

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 complete policy details see P:\GENERAL\POLICY MANUAL

2017

Interchange Outer East Staff Manual

WELCOME

Welcome to Interchange Outer East (IOE) and the opportunity to work in an environment of adventure and fun by creating opportunities and choice. Whilst IOE 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 a hospitable and friendly environment for all. IOE operates in the spirit of cooperation, understanding and acceptance of people's beliefs, opinions and ideas. IOE promotes a diverse culture that stimulates and challenges the agency to improve and continually learn.

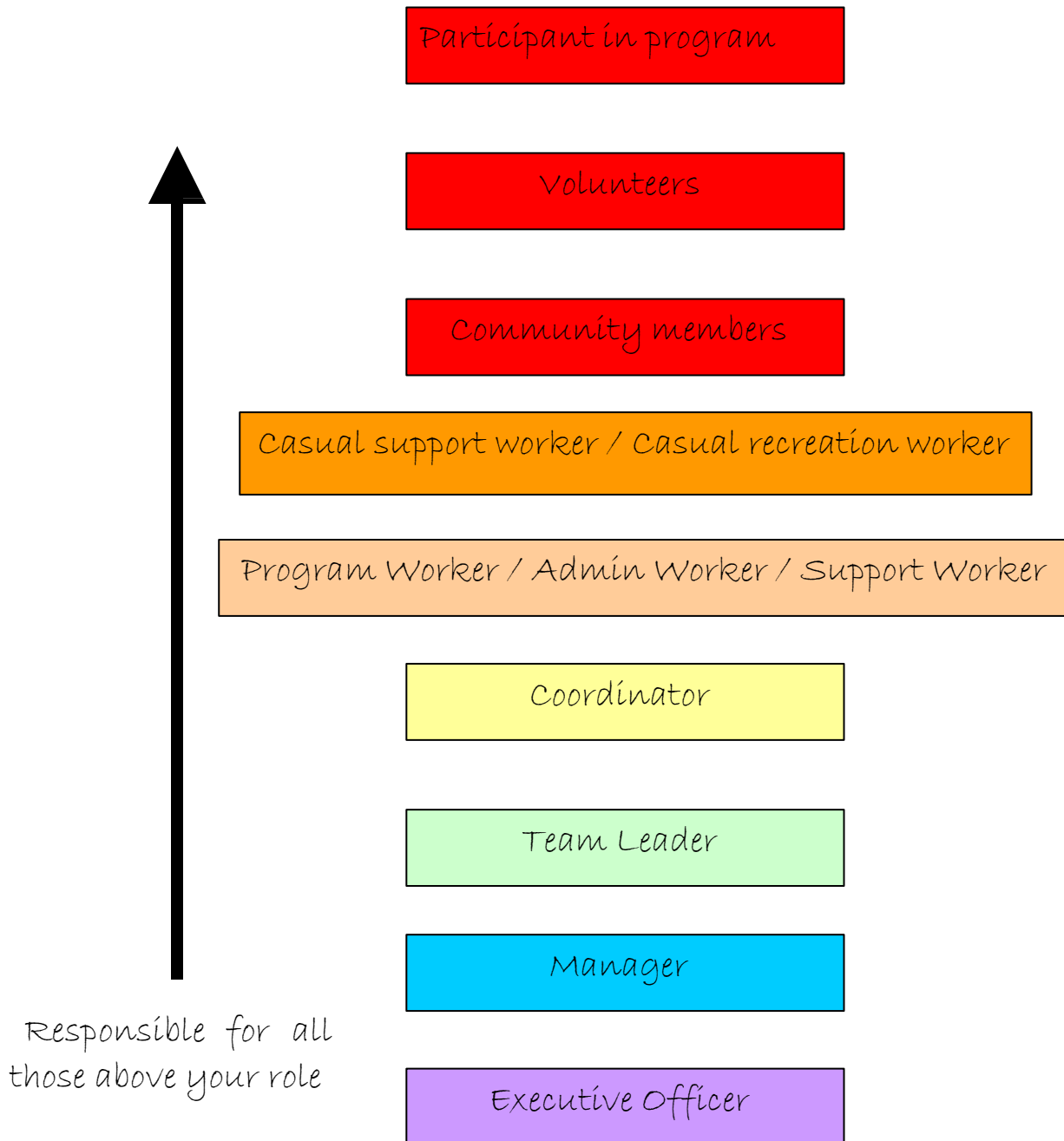
Interchange Outer East is a team based workplace which acknowledges the individual strengths that each person contributes. We value each individual staff member and their capacity to make a real difference to the lives of people involved in the agency.

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 IOE aim to be dependable and flexible so that individuals are given the opportunity to develop socially, make choices, learn, and enjoy community life.

Respect

At IOE 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. IOE will operate with patience, honesty, flexibility, creativity, compassion, acceptance and persistence at all times.

Equity

Interchange Outer East 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 Outer East works towards ensuring that all people involved in the service are free from abuse and unnecessary restrictions in their daily lives. IOE 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 Outer East has an absolute focus on the involvement and participation of families as a whole in services and the future development of the agency.

Interchange Outer East 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 Outer East is focused 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 Outer East will work positively to reduce unnecessary restrictions on people who access the service.

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Interchange Outer East is focused 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 Outer East recognises the Wurundjeri people and the Kulin nation as the traditional owners of the land on which IOE operates.

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PURPOSE

Interchange Outer East provides a range of opportunities, services and supports to children, young people with disabilities and their families. These supports:

- enable children and young people to develop confidence, learn skills, and to have fun;
- assist children and young people to be engaged and included in their community; and
- enhance the well being of families

In providing these opportunities, services and supports:

- Interchange Outer East upholds the human rights of all people associated with the agency.
- Interchange Outer East identifies families as the key constituent of the service and is focused on supporting families with children and young people living at home.
- Interchange Outer East is committed to providing a safe environment for all participants and upholds the principles of child protection and reducing the risks associated with abuse and unnecessary restrictions of vulnerable people.
- Interchange Outer East is committed to the importance of volunteering and the central role of volunteers in the agency in regards to service provision and future development.
- Interchange Outer East aims to develop links and to work collaboratively with community agencies and other services to develop opportunities that benefit families of children and young people with disabilities.

HISTORY

Interchange Outer East was developed by families, members of the local community and interested professionals in 1983. The organisation has always been, and continues to be, community managed and as a result the operations reflect the needs of that community. The principles upon which IOE was founded were:

- Families of children with disabilities deserve support.
- Families know best what they want and need.
- Respite care services prevent family breakdown and premature placement of children in out of home care.
- The best support is local.
- People in the community want to help.
- Find local community solutions for their community.

From small beginnings IOE has grown considerably and yet the principles upon which it was founded remain as a guide for the organisation.

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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 IOE
- 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

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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

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 of IOE
- 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

- Bayswater Link shopfront opens
- Advanced volunteer program begins
- Good to Great process begins

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- 2009
- 10 year plan for IOE is developed
- 2009
- Lilydale Network shopfront opens
 - 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
- Freemasons Victoria commit to financially supporting the Sibling Support Program for three 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
- 2011
- A new Community Connections position introduced into the agency
 - Interchange published the first edition of the Bayswater Buzz
 - An IOE 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
- 2013
- Two new programs are funded through the Department of Human Services and available to families: ACTIV8 and Community through Individualism
 - Brand refresh occurs including an update of publications and the redevelopment of the website
 - There are two family camps run due to the high number of families entering the agency
- 2014
- IOE was a participant of The Crunch developed by Social Traders that is designed to enable individuals and groups to develop a social enterprise
 - The "Friends of IOE" program was launched as a program that enables people to support the organisations mission and to raise money to maintain family support services.
 - Freemasons Victoria led by the Monash Gully District continues to support the Sibling Support Program providing \$20,000 for the ongoing provision and development of the service.
 - Activ8 continue to develop new options with the Woori Yallock After School Program, and Sports 4 Fun program at Knox.
 - Interchange Outer East "Making it Happen" Conference held at Burrinja Cultural Centre.
 - Annual Budget \$9,445,446

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2015

- Baby boom as several staff members provide future volunteers for the agency.
- Activ8 add a Sports 4 Fun program and a Youth Hangout in the Upper Yarra Valley.
- Dads Support Group re-energized and re-vitalized to include regular monthly activities
- Development of a Men's Shed at IOE
- Freemasons continue to support the Sibling Support Program
- Fundraising Officer, Quality Coordinator and Intake positions developed.
- Youth week festival conducted at Bayswater Park planned and conducted by IOE volunteers
- New Strategic Plan developed with the aim of growing the agency over the next few years

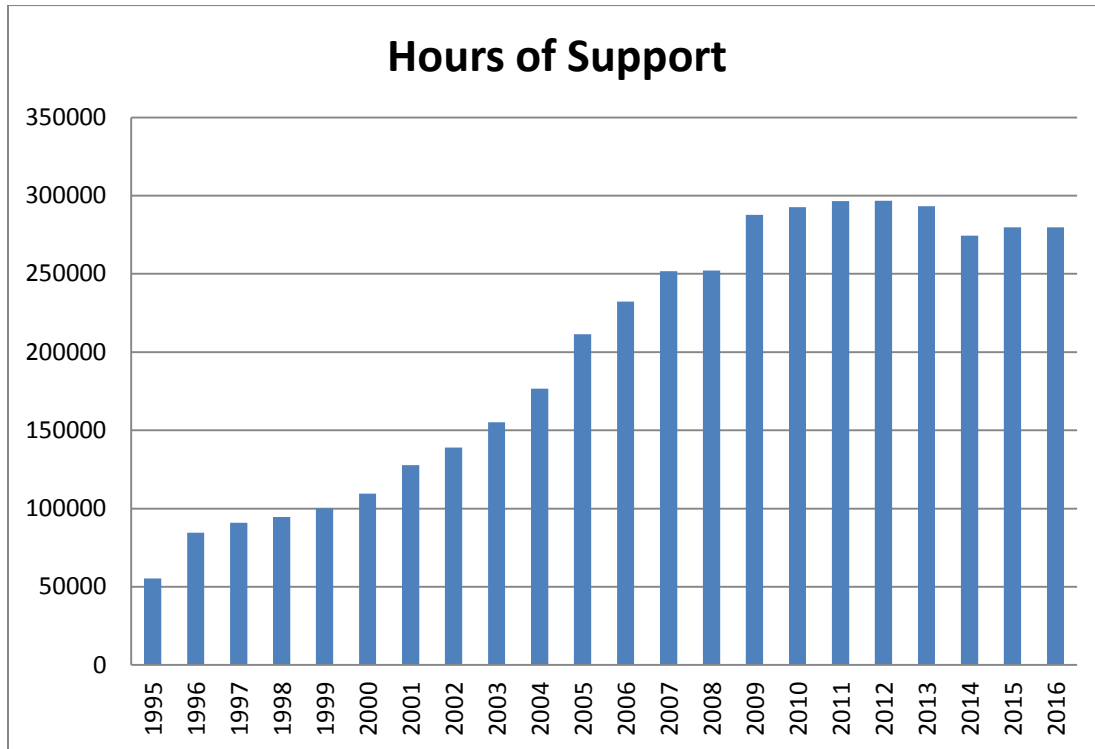
2016

- Agency works to prepare for the NDIS
- Parent Support Network added to IOE Family Support Services
- Restructured Family Support with PSN services, Grandparent Carers and plans for pre-school programs
- Quality audit undertaken
- Further development of the Yarra Valley hub at Yarra Junction with the set up of Yarraburn as an office
- Waiting list addressed with many new families joining IOE
- Athla exchange in Australia and Italy during this year
- New partnership with the St Kilda Mums project
- Partnership with Freemasons and sibling support strengthened and further developed
- Partnership with Lions to conduct Family Camps developed
- Interchange Outer East "Your Story" Conference in October
- Annual budget \$10,460,000

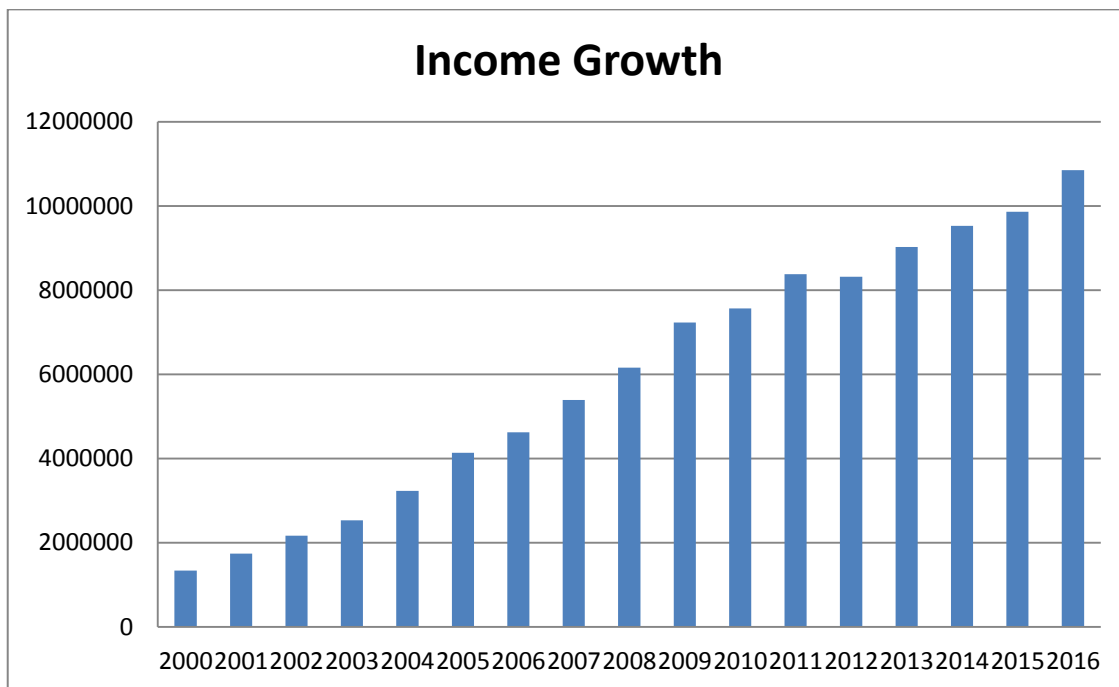
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SERVICE GROWTH

HOURS OF SUPPORT 1990 – 2016



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 and Family Services:

- 1:1 support
- Purchased services
- Case management
- Service coordination
- Specialised care

Recreation:

- Children's recreation: 5 – 13 years
- Youth group
- School holiday program
- Kids Moving
- Sport for Fun
- Wimmera program
- Teen ASD program
- Reactions performance group
- Disco
- Kindermusik

Family Services:

- Carer Support Groups
- Dads Social Group
- Mums Social Group
- Family support/Family Camps
- Sibling Support Program
- Grandparent Carer Group
- Host Program

Yarraburn:

- Children's recreation weekend camps and day activities (5-13)
- Youth group
- School holiday program
- Sibling support
- Family support
- Sport for Fun
- Youth Hangout
- Kids Moving
- Adult day program

Adult Services:

- Individual supports
 - 1:1 support
 - Small interest groups – purchased options, 1:2, 1:3 support

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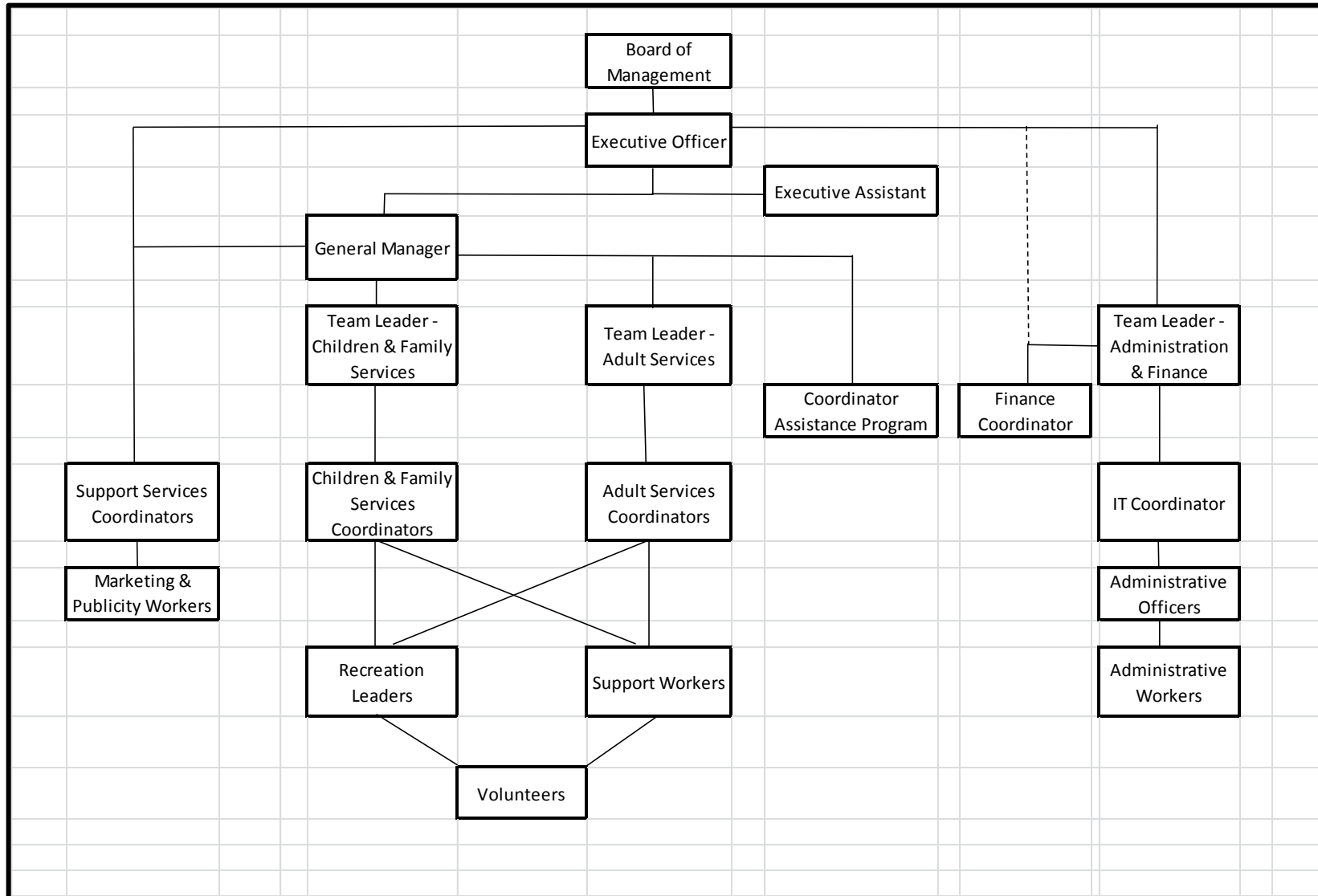
- Group services (Adult Day Program) – Lilydale, Ferntree Gully, Bayswater
 - Community/Link program
 - Network/Enterprises work program
 - Intensives – farm and independent living
- School leavers – Futures
 - 1:1 support
 - Group services
- Extended hours service
 - Lilydale and Ferntree Gully (before 9am and after 3pm)
- Adult recreation services
 - After work social club 18 – 24
 - Adult rec options 18 – 24 (weekend and weeknights)
 - SHARP –summer holiday adult respite program
 - Overseas holidays
 - 25+ purchased camps, holidays and activities

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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2017 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 following:

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

The role of the Board incorporates the following:

- 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; and
 - risk management
- Financial reporting – annual statements, reports to regulatory bodies
- 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 organization
- 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

Strategic Aims

1. Ensure the agency maximises its strengths and differentiation in the market
 - Culture / values
 - Outcomes
2. Facilitate the development of new and expanded service options
 - Service growth and diversity
 - Revenue options
3. Enable the agency to respond effectively and take advantage of changing market systems, processes and demand.
 - Self management
 - Business management

EMPLOYMENT CONDITIONS

ALLOWANCES/REIMBURSEMENTS

TRAVEL REIMBURSEMENTS

From time to time employees may need to use their own private vehicle to perform IOE duties. Payment for kilometres travelled in a private vehicle whilst performing IOE duties shall be reimbursed at the current rate per kilometre as stated in the employment agreement. Employees claiming travel reimbursements need to complete and submit to their supervisor a travel reimbursement form. Employees should use an IOE vehicle if available in preference to using their private vehicle.

SLEEPOVER ALLOWANCE

Employees who are required to stay away from home overnight to carry out IOE duties are paid a sleepover allowance. The sleepover allowance is paid at the current rate per night as stated in the employment agreement.

ON-CALL ALLOWANCE

Some employees are required to be available for work on an on-call basis with IOE's after hours phone. Special rates for on-call hours will be paid to employees as stated in the After Hours policy.

Your team leader will notify you of procedures if you are required to work on-call.

DEFINITIONS OF EMPLOYMENT STATUS

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

- **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 less than 38 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 agreements 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

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contracts do have specific clauses in regards to extenuating circumstances when the agreement may be 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 agreement 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 8 weeks of annual leave, however it is preferred that your annual leave balance does not exceed 6 weeks.

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
Adult Services support workers	25 days
Permanent full and part time	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.

If an employee is sick during a period of annual leave, they may convert annual leave to personal leave if the employee provides a medical certificate to cover the period.

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 two consecutive days. The entitlement to personal leave is cumulative but is to have no value on termination of your employment.

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 10 years of service. To meet your leave preferences, and to meet operational needs, employees must discuss their leave plans well in advance with their

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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 IOE.

LEAVE WITHOUT PAY

Leave without pay may be considered for employees who have at least two years of continuous employment with IOE. Leave without pay needs to be negotiated with your team leader. Leave without pay must be not less than 2 weeks and must conform with pay periods. It will only be considered as a last resort and granted infrequently.

PARENTAL LEAVE

Employees at IOE 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 IOE prior to receiving parental leave. Employees are entitled to 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

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

The employee shall give IOE proof of his/her attendance at the court, the duration of such attendance and the amount received in respect of such jury service. The employee shall be paid the difference between their ordinary pay for the day/s of jury service and the amount received in respect of such jury service. Payment does not apply to casual employees.

If the employee is absent because of jury service in relation to a particular jury service summons for a period, or a number of periods, of more than 10 days in total IOE is only required to pay the employee for the first 10 days of absence.

ORIENTATION FOR NEW STAFF

Interchange Outer East offers an orientation program for all permanent staff members and an induction program for casual support workers. The permanent staff orientation is 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
 - Employment agreement
 - Letter of Offer (permanent)
 - Employee details
 - Tax declaration
 - Bank details
 - Superannuation
2. Introduction to the Agency

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- Staff manual
 - Buildings tour
 - Vehicles process
 - Equipment location
 - Amenities
 - Introduction to other staff
 - Staff meetings
 - Occupational health and safety
3. Mandatory Training
- First Aid HLTAID004
 - Manual handling
 - Administration of medication

PAY PROCEDURES

All IOE 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.

PUBLIC HOLIDAYS

Public holidays shall be in line with those set annually by the Victorian State Government. Permanent employees may only claim the hours for a public holiday if this is your normal rostered work day. If you would not normally work on the day a public holiday falls, you do not claim any hours. The hours you may claim are your normal working hours for that day, i.e. the number of hours of your shift for that day. For approved active duty on a public holiday you may claim your normal working hours for the public holiday plus the hours of active duty. Casual employees will be paid at the public holiday rate for approved active duty.

SALARY PACKAGING

Interchange Outer East offers permanent employees salary packaging arrangements with Advantage Salary Packaging. Employees can package a maximum of \$305.75 per week, of which they agree to forego their future wages in return for benefits of a similar value.

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

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.

Advantage Salary Package will advise you on your options for salary packaging.

SUPERANNUATION

Interchange Outer East 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.

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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 Outer East encourages flexible work times and offers time in lieu to permanent employees which is time accrued when necessary work is performed in excess of your contracted weekly hours. Time in lieu will be taken at a mutually agreeable time having regard to the operational requirements of IOE and the personal circumstances of the employee. 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.

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

Permanent 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.

Casual timesheets filled out in blue/black pen must contain:

- Your name
- Your signature
- Shift times
- Shift dates
- Daily and fortnight ending
- Signature of a parent/guardian/handover person (appropriately cancelled shifts excepted)

Casual timesheets are required to be submitted by 5.00 pm on the Monday following the end of the pay fortnight. Timesheets may be submitted in person, by mail, email or fax and should be followed up by a phone call to ensure they have been received.

Failure to submit a clear and correctly filled out timesheet could result in the timesheet being returned to you for correction and as such may mean a delay in payment until the following pay fortnight. At the end of each shift, your timesheet must be presented to the responsible person at that shift for signing. If you are unable to have your timesheet signed by a parent/guardian/handover person, you need to provide a valid reason why this has occurred. Timesheets must be submitted on a fortnightly basis due to the nature of client funding arrangements. Blank timesheets can be collected from IOE reception or downloaded from the IOE website.

EMPLOYMENT STANDARDS

COMPLAINTS RESOLUTIONS

Interchange Outer East 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.

The full complaints policy and procedure can be found at P:\GENERAL\POLICY MANUAL under 'Management'.

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

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 IOE 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.

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.

1. 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.
2. If the problem continues or occurs again after the discussion, the individual will be given a written warning. A written warning documents the complaints 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.
3. If the problem continues, a meeting involving the individual is to be held. 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.
4. If improvement does not occur, a decision will be made regarding the future of the individual within the service.

Throughout the process the worker has the right of reply and should be able to discuss the complaints, issues or concerns made against them.

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Where complaints and concerns are serious and substantiated team leaders have the discretion to issue a formal warning at stage one.

The employer may end the employment of an employee without notice if the employee's conduct is clearly wrong, dangerous or not suitable for their employment.

DISCRIMINATION

Discrimination in employment and volunteer engagements is legally prohibited. IOE 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 IOE 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 IOE 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 inherent requirements of the position.

DRUGS AND ALCOHOL

ILLCIT 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 IOE service.

ALCOHOL

Generally alcohol consumption is not permitted during work hours. When staff/volunteers are responsible for individual program participants they are not to be under the influence of alcohol. The only time when alcohol consumption is permitted is when:

- there is no requirement to drive;
- there is no requirement to provide physical support to any individual program participants within the next eight hours;
- it is in a socially acceptable space – mums/dads weekends, family camp; or
- the alcohol consumption is reasonable and limited to 1 or 2 standard drinks.

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 functioning should take personal 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 IOE 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.

DRIVING OF IOE VEHICLES

A bus driver must not have drugs or alcohol present in his or her blood or breath immediately before or while driving a bus. All drivers of program participants must have a .00 blood alcohol level.

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EMPLOYMENT AGREEMENT

All employees are offered an employment agreement which covers the basic employment conditions relating to their role. This is an agreement between employee and Interchange Outer East covering the basic terms and conditions of employment. It includes information about:

- wages
- period of contract
- salary packaging
- superannuation
- allowances

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

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 the following:

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

All financial processes must be recorded within the agency's 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.

HARASSMENT

Interchange Outer East values a culture of mutual respect and the appreciation of individual differences. All people involved with IOE 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 IOE 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.

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

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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.

INSTANT DISSMISSAL

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

- Being drunk or under the influence of illegal drugs
- Stealing, fraud, assault or other criminal behaviour
- Sexual harassment and other offensive or harassing behaviour
- Refusing to carry out a lawful and reasonable instruction
- The employee commits any serious or persistent breach of his/her obligations under the employee's agreement as detailed under the clause "Workplace Expectations"
- Wilful neglect in the discharge of his/her duties
- The employee engages in conduct that causes imminent, and serious, risk to the health or safety of a person or the reputation, viability or commercial interests of the organisation
- The employee is found guilty of any criminal offence throughout the course of their employment other than an offence which in the reasonable opinion of IOE does not affect his/her position or his/her ability to carry out his/her duties properly
- The employee is guilty of any conduct in breach of any relevant anti-discrimination or equal opportunity legislation
- The employee is guilty of any other conduct which is incompatible with his/her continued employment

INTERNAL REPORTING

This internal reporting process is available to all participants involved in IOE 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
- Manager Admin-Finance
- Team Leaders

The process followed involves:

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

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Incidents will be assessed by IOE 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, DHHS etc.).

LATENESS OR ABSENTEEISM FROM WORK

It is important that you or someone on your behalf notify IOE 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.

If a permanent employee is going to be late for work, they must telephone their manager or supervisor to inform them of their anticipated time of arrival and the reason for expected lateness.

For 1:1 support, a support worker must contact the relevant co-ordinator, or the after hours emergency phone if out of normal office hours, to inform them of their anticipated time of arrival and the reason for expected lateness.

MANDATORY REPORTING

We have a zero tolerance for child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

As an agency Interchange Outer East and its staff are legally required to report actual, potential and suspected incidents of sexual abuse involving individuals of the service under the Failure to Disclose Act and Failure to Protect Act (please see individual policies for further information). Interchange Outer East staff members may be mandated by law to report other forms of abuse (physical, emotional neglect) as a result of their professional association being mandated by law (e.g. nurses). Regardless, it is an expectation of all staff members that ethically, any form of abuse whether actual or potential is reported. 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."

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."

PERSONNEL RECORDS

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

- Employment agreement
- Performance reviews
- Leave forms
- Resume
- Correspondence with IOE

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.

RESIGNATION

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

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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, with the exception of long service leave in some circumstances.

The amount of notice required to be given by casual employees is not restricted to the period of continuous employment listed above, but should take into consideration the needs of the families they are supporting if possible.

SMOKING

Interchange Outer East is a smoke-free work environment. Therefore, no smoking is permitted in any IOE buildings, vehicles or public facility or environments where IOE staff are working. Staff are not permitted to smoke in family homes and families are asked not to smoke within the house while staff are present. Employees/volunteers wishing to smoke must conduct this in an open-air environment away from high traffic areas such as front/back entrances. Generally smoking should not occur in the presence of participants. Where a participant chooses to smoke or socialise in the same area as smoking staff/volunteers and has an understanding of the health implications of this, it is acceptable for staff/volunteers to smoke in their presence. Staff/volunteers must not offer or encourage participants to smoke at any time.

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 employees have access to a performance review by request.

TERMINATION

The employer may end the employment of an employee 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, with the exception of long service leave in some circumstances.

TRAINING AND DEVELOPMENT

Interchange Outer East 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

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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; or
- 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 IOE support and supervision is considered an important part of service quality and the ongoing development of its workforce.

RESPONSIBILITIES OF STAFF ATTENDING TRAINING

Interchange Outer East 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.

USE OF IOE EQUIPMENT

Office, computer, stationery and program equipment/supplies, vehicle and trailers are part of day to day operational requirements of IOE. The private use of any IOE 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 IOE property will lead to disciplinary action and could result in staff members being dismissed.

The full Private Use Equipment policy can be found at P:\GENERAL\POLICY MANUAL under 'Workforce'

WORKCOVER AND RETURN TO WORK FOR INJURED EMPLOYEES

Interchange Outer East will meet their obligations by making workers' compensation and return to work information available to its workers.

Our Return to Work Coordinator is:

Julie Settle
Phone 9758 5522
julie.settle@ioe.org.au
5-7 Yose Street Ferntree Gully Vic 3156

Rick Phillips
Return to Work Consultant
Workplace HR Solutions
rick.phillips@ioe.org.au

Our WorkSafe Agent is:

CGU Workers Compensation
Phone 13 24 81

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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

"Important Information for Injured Employees" document can be found at P:\FORMS\INJURY & INCIDENTS.

WORKPLACE 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. Workplace health and safety is addressed at each monthly Board of Management meeting. In addition a workplace health and safety group 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; and
- undertaking of training in workplace health and safety

Workplace health and safety is the responsibility of every employee. IOE aims to work with employees to promote a culture that reduces the risk of accidents and injuries at work. IOE needs your support and cooperation to maintain a safe and healthy workplace.

OPERATIONS

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 IOE (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.

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 needs 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 support information. 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

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build on the skills of the person.

BEHAVIOURS OF CONCERN / BEHAVIOUR SUPPORT PLANS

Behaviours of concern refers to behaviours that can potentially cause harm to self and/or others or result in 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 behaviour support plan developed for them. These 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.

DUTY OF CARE

Staff members at IOE 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; and
- The 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.

EMERGENCY PROCEDURES

GENERAL

Interchange Outer East maintains a 24 hour 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/after hours mobile:

When you phone the mobile please be prepared to leave a message in case it is not answered. 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.

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 site offices. All staff should read, understand and follow the procedures outlined in that folder.

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

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 after hours phone or RACV for roadside assist
- Do not hesitate to call for help from IOE

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 Outer East 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.

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 the following:

- Information on disabilities

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- 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. There are many resources available at reception.

INSURANCE

Interchange Outer East has the following insurance covers:

- Public liability to \$20,000,000
- Professional indemnity
- Personal accident for volunteers
- Property damage for volunteers (in their home/specialised care)
- WorkCover

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.

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.

PERSONAL PROPERTY

GENERAL

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

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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.

If damage to an employee's private vehicle is caused by an IOE participant during an assigned shift the participant shall be financially responsible for repairs or cleaning. Damage may be claimable under IOE's public liability insurance, however, this is on a case by case basis and is at the discretion of the insurance provider and should be taken as the exception rather than the rule.

Interchange Outer East cannot be held responsible for damage occurring to vehicles parked at any premises or anywhere in the community.

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 IOE 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 maximising 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 IOE 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

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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 IOE with the service system.
 - Work with other agencies to develop a coordinated response to achieving positive outcomes for families and people with a disability.

RESTRICTIVE INTERVENTION

Restrictive intervention is a term used to describe practices that are used to minimise or control a person's behavior. IOE is required to provide information to the Office of Professional Practice about any participants who are subject to restrictive interventions. Specifically IOE is required to ensure the following:

- The use of chemical or mechanical restraint or seclusion must be included in a person's behaviour support plan.
- The authorised program officer at IOE must approve the use of chemical, mechanical restraint and/or seclusion in the plan.
- The authorised program officer at IOE 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 behaviour 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.

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 Outer East 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.

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.

- Ideally water activities are to be conducted in specified areas (pools, between the flags, roped off areas, etc.).

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- Where no area is specified, staff must ensure the area is safe and set parameters for the activity. This involves checking the area for hazards and setting boundaries for where people can undertake the water activity.
- Under no circumstances should aquatic activities be undertaken in areas where swimming is not advised (unpatrolled surf beaches, signed areas where swimming is not advised, etc.).
- For activities involving any water craft, all participants are to wear a life jacket (PFD type 1) at all times.

When working 1:1:

- Swimming in open water venues must only occur where a lifeguard is present.
- Paddling is acceptable but only in calm water venues and where no specific requirements for swimming have been noted in the Support Information.
- Paddling and swimming at surf beaches can only occur between the flags and where lifeguards are present.
- Swimming in backyard pools is able to be undertaken as long as it is agreed to by the family.

For group based activities:

- A staff member must be in the water with participants at all times and one staff member/nominated volunteer should act as a spotter (aged 16 years+ minimum age) and watch from outside the water at all times, unless there is a lifeguard present.
- The spotter's responsibility is to keep a lookout for all participants and ensure that people are safe. If the spotter becomes concerned they must raise the alarm with the staff member in the water to check the situation.
- Special care should be taken for participants who have a disability or medical condition which makes swimming risky (severe physical disability, asthma, etc.). Please ensure you have read and understood the individual's support information

If you are supporting a person with epilepsy, please refer to the full water activities policy for more detailed information. This can be found at P:\GENERAL\POLICY 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

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.

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 IOE 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

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person with the disability and their parent/guardian.

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STAFF CONDUCT

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.

BULLYING

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

- 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.

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. IOE 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 organisation;
- 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 IOE;
- 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 IOE;
- undertake no personal or business activities for personal gain while at IOE; and

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- work within the organisation's policies and procedures.

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.

DRESS CODE

Staff members at IOE 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 IOE 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 the following:

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. Discreet 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 IOE vehicles
3. Footwear that covers your toes – for staff involved in outdoor activities or manual labour
4. Sun protective clothing – for outdoor activity

DRIVING

Transportation of program participants occurs in nearly every program. Staff/volunteers engaged in driving program participants (in their personal/IOE 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 IOE employees are obligated to submit a photocopy of their current Victorian Driver's Licence to IOE annually, as detailed in their annual employment agreement.

Interchange Outer East employees who have responsibility for driving as part of their employment are obligated to inform IOE immediately if they have their Victorian Driver's Licence cancelled or suspended.

Interchange Outer East employees (including Green P drivers) may only drive an IOE bus containing IOE participants (10-12 seats) on an IOE program, once they have successfully completed Transport Safety Victoria approved TLIC3036A Apply Safe Car Driving

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Behaviours/Murcott's Defensive Driving. Red P drivers must not drive an IOE bus at any time.

Interchange Outer East employees may drive an IOE car or utility containing IOE participants on an IOE program without additional external driver training, as long as they hold a current Victorian Driver's Licence. This includes both green P and red P plate drivers. Red P drivers must observe probationary driver restrictions as outlined by VicRoads.

FAILURE TO DISCLOSE

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

'Failure to disclose child sexual abuse' is a new offence that came into force on the 27 October 2014.

The law now requires any adult (aged 18 and over) who reasonably believes that a sexual offence has been committed in Victoria by an adult against a child (under the age of 16), disclose that information to police.

Reasonable belief may be formed when:

- A child states that they have been sexually abused.
- A child states that they know someone who has been sexually abused (sometimes the child may be talking about themselves).
- Someone who knows a child states that the child has been sexually abused.
- Professional observations of the child's behaviour or development lead you to believe that the child has been sexually abused.
- Signs of sexual abuse leads to a belief that the child has been sexually abused (these can vary based on the age of the victim, e.g. inappropriate sexual knowledge for age, inappropriate engagement in sexualised play/behaviours for age, acting out sexual acts in play).
- There are no exemptions to IOE staff or volunteers reporting, despite the type of service the child is receiving at IOE, whether the offence occurred whilst being supported by IOE or not.
- When they have been informed of abuse that is occurring by a second person, even if they have been asked not to report it.
- Even when the victim who is under the age of 16 has requested you not to report it.
- If the person has an intellectual disability, you are required to report regardless of whether the person is over the age of 16 or not when the offence occurred.

The simple rule is: if you have a reasonable belief that a sexual offence has been committed by an adult against a child/or person with an intellectual disability who receives support from IOE, you must report this immediately to the most relevant coordinator/team leader or general manager at IOE. If the office is closed please contact the after hours pager. If required, you will be supported to make a report to the Victorian Police and/or Child Protection Services. Any notification will be documented and/or an incident report completed, and a confirmation document of the report will be provided.

It is important to inform IOE of your concerns first as there may be knowledge of prior notifications, treatments and supports already in place.

If you fail to report, it can result in charges against you with a possible maximum of 3 years of imprisonment.

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Any inappropriate behavior will be reported through appropriate channels, including the Department of Health and Human Services and Victoria Police, depending on the severity and urgency of the matter.

If you are unsure whether something needs to be reported, please discuss this with a senior staff member at IOE.

FAMILY VIOLENCE

Interchange Outer East has a duty of care to all of those supported by the agency.

If staff directly witness family violence they should ensure the immediate safety of themselves and those they are supporting. They are to contact 000 and, when possible, the IOE emergency phone.

If staff suspects family violence in a family home – whether suspicions are linked to any bruising/fearful behaviour, or verbally reported by an individual, they should ensure the immediate safety of themselves and the person they are supporting, and notify the management at IOE as soon as practical for further investigation.

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.

LEADERSHIP

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

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.

OBLIGATION TO REPORT INCIDENTS

Staff at IOE 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.

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PERSON-CENTERED SERVICE

Interchange Outer East 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 IOE 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.

PROFESSIONAL CONDUCT

Staff members of IOE 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.

RESPONDING/INVESTIGATING TO INCIDENT/ALLEGATION/COMPLAINT RESPONSE TO DEATH

Interchange Outer East is responsible to report any suspected crime involving staff or participants to the police, this includes physical assault or allegations of abuse.

Where a decision has been made that police will not progress an investigation, IOE will conduct an internal investigation. Incidents or allegations of poor quality of care/poor practices that don't require police attention, IOE will conduct a prompt investigation.

SOCIAL CONTACT

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

SOCIAL RESPONSIBILITY

Staff members at IOE 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.

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 Outer East 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

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volunteers to ensure they are not placed in harmful situations.

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.

WORKING WITH NON-ENGLISH SPEAKING FAMILIES

It is essential families understand their rights and responsibilities and have the ability to provide feedback so services can continually improve. Interchange Outer East has a responsibility to ensure that individuals from non-English speaking backgrounds have information provided in their preferred language and/or format. Services can be provided over the phone, in person or video conferencing through DHS credit line, On Call Interpreters. Service over the phone can be done at any time on 03 9867 3788 follow the prompts to the DHHS credit line. There is a pin number required to use this service which can be obtained from the IT coordinator. Face to face meetings can be booked 60 days in advance (<http://oncallinterpreters.com.au/contact-us/>).

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 IOE 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.