishing to smoke must conduct this in an open-air environment away from high traffic areas such as front/back entrances. Smoking should not occur in the presence of participants.

DRUGS AND ALCOHOL

Illicit Drugs

Illicit drug taking or selling is illegal and not acceptable within Interchange Outer East. Any incidents of use, possession or sale of illicit drugs during work will be reported to the police. Any staff member/volunteer under the influence of illicit drugs or involved in use, possession or sale, face suspension, expulsion or instant dismissal from the Interchange service.

Alcohol

Alcohol consumption is not permitted during work hours (refer to Interchange Policy Statement for exemptions). When staff/volunteers are responsible for individual program participants they are not to be under the influence of alcohol. All drivers of program participants must have a .00 blood alcohol level.

Over-the-counter and prescription medication.

Staff who are taking medication must ensure that any side effects of the medication do not impair their capacity to exercise their duty of care and work duties. Staff taking medication which may impair

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functioning should take sick leave until they are off the medication. Abuse of prescription or over the counter medication by staff members will result in suspension, expulsion or instant dismissal from the Interchange service.

Staff are responsible for ensuring that any over the counter or prescription medication is stored safely and securely to ensure the safety of all participants.

OCCUPATIONAL HEALTH AND SAFETY

Interchange Outer East is committed to providing a safe workplace and aims to work with all participants to promote a culture that reduces the risk of accidents and injuries at work. Decisions about health and safety must involve employees and volunteers in the process. Occupational Health and Safety is addressed at each monthly Board of Management meeting. In addition a workplace Occupational Health and Safety committee exists in order to identify and minimise risks within the workplace.

The steps to ensure workplace safety involve:

- Monitoring of the work environment to ensure it is safe and healthy
- Ensuring that any concerns regarding health and safety are raised with Team Leaders, Managers or the Executive Officer
- Establishing practices / procedures implemented to improve health and safety
- Undertaking of training in Occupational Health and Safety

Occupational Health and Safety is the responsibility of every employee. Interchange aims to work with employees to promote a culture that reduces the risk of accidents and injuries at work. Interchange needs your support and cooperation to maintain a safe and healthy workplace.

The complete policy of Occupational Health and Safety – Management can be found in the policy and procedure manual under 'Management'

LATENESS OR ABSENTEEISM FROM WORK

It is important that you or someone on your behalf notify Interchange of any lateness or absence from work. Failure to report for work on time or not to report at all, can impact on the safety and security of participants, volunteers and staff on the program.

INTERNAL REPORTING

This internal reporting process is available to all participants involved in Interchange to report allegations or suspicions of:

- Improper behaviour by staff members or volunteers (fraud, theft, improper use of equipment...etc)
- Potential, suspected or actual incidents of abuse of Interchange Outer East participants
- Bullying and harassment of any person

This reporting process is designed to ensure that all participants are able to contact a senior person to discuss their concerns. The contact person chosen is up to the individual making the report and there is no requirement for people to use the line management system. The key contacts for the reporting process are:

- Executive Officer
- General Manager Services
- General Manager Admin & Finance
- Team Leaders

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The process followed involves:

1. **Information collection**
Any suspected, potential or actual abuse of program participants will be reported to the appropriate authorities (police, DHS...etc). Interchange Outer East will comply with any process or investigation instigated by these authorities
2. **Assessment of incident**
Illegal activities will be reported to police and Interchange will provide appropriate assistance to the police in their investigation

Incidents will be assessed by Interchange as either minor or severe in terms of their relative impact on program participants or the community.
3. **Outcome**
All incidents shall be investigated internally and an internal outcome will be agreed upon. This may or may not be in line with any outcomes determined by another authority (police, DHS...etc).

INCIDENT REPORTING

Incident reports require the reporting, investigation and review of unusual and potentially or actually harmful events and occurrences. Incident Reports are used to:

- Support the provision of high quality services to service users;
- Ensure that the practice of Interchange Outer East is improved for the betterment of all participants;
- Provide a means of quickly identifying unmet needs or organisational systems that require review;
- Assist the agency to strengthen risk management capabilities;
- Ensure that the workplace is made as safe as possible; and
- Meet compliance requirements established under Acts of Parliament and funding and service agreements.

Interchange Outer East accepts that in working with people, incidents will occur. The approach to incident reporting is not one of blame or retribution, but of learning to reduce the potential for incidents in the future. Incident reports should be completed where incidents have occurred that placed participants at risk or caused actual harm to service users, volunteers, members of the community, staff or property.

The complete policy and procedure of incident reporting can be found in the policy and procedure manual under 'Workforce'.

MANDATORY REPORTING

As an agency Interchange and its staff are ethically required to report actual, potential and suspected incidents of abuse involving individuals of the service. Interchange Outer East staff members are not mandated by law to report, however some individuals as a result of their professional association are mandated by law (e.g nurses).

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Where staff members have concerns they should discuss them with their manager or one of the nominated staff members detailed in the "Internal Reporting System."

RETURN TO WORK POLICY

Interchange Outer East will meet their obligations by making return to work information available to its workers about:

1. The obligations of Interchange Outer East under Part VIIB of the Act and how the employer is meeting the obligations;
2. The rights and obligations of workers under Part VIIB of the Act and how workers can obtain further information about their rights and obligations;
3. The name and contact details of the WorkSafe agent selected by Interchange Outer East;
4. The name and contact details of the Return to Work Coordinator; and
5. The procedure for resolving return to work issues in the workplace.

To the extent that it is reasonable to do so, Interchange Outer East will provide suitable employment to an injured worker (if they are able to work), and will also provide pre-injury or suitable employment to them when they have the ability to start to return to work.

To the extent that it is reasonable to do so, Interchange Outer East will provide pre-injury or suitable employment to an injured worker for a period of 52 weeks of the worker's incapacity. This will commence from the date a WorkSafe (Work Cover) Certificate of Capacity or a Worker's Injury Claim Form is received from the worker or when CGU Worker's Compensation notifies us of receipt of the same (whichever is the earliest).

To the extent that it is reasonable to do so Interchange Outer East will commence return to work planning for an injured worker from the time that we receive a Worker's Injury Claim Form or the Initial WorkSafe (Work Cover) certificate of capacity from the worker or CGU Worker's Compensation notifies us of the same (whichever is earliest).

As part of the planning, Interchange Outer East will;

- Obtain relevant information about the injured worker's capacity for work;
- Consider reasonable workplace support, aids or modifications to assist the worker's return to work;
- Assess and propose options for suitable employment or pre-injury employment;
- Engage in consultation about the return to work of the worker;
- Provide the worker with clear, accurate and current details of their return to work arrangements; and
- Monitor the worker's progress.

Interchange Outer East will do all of the above as often as is necessary to enable the worker to return to work in employment which is consistent with the worker's capacity for work.

Interchange Outer East will, to the extent that it is reasonable to do so, consult with the worker, the Worker's treating health practitioner (with consent of the worker) and occupational rehabilitation provider (if one is involved) in relation to the injured worker's return to work.

Interchange Outer East will consult with the parties listed above by;

- Sharing information about the worker's return to work;
- Providing a reasonable opportunity for them to consider and express their views about the Worker's return to work; and
- Taking those views into account.

Interchange Outer East will consult directly with the worker about their return to work, but the worker may be assisted by a representative during any consultation (except for a legal practitioner). The worker may be represented, assisted and supported during the return to work process.

Interchange Outer East has nominated and appointed, at all times, a Return to Work Coordinator who has an appropriate level of seniority and is competent to assist Interchange Outer East meet our obligations under Part VIIB of the Act.

Interchange Outer East will attempt to resolve return to work issues in accordance with our current Complaints Policy and Procedure.

WORKER'S RETURN TO WORK RIGHTS AND OBLIGATIONS

Injured worker rights are:

- To be provided with return to work information and be consulted about how that information is to be made available;
- To the extent that it is reasonable for Interchange Outer East to do so, to be provided with suitable employment (if they are able to work) or will be provided with pre-injury or suitable employment when they have the ability to start to return to work for a period of 52 weeks in accordance with the Act;
- To be consulted by Interchange Outer East about planning their return to work;
- To be provided with clear, accurate and current details of their return to work arrangements as part of planning for their return to work;
- To the extent that it is reasonable for Interchange Outer East to do so, to be consulted and be provided with information about their return to work. The injured worker must be given a reasonable opportunity to consider and express their views about their return to work and have those views taken into account;
- To be represented, assisted and supported (except by a legal practitioner) during any stage of the return to work process.

Injured worker's obligations are:

- In co-operation with Interchange Outer East and CGU Worker's Compensation, to make reasonable efforts to actively participate and cooperate in planning for their return to work;
- In co-operation with Interchange Outer East and CGU Worker's Compensation, to make reasonable efforts to return to work in suitable or pre-injury employment at their place of employment or at another place of employment;
- To actively participate and cooperate in assessments of their capacity for work, rehabilitation progress and/or future employment prospects at the request of Interchange Outer East and/or CGU Worker's Compensation;
- To actively participate and cooperate with the representative of CGU Worker's Compensation in an interview to enhance their opportunities to return to work, as required;
- If an issue about their return to work arises, to attempt to resolve the issue in accordance with the Interchange Outer East Complaints Policy and Procedure.

If you do not comply with one or more of the above obligations, your weekly payments may be suspended, terminated or ceased and determined in accordance with the Act by CGU Worker's Compensation.

Additional details regarding the rights and obligations of an injured worker are available in Work Safe's "Return to Work Obligations Information for Workers" fact sheet, available from worksafe.vic.gov.au or via the WorkSafe Advisory Service Ph: (freecall) 1800 136 089 or (03) 9641 1444.

Our return to Work Coordinator is:

Faye Lougheed
9758 5522
faye.lougheed@ioe.org.au
5-7 Yose Street Ferntree Gully Vic 3156.

Our WorkSafe Agent is:

CGU Workers Compensation
(Freecall) 1800 066 204
GPO Box 2090S,
Melbourne Vic 3001
www.cgu.com.au

WorkSafe details:

Phone (Freecall) 1800 136 089
Or (03) 9641 1444
Ground Floor,
222 Exhibition Street,
Melbourne Vic 3000
Worksafe.vic.gov.au

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FINANCIAL PROCESSES

All employees may be involved in undertaking financial processes on behalf of Interchange. Staff members are required to follow the procedures established for all financial processes. This includes:

- Petty cash procedures
- Credit card procedures
- Receipting of fees
- Cheque requisition
- Purchase of assets
- Reimbursement of expenses

All financial processes must be processed and recorded within the agency financial system. Under no circumstances are staff members to receive cash/a cheque and use that cash or cheque to purchase any goods or services directly.

Relating policies and procedures are:

Credit card - Found in the policy and procedure manual under workforce

Financial Processes - Found in the policy and procedure manual under governance

DISCRIMINATION

Discrimination in employment and volunteer engagements is legally prohibited. Interchange Outer East will not tolerate any form of discrimination, or victimisation. The responsibility lies with all employees and volunteers to ensure that discrimination does not occur. However Interchange has a primary legal, moral and ethical requirement to ensure that we provide a safe environment for children and young people in our care. Whilst Interchange maintains a policy of non-discrimination with all employees and applicants for employment, this is tempered by our responsibility to provide a safe environment. Applicants with criminal records and those with an inability to provide a required standard of care may be considered unsuitable for employment with Interchange Outer East.

Decisions regarding recruiting, hiring, and promotion of employees will be made on the basis of an Individual's experience, qualifications and qualities that relate to the requirements of the position.

HARASSMENT

Interchange Outer East values a culture of mutual respect and the appreciation of individual differences. All people involved with Interchange have the right to feel safe and supported during their involvement with the program. Bullying and harassment involves a range of behaviours that are undertaken with the intent to hurt or to upset a participant of the service. Bullying and harassment of any participant involved with Interchange interferes with the rights and safety of all participants.

Any employee who believes he/she has been harassed should immediately discuss their concerns with their supervisor or the Executive Officer.

The full procedure can be found in the policy and procedure manual – Bullying and Harassment under 'Governance'

COMPLAINTS RESOLUTIONS

Interchange is committed to fair and consistent employment practices and procedures. Employees, families and volunteers who have a problem or feel they have been unfairly treated have the right to raise their concern with their supervisor or team leader. All complaints will be dealt with promptly, fairly, confidentially and without retribution.

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The full Complaints Policy and Procedure can be found in the policy and procedure manual under 'Management'.

The Grievance procedure can also be found under the management section of the policy and procedure document.

SUPERVISION AND PERFORMANCE REVIEWS

All staff and volunteers have access to regular supervision in negotiation with their supervisor. Supervision provides the opportunity for employees and supervisors to raise good practice, successes, issues and concerns in regards to their work practices. Supervision is an opportunity for both employees/volunteers and supervisors to identify ways to make their work more positive and productive for all concerned.

All probationary employees will undergo a performance review at the end of their probationary period. All employees have access to a performance review by request.

DISCIPLINARY ACTION

It is important that all employees be aware of their conduct and responsibilities as a representative of Interchange towards all people associated with the agency.

Where there has been observed negligence of duties or inappropriate behaviour in the performance of duties the following process will occur.

- The issue will be discussed with the individual. The feedback provided must be specific, relate to the individual's job, based on observable behaviours and outcomes, clearly state the desired behaviour and outcomes, and include a review date/time of performance.
- If the problem continues or occurs again after the discussion, the individual will be given a written warning. A written warning documents the complaint(s) against them and what action is required to resolve the problem. It must outline the process undertaken to date and the ramifications should the problem continue.
- If the problem continues, a meeting involving the individual is to be held. At this meeting the worker has the right of reply and should be able to discuss the complaints made against them. The aim of the meeting is to resolve the problem, but if this is not immediately possible the meeting should negotiate how the situation may be improved.
- If improvement does not occur, a decision will be made regarding the future of the individual within the service.

INSTANT DISSMISSAL

The type of conduct by an employee that may result in instant dismissal, after consideration of the circumstances, includes:

- Being drunk or under the influence of illegal drugs.
- Stealing, fraud, assault or other criminal behaviour.
- Sexual harassment and other offensive or harassing behaviour.
- Not carrying out health and safety obligations.
- Refusing to carry out a lawful and reasonable instruction.
- Not carrying out an employee's duty.

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RESIGNATION

An employee wishing to resign shall submit a resignation letter dated and signed stating the effective date of the resignation.

The amount of notice required to be given, is based upon the period of continuous employment as follows:

- Not more than 1 year = At least 1 week
- More than 1 year but not more than 3 years = At least 2 weeks
- More than 3 years but not more than 5 years = At least 3 weeks
- More than 5 years = At least 4 weeks

Upon resignation/termination of employment an employee shall be eligible to receive all unused annual leave, time in lieu (paid up to the maximum of their contracted weekly hours), and pro rata long service leave (if applicable). This does not apply to workers employed on a casual basis.

TERMINATION

The employer may end the employment of an employee with the same requirements of notice for the following reasons:

- Redundancy – where the job of the employee is no longer required by the agency.
- Funding – where the funding supporting the role of the employee is no longer provided to the agency.
- End of contract – where the time specified for engagement has expired.

Employees terminated shall be eligible to receive all unused annual leave, time in lieu (paid up to the maximum of their contracted weekly hours), pro rata long service leave (if applicable) and redundancy payments. This does not apply to workers employed on a casual basis.

PERSONNEL RECORDS

All employees of Interchange will have an employee file, for the purpose of housing personnel records within the period of employment with Interchange. The following are examples but not limited to the type of records within your employment file:

- Contract of employment
- Performance reviews
- Time sheets
- Leave forms
- Resume
- Correspondence with Interchange

All employee information is confidential and will not be released without your permission. You are permitted to review and obtain a copy of your personnel record. The storage of employee files is in accordance with the Information Privacy Act 2000.

OPERATIONS

Quality

Interchange Outer East is committed to providing a high quality service to families of children and young people with disabilities. Fundamental to the quality process of Interchange Outer East is being person centered. This requires the agency to plan, conduct and examine the service and its effectiveness from the service users perspective. Using person centered thinking tools when designing planning and evaluating a service enables the service to listen and learn directly from the people we are supporting.

Key principles of the quality process for Interchange Outer East are:

- Leadership that provides a positive cultural approach
 - A unified approach and clear direction on the quality approach of the agency
 - Use of person centered thinking tools in daily work arrangements
 - Engagement of service users in leadership and decision making of the agency
 - Development of a quality plan which defines the agency's focus over a specified time period
- Ensuring all participants in the service arrangement are involved in ensuring quality
 - Education of staff, volunteers and service users in the quality approach of the agency
 - Requiring feedback from all participants on service delivery issues
 - Involvement of all participants in the service process in developing and improving the service
- Continual improvement
 - Use of information gathered in person centered practices to ensure the service continues to listen and learn from service users and other participants
 - Focus on outcomes for families and people with disabilities and the process of maximizing these outcomes
 - Ensuring all agency processes and systems are aligned and contributing towards positive outcomes for families and people with disabilities.
- Measuring service quality
 - Gathering of data and information to demonstrate how Interchange Outer East is progressing towards its objectives.
 - Use of questionnaires to service users, volunteers, staff and other agencies
 - Interviews of program participants
 - Data from complaints register
 - Data from incident reporting
 - Reference/focus groups of participants to discuss service delivery
 - Involvement and participation in external measurement
 - Quality Framework for Disability Services
 - HACC National Service Standards
 - External financial audit
- Learn from, share, and work with, outside expertise, other agencies and the community
 - Use of external expertise to enhance the quality process of Interchange Outer East in generating better outcomes for service users
 - Share information about quality systems at Interchange Outer East with the service system
 - Work with other agencies to develop a coordinated response to achieving positive outcomes for families and people with a disability

RISK ASSESSMENT

Due to the nature and type of work Interchange Outer East is involved in, risks are taken everyday. Risk assessment and management is a process that can identify and deal with the potential risks an activity may involve.

Risks include:

- The environment where the activity occurs
- The activity itself
- The participants involved in the activity.

Assessment of risks considers:

- What can go wrong?
- What is the likelihood of a mishap occurring?
- How can we reduce the chances that something does go wrong?
- How can we minimise the damage if a mishap occurs?

Interchange staff need to ensure that all activities they are conducting are undertaken in a safe manner. All participants must have their choice respected about whether they wish to undertake a risky activity. The full risk management policy can be found in the policy and procedure manual under 'Governance'.

WATER ACTIVITIES

Specific procedures for water activities are provided, as water activities can pose significant risk. The following requirements are to be followed when undertaking any aquatic activity.

- Water activities are to be conducted in specified areas (pools, between the flags, roped off areas...etc.)
- Where no area is specified staff must ensure the area is safe
- Under no circumstances should aquatic activities be undertaken in areas where swimming is not advised
- When working 1:1, swimming in public places must only occur at venues where a lifeguard is present. Swimming in backyard pools is fine as long as it is agreed by the family.
- For group based activities, one staff member must be in the water with participants at all times and one staff member to watch from outside the water at all times unless there is a lifeguard present
- For activities involving watercraft, all participants are to wear a life jacket at all times
- Special care should be taken for participants who have a disability or medical condition which makes swimming risky (people with epilepsy, severe physical disability...etc.)

The full water activities policy can be found in the policy and procedure manual under service users.

WEATHER

Interchange Outer East conducts a large number and range of programs, activities and one to one support for groups and individuals in a variety of locations within Victoria. In conducting these programs and activities we need to be mindful of conditions that may make these programs and activities unsafe.

These conditions may include:

- Weather conditions
- Existing events
- Seasonal weather conditions

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It is necessary for all employees to take into account events such as fire, severe fire weather, strong damaging wind, and storms that have the capacity to impact on their safety and on the safety of people being supported. On days where conditions are "severe" programs and activities may need to be modified, postponed or cancelled to ensure the safety of all concerned.

The full weather policy can be found in the policy and procedure manual under 'Service Users'.

WORKING 1:1

The ability to undertake 1:1 work, and the positive outcomes achieved when working in this manner with a person with a disability is a valuable and desirable part of Interchange services. When working 1:1 the following strategies should be followed:

- One-to-one work should only be undertaken when risks in regards to safety and supervision can be managed.
- One-to-one work should involve the consent of both the staff member, the person with the disability and their parent/guardian.

ATTENDANT / PERSONAL CARE

Attendant care/personal care involves assisting people with disabilities to meet their daily care needs. It includes assistance with:

- Dressing
- Lifting
- Toileting
- Bathing
- Eating
- Positioning

Attendant care is about enabling people in a very practical and hands-on way. It is about contact with people that is often personal, sensitive, intimate and essential to their basic needs for comfort, nutrition, hygiene, dignity and access to their community.

Any attendant care provisions must be conducted in the least restrictive manner and should ideally be conducted in the following manner:

- Female staff should provide assistance to female participants.
- Male staff should provide assistance to male participants.
- Where staff of the opposite sex need to provide attendant care, it should be done with another staff member present and with the individuals consent whenever possible. In cases where another staff member cannot assist, the staff member undertaking the attendant care should inform another staff member or the person's parent/guardian of what they are doing.
- Be respectful and sensitive to the person in every part of your practice – consider their privacy and dignity and think about how you would want something done if you needed assistance.
- Communicate with the person about how they like to be helped, or where appropriate, what you are doing or proposing to do; let them know in advance.
- Be well informed about the personal care needs of the person –refer to parents, or other staff with experience of working with the person, and don't forget to read the care manuals. Don't assume limitations in the ability of the person with the disability.
- Give the person you are assisting options and pre-warnings.
- Be discrete – think about where, when and how you are assisting the person with the disability.
- Encourage independence, where appropriate. Use the environment around you to build on the skills of the person.

INTRUSIVE MEDICAL PROCEDURES

For all intrusive medical procedures staff or volunteers must have been trained in that procedure by a qualified medical practitioner. All participants requiring medical procedures must have a management plan developed for each procedure.

Relating policies and procedures are:

- Meeting Individual Medical Needs
- General Medication Policy and Procedure

Both can be found in the policy and procedures manual under 'Service Users'

INFECTION CONTROL

Interchange Outer East promotes the use of universal precautions to prevent the spread of infection. The principles of infection control include:

- Hand washing
- Use of gloves when dealing with bodily fluids
- Use of cleaning/disinfectant products to clean up spills
- Prompt action in dealing with potential contaminants

Interchange requests that participants, staff and volunteers do not attend activities or work if they are unwell and therefore pose a risk of spread of infection to other participants.

MANUAL HANDLING

Manual handling is one of the most common occupational health and safety issues when working with people with disabilities. Manual handling injuries can be caused by a single event, for example over exerting from moving something awkward or heavy. Injury can also occur over a period of time as a result of repetitive tasks involving fixed or awkward positions.

The following steps need to be followed for the safe lifting of a person with a disability;

- Always plan the lift. Don't rush into it!
- Consider whether a hoist or some other mechanical aid can be used
- Evaluate whether you need assistance
- Communicate with the person you are lifting what you plan to do
- Apply locking devices on bed and/or chair
- Adjust bed height to minimise lifting/lowering
- Stand close to the person that you are lifting
- Keep your feet apart for improved stability
- Make sure that you have a firm grip
- Hold the person close to your body
- Keep your back straight
- Make sure that you bend your knees and not your back
- Lift using your legs (where possible)
- Lift smoothly
- Don't twist with your upper body when turning, always move your feet
- Face the direction you are moving the person to

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DUTY OF CARE

Staff members at Interchange Outer East are placed in a position of considerable trust. That trust requires all staff to have a duty of care to:

- People using our services
- Colleagues (both staff members and volunteers)
- Interchange Outer East
- Wider community

Duty of care is about ensuring the safety and comfort of all participants in the program. It involves minimising or avoiding foreseeable risks, promoting safe practices in the conduct of programs, and meeting individual's special needs in a timely and appropriate manner. It also encompasses the responsibility to enable participants to broaden their experiences.

The duty of care policy can be found in the policy and procedures manual under 'Workforce'.

ACTIVE NIGHTS

An active night is defined as a shift that generally occurs from 10pm, and the employee is required to stay awake and alert throughout the night. An active night will not exceed a 10 hour period.

Employees required to undertake an active night must follow the following regulations.

- Must have a 5 hour break prior to undertaking the active night.
- Employees cannot volunteer on a program the day following an active night shift
- Employees cannot undertake an active night on the same day they finish working or volunteering on a camp
- Employees cannot work an active night on the same day they finish a specialised care weekend
- Employees cannot attend training run by Interchange (not specific to their active night shift) 5 hours before an active night.
- On the completion of the active night the staff member should have a rest period immediately after the shift for a minimum of 9 hours.

INSURANCE

Interchange has insurance provided by the Department of Human Services for and on behalf of Interchange Outer East. Insurance covers:

- Public liability
- Professional indemnity
- Personal accident for volunteers
- Property damage for volunteers

EMERGENCY PROCEDURES

General

Interchange maintains a 24hour emergency mobile to ensure that any emergency or incident can be dealt with efficiently and effectively. All programs are supported by mobile phones at all times.

Use of Emergency Mobile

When you phone the mobile please be prepared to leave a message. Leave your name and contact details and the reason of your call. The on call person will make contact with you as soon as possible.

Process

- Phone **0439 883 667**
- Leave message: i.e: Please phone John Smith on 9581 0000. Cannot work tomorrow due to illness.

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- A staff member will call you back to confirm your message was received and to assist you as necessary.

Office

The emergency procedures for the office have been developed and are outlined in the Emergency Management Plan folders located on the front desk and in the Balance office. All staff should read, understand and follow the procedures outlined in that folder.

Missing People

The type of response you take when a person you are working with goes missing will be dependent on the information recorded in their support information. If there is no specific information about what to do if person goes missing you must:

- Contact security of the premises if available
- If no security available contact police immediately
- When the police are notified you will need to state:
 - You are reporting a missing person
 - Where you are
 - The individual's name
 - The individual's age
 - How long they have been missing for
 - The individual's disability
 - Safety issues for the individual
 - What they are wearing
 - The individual's characteristics
- Call the pager leaving a message saying:
 - Your name, your phone number, call urgent, missing person
- The person on the pager will contact the missing person's parents
- Continue to search for the person
- Keep the person on the pager informed of any progress

If there is a clear indication in the person's support information not to contact police you need to:

- Call the pager leaving a message saying:
 - Your name, your phone number, call urgent, missing person.
- The person on the pager will then refer to the pager folder where a specific procedure for that individual should be followed.
- The person on the pager will contact the missing person's parents to inform them of the incident.

Community

Procedures for emergencies that occur in the community or in vehicles are outlined in the vehicle folders of all Interchange vehicles. All staff should read and understand the procedures outlined.

Vehicle Accidents

If you are involved in a car accident while transporting a person/people from Interchange you need to follow these procedures:

- Ensure the safety of yourself and your passengers
- In an accident, call 000 if necessary, then call IOE
- In a breakdown, contact IOE or the emergency pager or RACV for roadside assist
- Do not hesitate to call for help from Interchange

RESTRICTIVE INTERVENTION

'Restrictive Intervention' is a term used to describe practices that are used to minimize or control a person's behavior. Interchange is required to provide information to the Office of the Senior Practitioner about any participants who are subject to restrictive interventions. Specifically Interchange is required to ensure the following:

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- The use of chemical or mechanical restraint, or seclusion must be included in an Interchange communication support plan.
- The authorised program officer at Interchange must approve the use of chemical, mechanical restraint and or seclusion in the plan.
- The authorised program officer at Interchange must ensure that an independent person has explained the use of chemical, mechanical restraint or seclusion to the participant and the participant's right to a review of this decision by VCAT.
- A copy of the Interchange communication support plan must be provided to the Senior Practitioner, who monitors the use of the restraint or seclusion.
- A monthly report must be submitted to the senior practitioner identifying where restraint or seclusion has been used, on whom by whom and how often.

The restrictive interventions policy and procedure can be found in the policy and procedures manual under 'Service Users'.

BEHAVIOURS OF CONCERN / COMMUNICATION SUPPORT PLANS

Behaviours of concern refers to behaviours that can potentially cause harm or property damage. These behaviours can have the affect of limiting a person's access to their community, activities, services and experiences. They are different for all individuals.

People with behaviours of concern will have a communication support plan developed for them. These communication support plans have been written to include what the behaviours of concern are, possible triggers, and responses to those behaviours. These plans are vital to ensure a consistent and predictable approach to behaviours of concern by all involved with the person.

Relating policy and procedure is restrictive interventions; this can be found in the policy and procedures manual under 'Service Users'.

INFORMATION RESOURCES

Interchange Outer East has a wide range of information that is available to all staff to assist in the conduct of your work. This includes:

- Information on disabilities
- Recreation activities
- Sibling information and books
- Games and indoor activities
- Care information – communication, back care, etc.

Staff and volunteers are able to borrow resources when approved by your supervisor. A borrowing book is held on the front desk.

PERSONAL PROPERTY

General

Any employee or volunteer using their own personal property whilst on active duty must understand that Interchange cannot be responsible for the safety and security of that property. Any loss, damage or breakage will be the responsibility of the employee.

Vehicle damage

Any damage caused to an employee's vehicle in an accident is the responsibility of the employee's insurance agency. Any excess costs charged will be at the employee's own expenses.

Where the employee's vehicle is damaged by an individual being supported and that vehicle was required to be used as a part of their employment, the damage will be repaired by Interchange. Interchange cannot be held responsible for damage occurring to vehicles parked at any premises or in the community.

STAFF CONDUCT

LEADERSHIP

Staff members at Interchange are expected to undertake their role with a leadership focus at all times. To achieve this, staff are supported to understand the 4 roles of leadership.

1. Vision
Seeing what is possible in yourself, in people and in programs
2. Discipline
The commitment to bring a vision into reality
3. Passion
The fire that sustains the discipline to achieve the vision
4. Conscience
The guiding force about what is wrong / right in meeting the vision

PERSON-CENTERED SERVICE

Interchange has an absolute focus on the involvement and participation of families and people with disabilities in services and the future development of the agency.

Staff members at Interchange need to have a commitment to ensuring service users (children and young people with disabilities and their families) are the central focus of all decisions and processes.

The use of Person-centred tools and techniques are to be used in daily practice to ensure the agency listens and learns effectively from the people and families who use the service.

VOLUNTEERS

Interchange is focused on the importance of volunteering and the central role of volunteers in the agency with regard to current service provision and the future of the agency. Staff members should always support and nurture volunteers in the agency. All volunteers are to be afforded respect and acknowledgement at all times. Volunteerism is a key process in meeting the aim of increasing community capacity to support people with disability.

Interchange has a particular focus on supporting young people (14 years +) to volunteer. Staff members have a duty of care to all volunteers and in particular to young volunteers to ensure they are not placed in harmful situations.

WORKING WITH PEOPLE

When working with people, staff need to be mindful of each individual's needs.

Attendant care should be undertaken promptly and without fuss or comment that could make the individual feel uncomfortable. Other issues such as cleanliness and personal grooming should be supported by staff at all times. This can mean face washing, teeth brushing, hand washing, changing clothes...etc. Details such as these aid the inclusion of people in the life of the community.

An understanding of each individual's communication method is vital to understand how that person can be approached and worked with. Understanding factors such as comprehension, traits of their disability, communication aids ...etc. will assist staff to develop a rapport with that person. Once staff can understand how and what people are communicating the ability of that individual to grow and enjoy their participation in Interchange programs will be enhanced.

In essence staff need to be mindful at all times that they are not dealing with a person with a disability but a unique individual.

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PROFESSIONAL CONDUCT

Staff members of Interchange need to ensure they approach their work in a professional manner. At times this may require an acceptance of different beliefs and the decisions of other staff, supervisors and managers. Professional conduct at its essence is about showing respect to all program participants (staff, families, clients, volunteers). Conduct that is not acceptable includes undermining of other staff, preaching personal views to families and participants, and creating a climate of distrust.

DRESS CODE

Staff members at Interchange are required to dress appropriately for the tasks being performed. The standard of dress will vary in accordance with the functions of staff members. Attending a family meeting, conducting a training session, running a camp will all have different requirements of dress.

At all times Interchange staff should dress appropriately with consideration of factors such as cultural needs, safety and consideration for others. It is disrespectful not to dress appropriately. The requirements of staff members to dress appropriately include:

1. Consider the audience you are addressing
2. Be aware of and take actions where issues of safety are of concern
3. Default to the obvious
 - a. Smart, clean casual dress
 - b. No ripped clothes
 - c. Wear shoes (be prepared to remove at some family visits)
 - d. Discrete and modest (no singlet tops, low cut tops, short skirts...etc)

Safety requirements of dress include:

1. Dangling jewellery – children may grab and cause injury
2. Secure footwear – mandatory for driving Interchange vehicles
3. Footwear that covers your toes – for staff involved in outdoor activities or manual labour
4. Sun protective clothing – for outdoor activity

SOCIAL RESPONSIBILITY

Staff members at Interchange are expected to be socially responsible in the conduct of their duties. This means they will always act lawfully and in accordance with acceptable behaviour. Staff need to be mindful of social behaviours outside of work that may affect their standing within the community.

OBLIGATION TO REPORT INCIDENTS

Staff at Interchange Outer East have a moral obligation to report incidents to ensure the safety and comfort of all program participants. Staff should follow the "internal reporting system" to report incidents.

CONFIDENTIALITY / PRIVACY

Staff members have access to significant personal information about program participants. This information can only be shared amongst staff members and volunteers when it is required in the conduct of programs and services. Personal information about any participant must not be provided to any other individual or service without the informed consent of the individual concerned or their parent / guardian.

Confidential information can only be passed to third parties without consent when there is a legal or compelling ethical reason to do so.

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SOCIAL CONTACT

Social contact and friendships between people using Interchange services and staff / volunteers does occur. Generally these social relationships do not present any difficulties. However under no circumstances should a staff member of Interchange have an intimate relationship with a person using or attending an Interchange program or service.

Staff members need to be mindful of issues of authority, power, trust and duty of care when involved socially with people using Interchange services.

DRIVING

Transportation of program participants occurs in nearly every program. Staff / volunteers engaged in driving program participants (in their personal / Interchange vehicle) must drive in a safe and responsible manner at all times. This means no speeding, obeying road laws, .00 blood alcohol and no reckless or unsafe driving practices. The use of mobile phones whilst driving program participants is not acceptable.

All drivers of Interchange buses must have completed the driver training provided by the agency.

ABUSE

Abuse of any participant is not tolerated by Interchange Outer East. Abuse includes physical, sexual, verbal, emotional, financial and abuse by neglect. Most forms of abuse are criminal offences.

Incidents or allegations of physical and/or sexual abuse by staff towards any program participant will be reported to police. Abuse of other staff members is not acceptable. Any incidents or allegations of abuse by a staff member may lead to dismissal.

HARASSMENT

Harassment is behaviour designed to make a person feel unwelcome, offended, humiliated and/or intimidated. Harassment includes behaviors such as gossip, innuendo, slurs, and behaviors designed to put down others.

Any staff member involved in perpetrating harassment faces dismissal.

Staff members who allow harassment to continue are negligent in their duty of care to program participants.

BULLYING

Bullying of any participant of the service is not tolerated under any circumstances. Bullying includes:

- Verbal abuse, name-calling, racist remarks and teasing.
- Physical attacks
- Social exclusion, including ostracism, ignoring and alienating
- Acts that instill a sense of fear or anxiety
- Aggressive posturing, attitudes or threats which aim to intimidate other participants

Any staff member involved in perpetrating bullying faces dismissal.

Staff members who allow bullying to continue are negligent in their duty of care to program participants.

WORK DUTIES

When on duty with Interchange Outer East and responsible for clients, employees have a responsibility to complete their work task directly without interruptions for personal reasons. For example, when transporting people, employees should not stop or vary their route (e.g.: to visit a friend, pick up some shopping, or conduct personal business) Staff have a responsibility to undertake their work directly and in accord with the objectives of the work task.

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MOBILE PHONES

Mobile phones are widely used and accepted as a preferred method to stay in touch with family and friends. Whilst on duty, staff members should be mindful of their use of mobile phones for social and personal reasons. When conducting a program and being responsible for peoples safety and well being, social conversations can only serve to distract people from their duties.

Talking on a mobile phone (hands free or not) whilst driving program participants is not acceptable. Without a hands free kit it is illegal and dangerous and with a hands free kit it provides an added distraction and may place participants in an unsafe situation.

CODE OF ETHICS

Staff members are expected to abide by the code of ethics at all times. The code of ethics was developed by the Board of Management to establish expectations that all staff will abide by. Interchange staff should:

- Publicly and privately support Interchange Outer East and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect;
- Act honestly and in good faith at all times in the interests of Interchange Outer East, ensuring that all people involved in the organization are treated fairly according to their rights;
- Perform their duties as best they can, acting in a safe, responsible and effective manner;
- Be punctual and reliable in their attendance;
- Comply with the terms and conditions of their engagement;
- Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organization;
- Carry out their duties in a lawful manner and ensure Interchange Outer East carries out its business in accordance with the law, and recognise both legal and moral duties of their role;
- Respect and safeguard the property of Interchange Outer East, the public and participants;
- Observe safe work practices so as not to endanger yourself or others;
- Maintain confidentiality regarding any information gained through working with Interchange Outer East;
- Ensure that all financial transactions and agreements undertaken are recorded appropriately with documentation and are provided to the Finance Team to be recorded in Interchange Outer East's financial records;
- Ensure that personal and financial interests do not conflict with work with Interchange Outer East;
- Undertake no personal or business activities for personal gain while at Interchange Outer East; and
- Work within the organisation's policies and procedure