



## POLICIES AND PROCEDURES MANUAL

NOTES:

Page	151
Page	228
Page	
Page	



## Our History

Northam Share & Care began in 1975 as a not-for-profit organisation to provide community services to the people of Northam and was incorporated in 1979. In 2003 it became Share & Care Community Services Group Inc., in recognition of its expanded role as a community services provider to the diverse communities of the Coastal, Wheatbelt, and Upper Great Southern regions.



# Our Vision, Purpose, and Values

## VISION

Our Vision is that communities will be resilient, sustainable, supported, and healthy

## PURPOSE

We are a regional organisation that excels in providing services and facilitates partnerships for the sustainability of communities in country WA.

## VALUES

In all of our activities, with all people, these values guide us:

- Compassion
- Integrity
- Accountability
- Respect for differences



### **Our Services**

Share & Care's services vary from time to time but all are focussed on community health, well-being, and resilience and include:

- Emergency accommodation and associated support services to people who are homeless
- Financial Assistance & Counselling to families experiencing a financial crisis
- In home and community-based support services to frail aged and younger people with disabilities and their Carers and to those who desire to learn daily living skills
- Non clinical community support to people with severe and persistent mental illness
- Respite services for people who care for someone with a mental illness or an intellectual disability
- Accommodation and support services to victims of family and domestic violence
- Court support for victims of family and domestic violence
- Safety support supplies (lighting, locks, screens etc.) for victims of family and domestic violence.

### **About this Manual**

This manual covers the corporate policies that are applicable to the whole of the Share & Care organisation. In addition to these corporate policies, some services are provided as part of government programs that have their own Services Standards (such as Home and Community Care and Mental Health) and operational policy requirements. Staff delivering services in those program areas must be familiar with, and operate according to, the relevant Service Standards and special policy and procedural requirements that are applicable to their service and target group.

The manual is designed to ensure a common understanding and common organisational practices across all of Share & Care's many work sites, and to assist the Board, CEO, staff, volunteers, and students to understand what is required of them in their roles at Share & Care.

This manual is designed to be complimentary to all State & Commonwealth legislation and does not override any acts or other legal requirements.

A copy will be kept in the Chief Executive Officer's office and in each Program Managers office, in addition to one in each staff lunch room. Policies and procedures will be reviewed on a rolling basis, with each one being reviewed no less than once every three years, and more frequently as required.

**Unless otherwise stated, all staff employed by Share & Care, all Board members, students, contractors and volunteers and, where relevant, service Consumers, their families and advocates who access Share & Care's services, are required to comply with the Policies and Procedures in this Manual.**



## Table of Contents

<b>SECTION 1 - ORGANISATIONAL GOVERNANCE</b>	<b>9</b>
Policy 1.1 The Constitution.....	10
Policy 1.2 The Role of the Board.....	11
Policy 1.3 The Chief Executive Officers Role and Responsibilities .....	13
Policy 1.4 The Board and Chief Executive Officer Relationship.....	15
Policy 1.5 Strategic and Operational Planning .....	17
Policy 1.6 Organisational Quality and Continuous Improvement .....	18
<b>Form – Service Planning Day</b> _____	<b>20</b>
Policy 1.7 Risk Management.....	22
<b>When should the CEO escalate a data breach to the Data Breach Response Team?</b> .....	<b>25</b>
<b>Data Breach Response Team checklist</b> .....	<b>26</b>
<b>Process</b> _____	<b>26</b>
<b>Records management</b> _____	<b>26</b>
<b>Step 1</b> _____	<b>27</b>
<b>Step 2</b> _____	<b>27</b>
<b>Step 3</b> _____	<b>28</b>
<b>Step 4</b> _____	<b>28</b>
<b>SECTION 2 - FINANCIAL MANAGEMENT AND CONTROL</b>	<b>34</b>
Policy 2.1 Organisational Funding and Donations .....	35
Policy 2.2 Financial Management, Monitoring and Reporting .....	36
Policy 2.3 Financial Audit Arrangements .....	38
Policy 2.4 Bank Accounts and Banking Arrangements .....	39
Policy 2.5 Signatories, Expenditure Authorities and Arrangements .....	40
<b>Form – Authorisation Request for Purchasing</b> _____	<b>42</b>



Share & Care Policy and Procedures



Policy 2.6 Petty Cash ..... 43

Policy 2.7 Re-Imbursements ..... 44

**Form – Reimbursement’s Claim \_\_\_\_\_ 45**

Policy 2.8 Consumer Fees Collection and Management ..... 46

**SECTION 3 – ADMINISTRATION AND ASSET MANAGEMENT 47**

Policy 3.1 Security of Premises ..... 48

Policy 3.2 Internet, Email and Mobile Phone Use..... 49

**Form – Device on Loan \_\_\_\_\_ 50**

Policy 3.3 Retention and Disposal of Files and Electronic Records ..... 51

Policy 3.4 Insurances..... 53

Policy 3.5 Asset Acquisition, Maintenance and Disposal ..... 54

**Form – Authorisation Request for Purchasing \_\_\_\_\_ 57**

**Form – Asset Disposal \_\_\_\_\_ 58**

Policy 3.6 Motor Vehicles ..... 59

**Form – Monthly Vehicle Checklist \_\_\_\_\_ 62**

Policy 3.7 Use of Private Vehicles for Work or Volunteering..... 63

Policy 3.8 Involvement with the Media ..... 64

Policy 3.9 Corporate Image and Communications..... 65

Policy 3.10 Environmental Responsibilities..... 66

**SECTION 4 - CONSUMERS AND CARERS 84**

Policy 4.1 Access to Services..... 85

Policy 4.2 Support Letters and Referrals – Incoming or Outgoing ..... 87

Policy 4.4 Aboriginal and Torres Strait Islanders Service Delivery ..... 93

Policy 4.5 Consumers’ Rights and Responsibilities ..... 94

Policy 4.6 Advocates..... 96

Policy 4.7 Protecting Consumers from Harm ..... 97

**Form – Child Safety Report - DCPFS \_\_\_\_\_ 100**



Share & Care Policy and Procedures

Policy 4.8 Carers’ Rights and Responsibilities ..... 101

Policy 4.9 Confidentiality of Consumer and Carer Information ..... 103

**Form – Application for Access to Records Held By \_\_\_\_\_ Program under the Commonwealth Privacy Act 1998 \_\_\_\_\_ 106**

**Form – Application for Access To Record Privacy Act 1998 \_\_\_\_\_ 107**

Policy 4.10 Managing Challenging Behaviours..... 109

Policy 4.11 Incident Reporting..... 111

**Form – Incident Report Form \_\_\_\_\_ 112**

**Form – Incident Investigation. \_\_\_\_\_ 115**

Policy 4.12 Consumer and Carer Complaints..... 116

**Form – Consumer Compliments/ Complaints Record \_\_\_\_\_ 118**

Policy 4.13 Home Visits..... 119

Policy 4.14 Use of Interpreters, TTY, Deaf Access Services, and other disability access services..... 120

Policy 4.15 Service Exits other than for Withdrawal of Service..... 121

Policy 4.16 Privacy Principles..... 122

**Form – Consent To Use and Disclose Personal Information \_\_\_\_\_ 124**

**SECTION 5 - STAFF AND VOLUNTEERS 126**

Policy 5.1 Recruitment of Staff ..... 127

**Form – Internal Vacancy Application \_\_\_\_\_ 129**

Policy 5.2 Volunteers ..... 130

Policy 5.3 Criminal Record Screening and Disclosure ..... 133

Policy 5.4 Induction, Orientation of New Staff and Volunteers and annual appraisals ..... 135

Policy 5.6 Staff Dress Code ..... 139

Policy 5.7 Staff Training and Development ..... 140

Policy 5.8 Family Friendly and Flexible Work Practices ..... 142

Policy 5.9 Share & Care Scholarship..... 143

**Form – Scholarship Authority \_\_\_\_\_ 146**



Share & Care Policy and Procedures

Policy 5.10 Employee Leave ..... 147

**Form – Employee Leave Application \_\_\_\_\_ 148**

**Form – Accruals – Pay Out \_\_\_\_\_ 149**

**Form – Final Pay \_\_\_\_\_ 150**

Policy 5.11 Program Managers’ Incentives ..... 151

Policy 5.12 Family Members as Consumers ..... 152

Policy 5.14 Supervision and Annual Staff Planner ..... 153

**Form - Staff Development Planner \_\_\_\_\_ 154**

**Form – Delegations Schedule \_\_\_\_\_ 159**

Policy 5.16 Overtime and Time Off in Lieu (TOIL) ..... 161

**Form – Overtime (TOIL) or Additional Hours Application \_\_\_\_\_ 162**

Policy 5.17 Management of Poor Performance ..... 163

Policy 5.18 Staff Misconduct and Discipline ..... 165

Policy 5.19-1 Staff and Volunteer Grievances ..... 168

Policy 5.21 Staff Exits ..... 172

**Form – Exit Questionnaire \_\_\_\_\_ 173**

Policy 5.22 Social Networking ..... 176

Policy 5.22 Sponsorship of Staff for Charitable Events ..... 178

**SECTION 6 - Workplace Health & Safety (OSH) 179**

Policy 6.1 Workplace Health and Safety ..... 180

**Form – WHS Action Request \_\_\_\_\_ 183**

**Form – Officer Interim Order \_\_\_\_\_ 184**

**Form – Failure to Comply with WHS Officer Request \_\_\_\_\_ 185**

**Form – Incident Investigation. \_\_\_\_\_ 186**

**Form – Emergency Evacuation Report \_\_\_\_\_ 187**

Policy 6.2 Infectious Diseases ..... 188

**Form – Pandemic Checklist \_\_\_\_\_ 190**



Share & Care Policy and Procedures

Policy 6.3 Blood and other body fluids..... 193

Policy 6.4 Driving Fatigue Management Guidelines ..... 202

Policy 6.5 Sexual Harassment..... 203

Policy 6.6 Return to Work Program ..... 205

**Form – Return to Work Plan \_\_\_\_\_ 207**

Policy 6.7 Drugs & Alcohol ..... 212

Policy 6.8 Working in Hot Conditions..... 225

Policy 6.9 Dogs on Premises Visited ..... 227

Policy 6.10 Emergency Plan – Working from home..... 228

Policy 6.11 Critical Incident – Reporting & Response ..... 229





Share & Care Policy and Procedures



## SECTION 1 - ORGANISATIONAL GOVERNANCE



## **Policy 1.1 The Constitution**

### ***Policy Statement***

The Constitution is Share & Care's most important document. It underpins all of the organisation's management and service delivery arrangements, and specifies the legal framework within which Share & Care operates. The purpose of this policy is to confirm that the Constitution:

- (1) guides all of Share & Care's operations;
- (2) is used as the key relevant document when there is uncertainty or conflict about Share & Care's legal requirements and obligations; and
- (3) will be reviewed from time to time to ensure that its requirements remain consistent with Share and Care's contemporary and changing needs and practices.

### ***Procedures:***

- All Board Members and the CEO are required to familiarise themselves with the Constitution, to ensure that at all times they act according to its requirements and to ensure that organisational Policies and Procedures are consistent with its requirements.
- All new Board members will be provided with a copy of the Constitution as part of their orientation to Share & Care.
- The Constitution is available at every Board meeting.
- The Board will review the Constitution at intervals of no more than every three years to ensure that it remains current and relevant to the changing environment in which Share & Care operates.



## **Policy 1.2 The Role of the Board**

### ***Policy Statement***

Share & Care aims to have a Board of committed members whose personal and employment backgrounds collectively reflect the spectrum of attributes required for the successful management of a regional Incorporated Association. The authorities of the Board are set out in Share & Care's Constitution.

The role of the Board is to:

- be responsible for the governance of the organisation;
- set its strategic directions and monitor progress towards the achievement of outcomes;
- be accountable for Share & Care on behalf of the community, and in accordance with the requirements of the Associations Incorporation Act, Share & Care's Constitution, and all Service Agreements that Share & Care has with funding bodies.

The Board also has responsibilities in relation to the CEO. These include:

- appointing the CEO;
- delegating responsibilities and authority to the position;
- regular supervision, through the Board Chairperson, of the work of the CEO; and
- conducting an annual appraisal of the Chief Executive Officers performance.

In carrying out their duties, it is expected that Board members will act according to the Board's Code of Conduct.

### ***Procedures:***

- Board members are required to be familiar with:
  - the Associations Incorporation Act (1987);
  - Share & Care's Constitution;
  - the Board's Code of Conduct;
  - the Strategic Plan;
  - the range of services that Share & Care delivers and the associated service contracts and reporting requirements;
  - budgeting, financial management arrangements and audit requirements; and
  - their obligations as a Board member of an incorporated Association and as an employer.



## Share & Care Policy and Procedures



In setting Share & Care's **strategic directions** and ensuring **good governance** the Board will:

- ensure it has the information it needs to make good decisions that are in Share & Care's best interests;
- work to ensure a positive public perception of Share & Care;
- develop and work to a three-year Strategic Plan which identifies the key outcomes that Share & Care wants to achieve;
- require the CEO monitor progress towards achievement and report on the Strategic Plan at each Board of Management meeting;
- ensure that Share & Care has policies and procedures that support good governance, quality service delivery and continuous organisational improvement;
- ensure organisational risks are identified and managed by the Chief Executive Officer so as to minimise those risks (this includes Work, Health & Safety Act);
- ensure Share & Care's financial viability through approving annual Budgets, maintaining accurate financial records and exercising appropriate accountability for expenditure at Board meetings and via an external audit process; and
- act honestly and ensure compliance with all legal and contractual obligations and reporting requirements.



## **Policy 1.3 The Chief Executive Officers Role and Responsibilities**

---

### ***Policy Statement***

The CEO is the senior executive position in Share & Care, and is responsible for the operational management of the organisation and to achieve the outcomes established in the Strategic Plan. The CEO provides leadership to the staff and provides advice to staff and Board and is accountable to the Board.

---

### ***Procedures:***

#### *Role Statement*

The Chief Executive Officer has the organisational "overview" role for all senior management responsibilities, professional, managerial, and administrative. Responsibilities include:

- providing leadership to all staff and creating an organisational environment that supports the delivery of quality services;
- ensuring that Share & Care operates according to sound policies and procedures, and in compliance with its funding contracts, legislative requirements, any applicable professional regulations and requirements, and the Constitution;
- support the achievement of the outcomes established in the Strategic Plan, and ensuring that they are implemented across the organisation;
- providing reports, data, information and advice to the Board to assist them in making sound, evidence-based decisions;
- developing an organisational risk management plan for the Board's endorsement, implementing the plan and ensuring that identified risks are monitored and managed;
- working with Share & Care's independent accountant and Treasurer to prepare the Annual Budgets for the consideration of the Board;
- managing the process to recruit staff;
- providing direct supervision of the Program Managers, Finance Officers and Head Office Administration Officers;
- ensuring that arrangements are in place for the regular supervision of all other staff;
- ensuring that applicable Service Standards are met and that all services provided are of good quality;
- Changes to Legislation and regulatory compliance will be monitored by the Chief Executive Officer via websites, membership of peak organisations, acts, internal audits, legislative changes, and funders' contractual service standards. Changes will be immediately passed on to all Program Manager's and to the Board of Management.



## Share & Care Policy and Procedures



- identifying opportunities to develop collaborative partnerships with organisations in the public, private and not for profit sectors which will benefit Share & Care and its service Consumers;
- undertaking activities that promote the profile and the capacity of Share & Care in the region and in the broader community services sector;
- identifying and developing new initiatives for Board Approval
- participating in regular supervision by the Chairperson or a nominated Board member; and
- providing feedback and information to the Chairperson at regular meetings.



## Policy 1.4 The Board and Chief Executive Officer Relationship

### ***Policy Statement***

Share & Care requires a strong collaborative working partnership between the Board and CEO in order to achieve its organisational outcomes. This is most effectively achieved through having well defined and agreed roles for the Board and the Chief Executive Officer, that support mutual understanding of expectations and responsibilities. Policies 1.3 1.4, and 1.6 detail the roles of the Board, Office Bearers and the CEO respectively. This policy outlines how the roles complement each other.

The CEO and the Board share responsibility for the leadership of Share & Care, but they fulfil this responsibility in different ways. At the simplest level, the Board's role is to govern and the Chief Executive Officers role is to manage. The Board sets Share & Care's policies and strategic direction. It decides, within the framework of the Constitution and through consultation, community needs, funding contracts, applicable Service Standards, and other obligations, the outcomes Share & Care should achieve.

The role of the Chief Executive Officer is to ensure that the day-to-day operational management of the organisation is consistent with policies and supports the achievement of the strategic outcomes the Board has set.

(Imagine an ocean liner, the Board tell the Chief Executive Officer when and where they want that liner to arrive. How it gets there is up to the Chief Executive Officer).

The Board has the ultimate authority in Share & Care and carries most of the accountability and legal responsibility for the organisation's actions. The Chief Executive Officers authority is more immediate and operational, involving day-to-day influence on Share & Care's staff and working relationships in the community.

The Board depends on the Chief Executive Officer for reliable, impartial and evidence-based advice to assist them to make decisions that are in the best interests of Share & Care.

### ***Procedures:***

- The roles and responsibilities of the Board, Office Bearers, and the Chief Executive Officer will be clearly documented.
- Members of the Board and the Chief Executive Officer will understand, accept and respect the difference in their roles and will jointly agree and implement processes to ensure that they work together in an effective and complementary manner to achieve Share & Care's strategic outcomes.
- The Chief Executive Officer will work within the strategic directions and policies established by the Board.
- The Chief Executive Officer will ensure that the Board is provided with the information and data they need to do their job well.



## Share & Care Policy and Procedures



- The Board will document the Chief Executive Officers authorities in consultation with the CEO, and ensure that there is no delegation of responsibility for areas which should be the direct responsibility of the Board.
- The Board, and individual Board members, will not undermine the Chief Executive Officers agreed authorities.
- The Chief Executive Officer will act within the authority determined by the Board and be responsible and accountable to the Board for that authority.
- In situations in which the Board is to provide a direction to the Chief Executive Officer, that direction will be via the Board Chairperson and in their absence the Vice Chairperson.
- The Board will meet its obligations as the employer and supervisor of the Chief Executive Officer, and act in accordance with good employment and equal opportunity principles in making decisions affecting the professional development, appraisal, and remuneration of the CEO.
- The Chief Executive Officer must be accountable to the Board for the decisions the Chief Executive Officer makes and performance, for the performance of the staff and volunteers and for the performance of the organisation.
- The Chief Executive Officer will provide monthly reports to each Board Meeting on progress in relation to the Strategic Plan and related matters.





## **Policy 1.5 Strategic and Operational Planning**

---

### ***Policy Statement***

Share & Care's strategic directions and priorities will be documented in a three-year Strategic Plan which will be reviewed annually by the Board.

The Board is responsible for the development of the Strategic Plan, in consultation with the CEO. Share & Care will have processes to involve service Consumers and other stakeholders in developing its strategic directions and priorities.

The Strategic Plan will be supported by an Annual Operational Plan, to be updated each year over the life of the Strategic Plan. This document will form the basis of the Board's expectations of the Chief Executive Officer each year, and will be subject to regular monitoring at monthly Board meetings and at reviews of the performance of the CEO.

---

### ***Procedures:***

- The Strategic Plan will be reviewed every three years.
- In reviewing the Strategic Plan, Share & Care will seek comment from staff representatives, representatives from Share & Care's service Consumers and other stakeholders as determined from time to time. The extent of consultation will be determined by environmental factors and the funds available at the time the Plan is developed.
- The Board will formally review and update the Strategic Plan each financial year and otherwise, at times of significant and unanticipated change.
- Operations form the basis of the Chief Executive Officers work priorities for the year, and will be the framework for the CEO's monthly reports to the Board, as part of their ongoing monitoring and review of the organisation's performance at each Board meetings.



## **Policy 1.6 Organisational Quality and Continuous Improvement**

### ***Policy Statement***

Share & Care is committed to innovation and the promotion of a culture of continuous improvement in its governance, management practice and service delivery.

### ***Procedures:***

- The Board will specifically focus on continuous improvement in governance by reviewing its performance annually.
- Continuous improvement activities will include:
  - the implementation of the Strategic Plan;
  - self-assessments of performance in relation to applicable Service Standards;
  - external assessments of performance in relation to applicable Service Standards;
  - on-going review of work through the staff supervision and performance appraisal process;
  - analysis of data and other information provided to funding bodies as part of meeting contractual obligations, for external accountability and internal service improvement;
  - seeking and responding to feedback from service Consumers;
  - incorporating identification of opportunities for service improvement as a regular item on staff meeting agendas;
  - establishing collaborative relationships with other organisations that offer similar services and share a similar value base to that at Share & Care, for the purpose of sharing experiences and learning from each other;
  - specific program and project reviews and evaluations undertaken at the direction of the CEO;
  - providing opportunities for Board members, the CEO and staff to attend training and professional development activities.
- By the 30th of April each service will send out their consumer surveys. Responses to the survey will be evaluated, correlated and graphed and sent to the Chief Executive Officer.
- By the 30th of May each year every service will have compiled and graphed all survey responses, incident reports, complaints and compliments in readiness for the planning day.
- By the 30th of June each year each service will ensure they hold their annual planning day where the feedback will be discussed, and action plans developed as a part of the planning day.
- The outcomes will then be discussed with the Chief Executive Officer & Operations Manager and implemented where required.

Stakeholders will be advised (for some services this won't be possible) of the improvements made.



## **PLANNING DAY**

### **Evaluation & Action Plan**

#### ***Step 1: Recognition of the need for change***

Give careful consideration to:

- what the need for change is for the service;
- whether there really is any change needed; and
- whether the change you are considering will be an improvement on current operations.

#### ***Step 2: Analyse the change***

Make an assessment as to whether you will need approval from the Chief Executive Officer for the new process.

#### ***Step 3: Evaluation***

Evaluate the following things to find out which areas of operations are problematic:

- current processes prior to the changes;
- what change is required; and
- how the changes will alter the service delivered.

#### ***Step 4: Prepare and plan for implementation***

Decide what strategy will be used prior to and during the implementation of the change after fully understanding the three areas looked at in step 3.

#### ***Step 5: Implementation***

Make the changes in an organised and controlled manner.

#### ***Step 6: Review at every stage of the process***

Review the following areas:

- what has been achieved;
- how does it correlate with the need for the change that was recognised in step 1;
- if it has cured the problem that was recognised in step 3; and
- if it has been implemented safely.

Remember, you should be aiming for continuous improvement and this process is the key to knowing where you can improve next time.

**Make sure that you document the entire process, provide a copy to the Chief Executive Officer, and keep a record for the services Quality Assurance file**



## Form – Service Planning Day

SERVICE: \_\_\_\_\_

Date:     /     /

\*\*Ensure you have your consumer & agency survey results handy for reference in this process

**09:00** Welcome and objectives for the day. Housekeeping (loos, phones, meals etc.)

**09:15 SWOTF** discussion as below: (Divide people into groups of 3+) – one scribe in each group. **(Record the following on butchers’ paper)**

### Strengths

- ❖ What are the successful processes in the service? (Outcomes for clients, Goal setting etc.)
- ❖ How can we replicate these and where?

Add \_\_\_\_\_

### Weaknesses

- ❖ What could we be better at doing according to survey feedback?
- ❖ What is missing?

Add \_\_\_\_\_

### Opportunities

- ❖ What ideas for improvement are there, from feedback and staff?
- ❖ What new services could enhance service to the consumer?
- ❖ In a perfect world what would be doing?

Add \_\_\_\_\_

### Threats

- ❖ Funding
- ❖ Quality Assurance processes
- ❖ Similar organisations moving into town
- ❖ Staffing levels/skills

Add \_\_\_\_\_

### Future

- ❖ What can be achieved over the next 12 months?
- ❖ What are the expected outcomes of those new initiatives?
- ❖ What needs to change in terms of processes, people, services, tools, technology, or governance in order to deliver the outcomes?

Add \_\_\_\_\_

### Action Planning

- ❖ What do we need to implement to achieve outcomes?
- ❖ What timelines are associated with the implementation?

Add \_\_\_\_\_



Share & Care Policy and Procedures



Page 2 is for discussion; results are written on butchers' paper and inserted into this document when the process has been completed and you are sending the report to the CEO

PLANNING DAY

PROGRAM NAME: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

To achieve a goal or a vision you must plan and do what will enable and cause it to happen.  
"He who fails to plan, plans to fail"- Winston Churchill W.W. II

**Level 1 – Service Aim:** Define the service aim clearly. Commit to a timescale.

INDIVIDUAL SERVICE GOAL/S	Date Due:	Responsible
1		
2		
3		
4		
5		

**Level 2 - CRITICAL FACTORS:** Identify realistically the factors which would make sure the goals are achieved. Add timescale.

FACTORS REQUIRED to achieve the aim/s:	Due Date	Responsible
1		
2		
3		
4		
5		

Program Manager Signature: \_\_\_\_\_

**Please ensure a copy is provided to the CEO within 7 days**



## Policy 1.7 Risk Management

---

### ***Policy Statement***

Share & Care takes seriously its responsibility to identify and manage all types of organisational risks including compliance, financial, safety and health, environmental, and operational risks. A risk is any internal or external situation or event that has the potential to have a negative impact on Share & Care by causing harm to people associated with the organisation, preventing the organisation from successfully achieving its outcomes and delivering its services, reducing its viability and/or damaging its reputation. Staff meetings & memos will relay any changes.

The responsibility for identifying and managing risks is ultimately that of the Board. However, the most effective risk management occurs when the Board, the CEO, staff and volunteers are all involved and share a commitment to creating an organisation that is proactive in identifying and evaluating risks and taking mitigation action according to the nature of the risk. Share & Care therefore expects that Board members, the CEO, the staff, and volunteers will act responsibly to minimise the risks to themselves and others, and will report hazards and other risks immediately they are noticed. Share & Care's consolidated Risk Management Register will be the guiding document for the management of organisational risks.

---

### ***Procedures:***

- A Risk Management Register will be in place to document the risks identified, the assessment of each risk and Share & Care's strategies for managing them. The Register will be held by the CEO.
- The Board and the CEO will ensure that all necessary insurance policies are in place to protect Share & Care as an organisation, the Board, the staff, volunteers, service Consumers, contractors, and visitors.
- The CEO and Program Managers will foster a risk aware service culture by including risk awareness and identification on agendas for staff meetings.
- Reports on action taken to mitigate any high risks will form part of the CEO's monthly report to the Board.
- Changes to Legislation and regulatory compliance will be monitored by the CEO and Program Managers via websites, membership of peak organisations, monitoring of acts, internal audits, and funders contractual service standards. All staff are to be immediately advised by Program Manager's and/or the CEO, with the Chief Executive Officer advising the Board of Management.
- Each service will have its own Risk Management Manual based on their unique activities. This will be complimented by the overarching Share & Care Risk Management Manual.
- All RM Manuals will be reviewed as required and annually



## Policy 1.8 Data Breach

This data breach investigation and response plan sets out procedures and clear lines of authority for Share & Care Community Services Group Inc. staff in the event that any of our services experiences a data breach (or suspects that a data breach has occurred).

A data breach occurs when anyone's personal information is lost or subjected to unauthorised access, modification, use or disclosure or other misuse. Data breaches can be caused or exacerbated by a variety of factors, affect different types of personal information and give rise to a range of actual or potential harms to individuals, agencies and organisations.

This response plan is intended to enable our organisation to contain, assess and respond to data breaches in a timely fashion, to help mitigate potential harm to affected individuals. It sets out contact details for the appropriate staff in the event of a data breach, clarifies the roles and responsibilities of staff, and documents processes to assist Share & Care to respond to a data breach.

### **PROCESSES: Share & Care experiences data breach OR data breach suspected**

Discovered by Share & Care staff member, or Share & Care otherwise alerted



#### **What should the staff member do?**

- Immediately notify the Program Manager of the suspected data breach.
- Record and advise the Program Manager of the time and date the suspected breach was discovered, the type of personal information involved, the cause and extent of the breach, and the context of the affected information and the breach.



#### **What should the Program Manager do?**

- Determine whether a data breach has or may have occurred.
- If it has, or if the Program Manager is unsure, immediately escalate to the CEO.



#### **CEO Response**



CEO contacts Data Response Team



**Legal**

**MAYBERRY & HAMMOND**

Bernadine Heindrich

**Secondary contact**

...

**Communications (IT)**

**CLASSIC IT**

John Klassek

**Secondary contact**

.....

**Governance**

**BOARD OF MANAGEMENT - CHAIRMAN**

**Secondary contact**

Vice-Chairman

**Regulation**

**OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER**

<https://www.oaic.gov.au/about-us/contact-us>

**1300 363 992**

[enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)





### **When should the CEO escalate a data breach to the Data Breach Response Team?**

Some data breaches may be comparatively minor, and able to be dealt with easily without action from the Data Breach Response Team (response team).

For example, an employee may, as a result of human error, send an email containing personal information to the wrong recipient. Depending on the sensitivity of the contents of the email, if the email can be recalled, or if the officer can contact the recipient and the recipient agrees to delete the email, it may be that there is no utility in escalating the issue to the response team.

The CEO will use discretion in determining whether a data breach or suspected data breach requires escalation to the response team. In making that determination, the CEO will consider the following questions:

- Are multiple individuals affected by the breach or suspected breach?
- Is there (or may there be) a real risk of serious harm to the affected individual(s)?
- Does the breach or suspected breach indicate a systemic problem in processes or procedures?
- Could there be media or stakeholder attention as a result of the breach or suspected breach?

If the answer to any of these questions is 'yes', then it may be appropriate for the CEO to notify the response team.

If the CEO decides not to escalate a minor data breach or suspected data breach to the response team for further action, the CEO will:

- **send a brief email to the Board of Management** that contains the following information:
  - description of the breach or suspected breach
  - action taken by the CEO to address the breach or suspected breach
  - the outcome of that action, and
  - the CEO's view that no further action is required
- **save of copy of that email to add to Data Breach Incident file**



## Data Breach Response Team checklist

### Process

There is no single method of responding to a data breach. Data breaches must be dealt with on a case-by-case basis, by undertaking an assessment of the risks involved, and using that risk assessment to decide the appropriate course of action.

There are four key steps to consider when responding to a breach or suspected breach.

- **STEP 1: Contain the breach and do a preliminary assessment**
- **STEP 2: Evaluate the risks associated with the breach**
- **STEP 3: Notification**
- **STEP 4: Prevent future breaches**

The response team will ideally undertake steps 1, 2 and 3 either simultaneously or in quick succession.

Depending on the breach, not all steps may be necessary, or some steps may be combined. In some cases, it may be appropriate to take additional steps that are specific to the nature of the breach.

The following checklist is intended to guide the response team in the event of a data breach, and alert the response team to a range of considerations when responding to a data breach.

### Records management

Documents created by the response team should be saved in the DATA BREACH RESPONSE FILE by the CEO.



### Step 1

Contain the breach and make a preliminary assessment



- Convene a meeting of the data breach response team.
- Immediately contain breach:
- CEO to implement the *Incident Response Plan* if necessary.
- Inform the appropriate Govt. department; provide ongoing updates on key developments.
- Ensure evidence is preserved that may be valuable in determining the cause of the breach, or allowing the Office of the Australian Information Commissioner to take appropriate corrective action.
- Develop a communications or media strategy to manage public expectations and media interest.

### Step 2

Evaluate the risks for individuals associated with the breach



- CEO to conduct initial investigation, and collect information about the breach, including:
- the date, time, duration, and location of the breach
- the type of personal information involved in the breach
- how the breach was discovered and by whom
- the cause and extent of the breach
- a list of the affected individuals, or possible affected individuals
- the risk of serious harm to the affected individuals
- the risk of other harms.
- determine whether the context of the information is important.
- establish the cause and extent of the breach.
- assess priorities and risks based on what is known.
- keep appropriate records of the suspected breach and actions of the response team, including the steps taken to rectify the situation and the decisions made.
- share information with Response Team



### Step 3

#### Consider breach notification



- Determine who needs to be made aware of the breach (internally, and potentially externally) at this preliminary stage.
- Determine whether to notify affected individuals – is there a *real risk of serious harm to the affected individuals?* In some cases, it may be appropriate to notify the affected individuals immediately; e.g., where there is a high level of risk of serious harm to affected individuals.
- Consider whether others should be notified, including police/law enforcement, or other agencies or organisations affected by the breach, or where the Office of the Australian Information Commissioner is contractually required or required under the terms of an MOU or similar obligation to notify specific parties.

### Step 4

#### Review the incident and take action to prevent future breaches

- Fully investigate the cause of the breach.
- Report to Office of the Australian Information Commissioner Executive on outcomes and recommendations:
- Update security and response plan if necessary.
- Make appropriate changes to policies and procedures if necessary.
- Revise staff training practices if necessary.
- Consider the option of an audit to ensure necessary outcomes are affected.



**FORM - DATA BREACH INVESTIGATION & REPORT**

**NOTE: BLUE AREAS TO BE COMPLETED WITHIN 60 MINUTES OF EVENT BY P.M.**  
**Report immediately with paperwork to CEO**

Incident Number (Date, time and initials – e.g. 25.4.2050.10.30.CJL)	
How was the incident reported?	
Date of Compromise (if known)	Time of Compromise (if known)
Date of Discovery of Compromise	Time of Discovery of Compromise

<b>Incident Assessment</b>	
<input type="checkbox"/> Suspected	<input type="checkbox"/> Confirmed
<b>Type of Data Breach</b>	
<input type="checkbox"/> Theft	<input type="checkbox"/> Illegal Access
<input type="checkbox"/> Insiders	<input type="checkbox"/> Oversight
<b>Exposure dates</b>	
Start Date _____	End Date _____
<b>Severity Level</b>	<b>Data Encrypted?</b>
- 1      - 2      - 3      - 4	<input type="checkbox"/> Yes <input type="checkbox"/> No

INTERNAL	Organization	Contact Name	Phone
Reported to CEO			
Reported to Chairman			
Classic IT			
Legal			

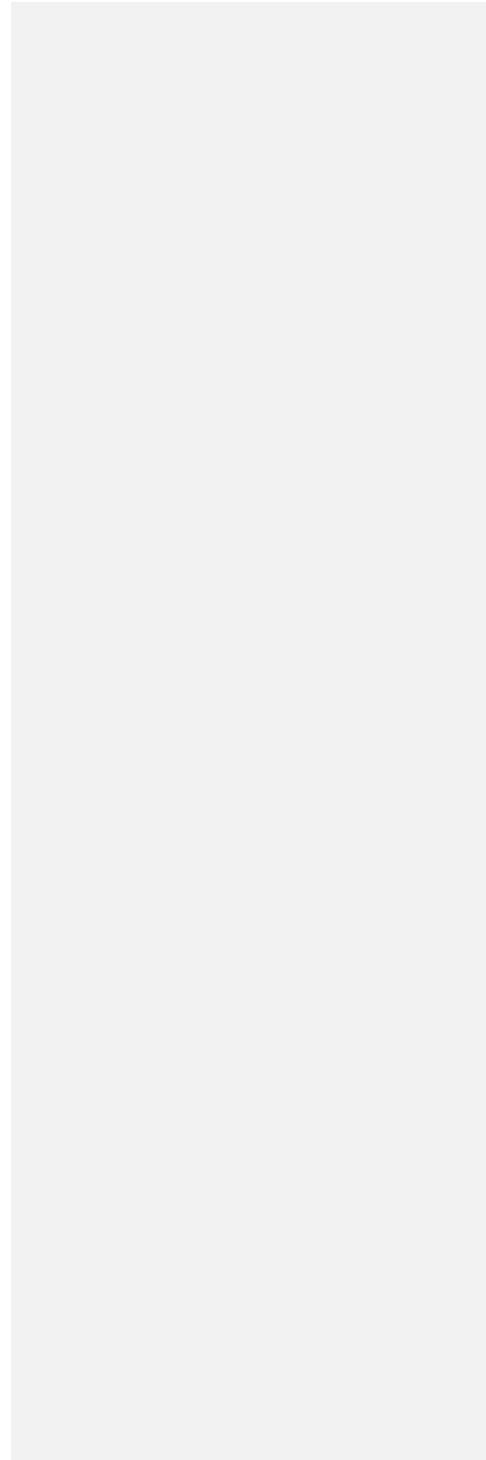
**Data Breach External Contact List**

Role	Contact Name	Work Phone	Alternate Phone	Email	Contact Date(s)	Contact Time(s)

Describe how the breach occurred?

Actions taken to minimize exposure?

Total Consumers affected?



Specific data compromised?					
Account #	_____	-	Records	_____	Client info
Name	Service Specific	S/ware	Unknown	Malevolent Probe	Passwords
Address	Email			DOB	

What specific applications/equipment were accessed (if known)?		
Are Police involved?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Need to contact media?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Was extortion involved?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Need to contact customers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is computer forensics required?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Website operational?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did you contain the breach?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
How did you contain the breach?		
When did containment occur?	Date _____	Time _____
Describe how containment was implemented:		







Physical Evidence			
Hardware	Asset/Serial No.	Handled By	Date

Electronic Evidence			
Type	Processing Applied	By	Date

Event Scene — Record all the people present when you first entered the area	
Name	Contact Information

Name of Reporter: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## SECTION 2 - FINANCIAL MANAGEMENT AND CONTROL



## **Policy 2.1 Organisational Funding and Donations**

---

### ***Policy Statement***

Share & Care will actively pursue funding opportunities from government, corporate and benevolent sources in order to further its capacity to achieve its objectives.

The CEO has the responsibility to identify possible funding opportunities to the Board, and with their endorsement prepare funding submissions. As appropriate, and at the discretion and direction of the CEO, other staff may be involved in the preparation of funding submissions.

Corporate sponsorship of programs or activities will be accepted from organisation's that are of good community standing and whose corporate activities do not present any conflicts of interest with Share & Care's' values and strategic directions.

Monetary donations from individuals, groups and corporate entities which are conditional upon Share & Care taking, or not taking a particular action requested by the donor shall generally not be accepted. However, in circumstances where the requested action is consistent with the Share & Care's values and strategic directions, would enhance its capacity to meet its objectives, and does not place Share & Care in any conflict of interest or breach of contractual obligations, the Board may agree to accept the donation.

---

### ***Procedures:***

- Funding submissions require Board approval before being submitted.
- Monetary donations of \$500 or more to Share & Care shall be accepted, receipted, appropriately acknowledged, and noted in the Minutes of the next Board meeting following the receipt of the donation.



## **Policy 2.2 Financial Management, Monitoring and Reporting**

### ***Policy Statement***

Share & Care will maintain financial management and accounting systems that:

- are transparent and accountable;
- allow budgeting and reporting on an accrual basis;
- meet applicable Australian Accounting Standards; and
- are consistent with the financial reporting requirements of each funding contract.

### ***Procedures:***

- Share & Care will maintain a Chart of Accounts that ensures a consistent reporting structure and that meets budget management needs and confirms with the National Australian Standard Chart of Accounts.
- Service budgets for the forthcoming financial year will be prepared by the CEO in consultation with the Program Managers, independent accountant and presented by the independent accountant to the Board for ratification no later than the March Board meeting of the preceding financial year. No changes can be made without Chief Executive Officer authorisation.
- The budget will be developed based on analysis of the current and previous year's income and expenditure, taking into consideration any known changes to funding, and will include provision for funds that are required to be set aside in Share & Care's Contingency Account for future use, including but not necessarily limited to funds for:
  - Staff accruals
  - Assets replacements; and
  - Building maintenance and repairs.
- A Contingency Bank Account will be maintained for each Program, to provide cash interest and to deposit:
  - surplus funds; and
  - long service leave, sick leave and accumulated annual leave entitlements.
  - Assets replacement funds
  - Training funds
  - Maintenance Funds (for accommodation premises)
  - GST until payment is due
- New Program Managers will be advised of the details of their Contingency Account management requirements as part of their orientation into their position.
- Each Program Contingency Account must maintain a balance that does not fall below the amount that could be called on by each employee at that time and GST outstanding.
- The CEO will ensure that all debts are settled in a timely manner and will not allow ordinary operating expenses to become undischarged debts beyond a three-month period from the time they were incurred.
- Program Managers will set annual budgets for the programs under their control, according to the available funding, and submit these budgets to the CEO by March each year



- Program Managers will manage the approved annual budgets for the program areas for which they are responsible, and provide monthly and quarterly reports on expenditure against those budgets to the CEO by the 21st day of each month for inclusion in the Board Packs
- All monies received into Programs must be recorded.
- Program Managers will prepare Financial Statements for submission to funding bodies at required intervals as specified in funding contracts. These Financial Statements will be checked by Finance and then endorsed by the Chief Executive Officer.
- Where funding is received that includes a GST component, the Finance Officers will check account balances and contingency and decide where the funds need to be deposited or withdrawn. When completing this process Finance staff will email both the Program Manager/s and Chief Executive Officer as to completion. The Program Managers and the Finance Officers will conduct a financial reconciliation each month and in consultation with the independent accountant, prepare a monthly Financial Report to be submitted to the Board.
- The monthly Financial Report will include:
  - MYOB Profit & Loss year to date;
  - Balance sheet for the year to date;
  - General Ledger for the year to date;
  - Budget vs actual for the year to date;
  - checklist signed by the Program Managerand distributed to the independent accountant, the Treasurer, the CEO, the Finance Officers and Board Members as directed by the Chief Executive Officer.
- In the first week of each new financial year, the Finance Officers and Administration Officers will ensure that the previous year's financials are documented, archived, and labelled.



## **Policy 2.3 Financial Audit Arrangements**

### ***Policy Statement***

A qualified auditor will complete an annual audit of Share & Care's financial records and statements no later than the end of the first quarter of the next financial year. The Board Chairperson will ensure that the audit report is included in the Annual Report and presented to members at Share & Care's Annual General Meeting.

### ***Procedures:***

- The Board will appoint a qualified auditor at the Annual General Meeting each year, and ensure that Share & Care's trust accounts are audited each year, as required by professional standards.
- The independent accountant and Treasurer, the CEO, the Finance Officers and Program Managers will jointly ensure that all necessary documents and records required by the auditor are made available in a timely manner and are accurate and complete when presented. This will include, but not necessarily be limited to:
  - all MYOB accounts reconciled to 30 June;
  - copies of all funding agreements and service contracts
  - copies of all bank statements with accompanying reconciliation reports;
  - all insurance renewal contracts;
  - payroll (including all entitlements/accruals – wages book and time sheets, LSL, severance pay, salary packaging);
  - the assets register;
  - accounts payable (EFT records, cheque butts, invoices and requisition vouchers);
  - accounts receivable (receipt books, invoices, deposit book);
  - petty cash records;
  - BAS statements;
  - list of members;
  - the Board's minute book;
  - vehicle records; and
  - organisational policy and procedures manuals.



## **Policy 2.4 Bank Accounts and Banking Arrangements**

---

### ***Policy Statement***

Share & Care maintains bank accounts for general service funds and contingency purposes.

The Contingency Account is maintained for the purpose of staff accruals, asset replacement, and GST.

Other than petty cash, cash over \$300.00 belonging to Share & Care is to be banked on date of receipt and is not to be left at any of the organisation's premises overnight.

---

### ***Procedures:***

- The Finance Officer will maintain a Register of Bank Accounts that will include for each account:
  - branch location, account type, account number and BSB
  - the name of the account manager or other bank contact person
  - the date on which the account was opened and closed
  - interest rates and fees
  - rollover dates/renewal dates for term deposits and investment accounts
  - credit card holders and expiry dates for credit cards
- All banking arrangements must comply with the Cash on Premises policy
- the Contingency Account is reconciled monthly by the Finance Officer and provided in monthly reports to the Independent Accountant and Board of Management



## **Policy 2.5 Signatories, Expenditure Authorities and Arrangements**

### ***Policy Statement***

Share & Care will have a minimum of two and maximum of four signatories to its bank accounts.

Expenditure authorities will balance the need for organisational efficiency and the need for adequate financial controls.

### ***Procedures:***

- Signatories to Share & Care's operational bank accounts will be the Treasurer, relevant Program Manager, Finance Officer, and the CEO.
- Contingency Account funds require the signatures of two Board members or one Board member and the Chief Executive Officer if a cheque is being written.
- The Finance Officer will maintain an EFT User Register which must include the following for each authorised EFT user:
  - the modules to which the user has access (Administration, Account, Information, Direct Entry, Electronic Funds Transfer, Credit Card Payments)
  - where the user has access to the EFT module:
  - what functions the user has access to (e.g. Maintain, Authorise, Transmit, Enquiry, Library, Cancel, Report etc.)
  - whether the user is a Restricted or Unrestricted User;
  - if the user is a Restricted User, what accounts the user can transfer funds to;
  - what accounts the user can transfer funds from;
  - whether the user is an authorised person;
  - if an authoriser, what authoriser Level applies; and
  - if an authoriser, what dollar limit applies.
- Access to Internet Banking and EFT transfers is controlled by a User ID (token) and Password, both of which must remain confidential, and under no circumstances be divulged to anyone else.
- EFT Use: When transfers between accounts occur for administration fees or other needs, all printouts must be signed off by the Chief Executive Officer (or Operations Manager in their absence) and the Finance Officer and copies given to the Independent Accountant monthly.
- Cheques will be prepared by the Finance Officers and signed by two of the three signatories.
- Signatories will be reviewed and as necessary updated.
- All changes of signatories will be approved by the Board and noted in Board Meeting Minutes.





- With the exception of petty cash, all expenditure incurred will be paid through individual program cheque accounts or E.F.T.
- Expenditure of \$1,000.00 or less may be incurred by Program Managers without the prior authorisation of the CEO, (**except where there is a conflict of interest, which must be declared**). Any amounts over this must be approved on the appropriate form by the Chief Executive Officer or in her absence the Executive Assistant. For any works/purchase over \$1000.00 there must be TWO quotes
- Expenditure for amounts of \$10,000 or less may be incurred by the CEO without the prior authorisation of the Board.
- Expenditure for amounts above \$10,000.00 must be approved by the Board prior to expenditure.
- Receipts for all expenditure must be provided to and retained by the relevant Administration Officer or the Finance Officer.
- In the event of a need to urgently expend funds above \$10,000 prior to the next planned Board Meeting, such expenditure may be incurred by the CEO with the written authorisation of the Treasurer or Chairman. Expenditure in these circumstances must be reported to the next Board meeting and noted in the Board Meeting Minutes.
- Purchases of labour or materials (that may by necessity be a family member if they are the only provider or most cost-effective provider) should not be authorised by a family member. The conflict of interest must be declared by the senior staff to the CEO who will make the final decision as to the provider to be utilised.
- Signatories should not authorise payments which involve a conflict of interest, e.g., the authorisation of payment that is a reimbursement for their own expenses or for an authorised payment to a family member.

**\*\*\*NOTE: We live in small communities and there will times where the supplier may be related to an employee.**

**This conflict MUST be declared to the Chief Executive Officer and at ALL times there must be two quotes FOR ANY PROPOSED PURCHASE where there may be a conflict**



## Form – Authorisation Request for Purchasing

PROGRAM \_\_\_\_\_

Request to purchase: \_\_\_\_\_

2 Quotes attached  Yes  No

If no details please:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Quote Accepted value \$ \_\_\_\_\_ Company: \_\_\_\_\_

Program Managers signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

<p>\$10,000.00 or under <input type="checkbox"/> approved <input type="checkbox"/> not approved</p> <p>CEO signature _____</p> <p>Date / /</p> <p>Purchase Order Number _____</p>
<p>Over \$10,000.00 <input type="checkbox"/> approved <input type="checkbox"/> not approved</p> <p>Board signature _____</p> <p>Date / /</p> <p>Purchase Order Number _____</p>



## **Policy 2.6 Petty Cash**

### ***Policy Statement***

All expenditure for services, reimbursements, and small purchases for amounts of up to and including \$300 managed via the relevant Administration Officer and Finance Officers.

### ***Procedures:***

- The Petty Cash float of \$300 will be maintained and managed by the relevant Administration Officer or the Finance Officers.
- The Cash Float will be kept in a safe or a lockable cabinet. Receipts must accompany claims for expenditure.
- A receipt must be obtained each time petty cash is used. If a receipt is lost it will be the responsibility of the person who lost it to obtain another one from the business. The CEO must be advised of any lost receipts that cannot be replaced
- When the float below \$100, a Petty Cash reconciliation sheet is to be printed off by the relevant Administration Officer or the Finance Officers.
- Receipts are to be reconciled and added by the relevant Administration Officer or the Finance Officers.
- Cash is to equal difference between receipts and \$300 Float.
- GST is to be noted on receipts and put on cheque butt for the Finance Officers by the relevant Administration Officer.
- The cheque is to be drawn up by the Finance Officers and signed written out to Petty Cash.
- The cheque is to be taken to bank and cashed by the relevant Administration Officer or the Finance Officers.
- Any over's or under' s are to be reported to the Program Manager and CEO by the Finance Officers or the relevant Administration Officer, and recorded on the reconciliation sheet



## Policy 2.7 Re-Imbursements

### *Policy Statement*

Employees or volunteers who incur expenses whilst travelling or working on Share & Care business shall receive reimbursement based on the following scale:

Day Travel: Lunch \$15.00

Dinner \$30.00

Overnight (other than conferences):

Breakfast: \$15.00

Lunch: \$15.00

Dinner: \$30.00

Accommodation \$250.00 max

Incidentals: Parking, taxi hire etc. as per receipt/s

Conferences: The overnight costs unless a planned and stipulated accommodation/meals package by an outside agency, in which case their costs will apply.

All claims for reimbursement will only be honoured where there is a completed reimbursement form and receipt supplied.

**NOTE:** when asking for your receipt, please ask for a tax invoice/receipt that clearly shows GST etc.

**Re-imburement for meals other than the above** will only be made where there was not the time to take for the break, i.e., working through a document that has to be submitted that day, sole booth attendant at a fair etc. This exception must be authorised by the CEO **prior** to incurring the expense.



## Form – Reimbursement’s Claim

<b>Employee name:</b> _____	<b>Program</b> _____
<b>Date</b> /    /	

Date	Type of Expense	Amount of Expense	Mileage (kms)	Comments
	<b>TOTAL EXPENSES</b>	\$		

- The above expenditure was incurred on Share & Care business
- Where mileage was claimed, it was incurred in travel to and from Meetings or to Training
- Costs claimed were purchases made by myself for Share & Care business matters
- I hereby certify all details shown are true and correct and that all claims are in strict accordance with Share & Care Policy and Procedures.
- Any receipt claimed is attached, for mileage the number of km’s is sufficient.

Employee Signature: \_\_\_\_\_

Program Manager Approved:       Yes       No

Program Manager Signature: \_\_\_\_\_      Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## **Policy 2.8 Consumer Fees Collection and Management**

---

### ***Policy Statement***

Share & Care will observe the fee for service arrangements specified by each Program funder.

Where there is no Program funder requirement for fees to be charged for services rendered, Share and Care will not charge the client for the service received.

Fees may be reduced or waived completely when a Consumer is experiencing financial hardship, where the Agreement with the program funder permits and on the endorsement of the CEO.

---

### ***Procedures:***

Consumers for whom fees are reduced or waived will have their financial circumstances reviewed every 6 months to determine whether the arrangement should continue.



### **SECTION 3 – ADMINISTRATION AND ASSET MANAGEMENT**



## **Policy 3.1 Security of Premises**

### ***Policy Statement***

Share & Care is committed to minimising risks to staff, equipment, and Consumer information by maintaining sound security regimes at all service sites.

Full details of security arrangements will be provided to staff at each service site on a "need to know" basis.

All staff shares the responsibility for office security, and for ensuring security of the workplace at the end of each day.

### ***Procedures:***

- Keys must not be marked as, or in any other way be identifiable as Share & Care keys.
- All keys to Share & Care premises will have an inscribed number, and be documented to have been provided to a particular staff member in a Key Register which will be maintained by the Administration Officer.
- Keys issued to a particular staff member are not to be passed on to any other staff without the authorisation of the Program Manager or CEO and the necessary changes having been noted in the Key Register.
- Keys that have been issued to a member of staff who is leaving Share & Care must be returned to the CEO on the last day of employment.
- Keys for items such as the secure filing cabinets are stored in a lockable box and are available to authorised staff when they need to access files from the secure cabinet. Access to these keys is through the Program Manager or CEO.
- At the end of each day, all computers must be turned off, files must be returned to filing cabinets or locked drawers. Staff are not to remove any documents or electronic copies of documents (via thumb drive etc.) without first receiving approval from the Chief Executive Officer.
- Whoever leaves a Share & Care workplace last each day is responsible for checking to ensure the premises are secure before locking up for the night.





## **Policy 3.2 Internet, Email and Mobile Phone Use**

### ***Policy Statement***

Employees have a responsibility to ensure correct use of any web based services. Share & Care Community Services Group Inc. employees will be subjected to disciplinary measures for misuse or inappropriate use.

### ***Procedures:***

- The devices, email and internet services are provided for business use only, and **must not** be used for private purposes. If there are devices provided for a programs purpose, **ONLY** that device can be utilised. **Utilising your personal devices to access a programs system could result in immediate dismissal.**
- Internet search facilities must only be used for research or data gathering purposes for Program purposes only.
- Viewing or downloading images or documents of an inappropriate or offensive nature will result in disciplinary action or dismissal. **Share & Care have a ZERO tolerance policy in relation to pornography.**
- **Computer based** games and messengers must not be downloaded or stored on computers
- Staff must not use access codes provided to other staff, unless the Chief Executive Officer grants permission.
- An independent IT specialist will be allowed access for random monitoring and reporting.
- Accounts from internet service providers are to be retained as part of the normal accounting processes.
- Program Managers are responsible for checking, or arranging the checking of the nature and quantity of emails, and downloads at least quarterly, and on the occasion of staff leaving employment. The results are to be forwarded to the Chief Executive Officer.
- Staff leaving will clear stored email messages and transfer important information to the Program Manager and Chief Executive Officer. Computer passwords and access codes will be changed regularly, and available to staff that require access only and the Chief Executive Officer.
- **Personal Phones are to be turned off whilst at work and are not to be utilised unless there is an emergency need for contacting you.** Inform your Program Manager (in the case of Program Managers the CEO) of this should the need arise.



## Form – Device on Loan

**PROGRAM:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_

Item	Serial Number	Phone Number	Description	Staff & PM sign	Date Issued	Date Returned	Staff & PM sign

I \_\_\_\_\_ understand that I am responsible for the proper handling and use of the devices/items listed above. **NO other device is to be utilised for Share & Care business other than the one given to you (No personal phones, personal tablets etc.)**

I understand that I am responsible for returning all devices/items if they are not working and to report any incidents where the devices/items were damaged and that at termination or resignation from Share and Care Community Services Group Inc. I shall return all devices/items in an acceptable state and working order.

In the case of theft, I understand that I will not be held responsible as long as the incident is reported immediately.

**In the case of damage caused by neglect or loss of the device/item I understand that I will be financial liable for the cost of the replacement item.**

I have received and read the following policies that relate with having Share and Care community Services Group Inc. devices/item:

- ▶ Policy 3.1 Security of Premises
- ▶ Policy 3.2 Internet, Email, IPAD, Laptop and Mobile Phone Use
- ▶ Policy 3.7 Use of Private Vehicles for Work or Volunteering
- ▶ Policy 4.11 Incident reporting
- ▶ Policy 5.5 Code of conduct for staff and volunteers
- ▶ Policy 5.18 Staff Misconduct and Discipline

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Program Managers Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Chief Executive Officer Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



### **Policy 3.3 Retention and Disposal of Files and Electronic Records**

#### ***Policy Statement***

All material, in paper copy, electronic or any other format that is created by employees and volunteers of Share & Care in the course of their employment, or that is accessed by employees on Share & Care's equipment is the property of Share & Care.

All documents and electronic records that contain private and confidential information about consumers, staff and volunteers or Share & Care as an organisation, will be retained in locked cabinets with access only by the Board Chairperson and CEO (organisational records and records relating to the CEO) and the relevant Program Manager (consumer and staff records).

No information or any form of media (thumb drive etc.) relating to Share & Care work may be taken from the premises without the prior permission of the Chief Executive Officer.

All Share & Care records will be retained according to the legal requirements for that category of record. Records include all documentation retained in hard copy and electronically in relation to Share & Care's organisational arrangements, Consumer services, individual Consumers, and all staff records.

Archived documents will only be accessible to staff with the delegated authority to access the record, or to others as required by law.

#### ***Procedures:***

- **Tax Records.** Tax records include, but may not be limited to, documents concerning payroll, expenses, proof of deductions, business costs, accounting procedures, and other documents concerning Share & Care revenues. Tax records will be retained for seven years from the date of filing the applicable return.
- **Employment Records/Personnel Records.** All records associated with the employment and service of individual staff will be retained for seven years.
- **Consumer Files and other Consumer Records** will be kept for seven years
- **Board and Board Materials.** Meeting minutes will be retained in perpetuity in the organisations minute book. A clean copy of all Board and Board materials will be kept for no less than one year by the organisation.
- **Press Releases/Public Filings.** Share & Care will permanently retain copies of all press releases and publicly filed documents.
- **Legal Files.** Legal counsel will be consulted to determine the retention period of particular documents, but legal documents should generally be maintained for a period of ten years.
- **Marketing and Sales Documents.** Share & Care will retain final copies of marketing and sales documents for three years.
- **Contracts.** Copies of all contracts entered into by Share & Care, including Funding Agreements, leases, contracts of sale, and other legal documents will be retained for 10 years.



- **Electronic Mail.** E-mails, including documents that are sent to or from Share & Care as attachments that need to be saved according to the requirements of this Policy, should be printed in hard copy and kept in the appropriate file.

The following retention timeframes are to be applied:

- Administrative Correspondence (4 years)

This includes, though is not limited to, confidential management information, employee-related information, legal information and project-related correspondence.

- Fiscal Correspondence (7 years)

Fiscal Correspondence includes all information related to revenue and expense for the organisation.

- General Correspondence (1 year)

General Correspondence includes information that relates to customer interaction and the operational decisions of the organisation.

- Ephemeral Correspondence (Retain until read, then destroy)

Ephemeral Correspondence includes personal email, emails dealing with the work of the day, and emails containing information out-dated by events. Staff may destroy this after reading.

- Back up is to be to the Klassek Server and USB drives.

#### **ELECTRONIC STORAGE**

- 1 ALL scanning is to be done at 300 dpi.....this should already be set up on your scanner/printer, please double check
- 2 ALL scanning should be set to 1:1 (100%) .....this means that all pages are done in actual size, no adjustments
- 3 ALL scanning is done to a PDF format
- 4 ALL scanning is to be done in colour
- 5 ALL files MUST be entered onto a hard copy register, this will list Drive name and each client number/file name and year of archive and client name.
- 6 ALL drives are to be password protected and kept in a safe or locked filing cabinet

These are Quality Assurance AS/NZS ISO 13028 standards

**IN ADDITION: once the days scanning is done it is to be backed up onto the 2<sup>nd</sup> drive** to ensure should anything happen you always have a back up

**Once the drive is full ONE of those drives are given to the Executive Assistant for storage at main office**

**No files are to be destroyed once electronically stored until they have been checked by Executive Assistant**

PLEASE see the Executive Assistant about ordering the drives you are to use



## **Policy 3.4 Insurances**

### ***Policy Statement***

Share & Care will:

- comply with all insurance requirements stipulated by funders; and
- maintain up to date comprehensive insurance policies in the following areas:
  - directors and officer's liability insurance for Board members, employees, volunteers and other unpaid persons;
  - personal accident insurance for Board members, volunteers and other unpaid persons;
  - workers' compensation;
  - public liability;
  - professional indemnity;
  - motor vehicle insurance
  - electrical equipment protection insurance;
  - building and contents insurance for burglary, fire, storm damage, flood or other accidental or third party malicious loss; and
  - volunteer insurance.

The Board may authorise insurance in other areas from time to time.

### ***Procedures:***

- It is the responsibility of the CEO to ensure that all persons and equipment associated with the work of Share & Care are covered by relevant insurances.
- The Finance Officers will maintain a Register of all insurances, noting the type of insurance, the name and number of the policy, the annual premium and expiry date of the current policy. This register is sent to the CEO after each update.
- The Chief Executive Officer shall ensure that costs of insurance reflect the market situation and that policies are renewed no less than 14 days before expiry.
- The Program Manager will ensure that students on placement in their Program areas are covered by necessary insurances through their training institution before the placement commences.



## **Policy 3.5 Asset Acquisition, Maintenance and Disposal**

### ***Policy Statement***

Share & Care will exercise diligence in the purchase or other acquisition of assets so that acquisitions represent value for money and are safe and fit for purpose. Availability will also be a consideration. Where these purchase criteria are met by more than one quotation, and the item is available locally, Share & Care has a preference to “buy local”.

Assets with a purchase value of more than \$1000 will be recorded in an Assets Register by the Finance Officers.

Assets \$1000 or less are also recorded, these records are kept by the Program Manager.

Assets must be maintained in a safe condition.

Staff and service users are required to use Share & Care’s assets in a safe, lawful, and responsible manner, and in accordance with the manufacturer’s instructions.

All asset acquisition, maintenance and disposal arrangements will be made in accordance with the requirements of the body which has funded the purchase.

### ***Procedures:***

- Assets will be depreciated every year and Share & Care’s accountant will record the depreciation of assets for each financial year

### ***Asset Register***

- The CEO will ensure the Finance Officers maintain an up-to-date Assets Register of all Share & Care’s assets valued at purchase at more than \$1,000.

The Register will include:

- quantity and description of the item(s) purchased;
- the serial number of the item, and the Share & Care asset number;
- the date of acquisition;
- the purchase price and source of purchase;
- the source of funding for the asset;
- warrantee/guarantee dates;
- maintenance and repairs schedules; and
- disposal arrangements and price.



### **Acquisition**

- Assets over \$500 require 2 quotations where possible. The decision on which quote better meets the purchase criteria, will be made by the Program Manager who will make the recommendation to the Chief Executive Officer, who can then authorise the purchase of the asset. Both quotes will be retained with the purchase papers.
- Where the acquisition has not been allowed for in the budget, and is an amount anticipated to be over \$500 and less than \$10,000, the Program Manager will obtain 2 written quotations and present these to the CEO who will decide which quote better meets the purchase criteria Share & Care and authorise the purchase. Both will be retained with the purchase papers.
- Two written quotes will be obtained before an asset with an anticipated value of more than \$10,000 is purchased. When there are local suppliers for the asset, at least one of the two quotes will be from a local supplier. The Chief Executive Officer will present the quotes to the Board of Management who will decide which quote is the best value for money for Share & Care and authorise the purchase. This might not be the lowest quote. Both quotes will be retained with the purchase papers.
- On acquisition, all assets exceeding \$500 will be clearly marked as the property of Share & Care, and entered onto the assets register.

### **Maintenance**

- Assets will be checked for safety and continuing fitness for purpose according to a maintenance schedule, at intervals no greater than one year apart.
- Program Managers are responsible for the maintenance of assets in their Program Areas, according to the maintenance schedule.
- Unless the work to be undertaken is of a specialist nature requiring expertise not locally available, Share & Care's maintenance work will be contracted to local suppliers.
- Where costs are to be incurred for maintenance to be carried out, the Program Manager will obtain two quotes for the necessary work to be undertaken.
- Where quotations are anticipated to be less than \$500.00, the Program Manager will determine the quotation that represents best value for money, document their decision, and contact the successful supplier to arrange for the work to be carried out.
- Where quotations are over \$500.00, the Program Manager will recommend to the CEO which quotation they believe to represent the best value for money. The Chief Executive Officer will review the quotes and select the successful supplier. The Program Manager will then arrange for the work to be carried out.
- Payments are made on invoice at completion of job.



### **Disposal**

- Before disposal of an asset with an estimated residual value of more than \$1,000.00, an estimate of the value of the asset will be obtained from a reputable supplier.
- Disposal of assets with a value of more than \$1,000.00 and less than \$5,000.00 will be authorised by the CEO. Disposal of assets with a value of \$5,000.00 or more shall be authorised by the Board, and those assets will be publicly advertised for sale. The most reasonable offer shall be accepted seven days after advertising.
- Where a functioning asset that is surplus to the organisation's requirements has been fully depreciated but has some residual value and is in safe working order, it may be disposed of as a trade-in or by offering the item for sale or tender.
- Surplus and obsolete assets that are deemed to be in safe working order can be offered for sale to service users, staff, members and friends of Share & Care, based on the valuation price and taking into account the condition of the item and original purchase price. Such arrangements must be approved in writing by the CEO.
- Assets with an assessed value of up to \$5,000.00 may be traded in on the price of a new item or item of better condition at any time with the written approval of the CEO.
- Should an item be deemed to have no value or to be unsafe, it will be rendered unusable and safely disposed of and written off in the accounts by the auditor; this needs authorisation from the Chief Executive Officer.
- A reconciliation of the assets on hand and the assets listed in the Assets Register will be completed by May 31 each financial year.





## Form – Authorisation Request for Purchasing

PROGRAM \_\_\_\_\_

Request to purchase: \_\_\_\_\_

2 Quotes attached  Yes  No

If no, details please:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Quote Accepted value \$ \_\_\_\_\_ Company: \_\_\_\_\_

Program Managers signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

<p>\$10,000.00 or under <input type="checkbox"/> approved <input type="checkbox"/> not approved</p> <p>CEO signature _____</p> <p>Date: ____/____/____</p> <p>Purchase Order Number _____</p>
<p>Over \$10,000.00 <input type="checkbox"/> approved <input type="checkbox"/> not approved</p> <p>Board signature _____</p> <p>Date: ____/____/____</p> <p>Purchase Order Number _____</p>



## Form – Asset Disposal

Program Name: \_\_\_\_\_

### Details of Asset

Asset description: \_\_\_\_\_

Serial/Vin Number: \_\_\_\_\_

Purchase date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Cost: \$ \_\_\_\_\_

Location: \_\_\_\_\_

### Disposal Details

Method of Disposal

Sale       Trade-In       Theft       Write Off (Scrap/Broken)

Date of disposal: \_\_\_\_/\_\_\_\_/\_\_\_\_

Buyer's details: \_\_\_\_\_

Sale Value: \$ \_\_\_\_\_ (ex GST)

If Theft – Police report number: \_\_\_\_\_

### Approvals

Program Manager Name: \_\_\_\_\_

Signature: \_\_\_\_\_

CEO Name: \_\_\_\_\_

Signature: \_\_\_\_\_

### FINANCE:

Entered  Yes

N/A

Signature: \_\_\_\_\_



## **Policy 3.6 Motor Vehicles**

### ***Policy Statement***

Share & Care will ensure that its vehicles are used efficiently and responsibly. The CEO is responsible for ensuring that vehicles, drivers, and passengers are appropriately insured and that vehicles are regularly serviced according to the manufacturer's service schedule, to maintain them in a safe, roadworthy condition.

Share & Care's service Consumers must only be transported in vehicles that are owned by Share & Care. Employees cannot transport clients in their own vehicles at any time.

Share & Care's staff and Consumers are the only permitted occupants of a Share & Care vehicle. Friends and family members are not permitted, under any circumstance, to travel in a Share & Care vehicle. The exception to this may be the Chief Executive Officer's agreement.

Share & Care's vehicles will be garaged on site where there is sheltered and secure parking, and otherwise will be garaged overnight at the private residences of local staff who can demonstrate that the vehicle will be held safely and securely. They cannot be utilised for private purposes.

Staff must comply with the Road Traffic Code at all times. Payment of traffic and parking infringements and any other penalties incurred by staff that breach the Road Traffic Code whilst driving a Share & Care vehicle, are the responsibility of the staff member. Three infringements will mean the employee will see the ability to utilise work vehicles removed until such time as they complete a certificated defensive driving course at their own expense.

Share & Care has a zero-tolerance level for alcohol and other drugs (blood alcohol and measures of other drug levels must be zero at all times) in all workplaces, including while driving a Share & Care vehicle. Breaches of this requirement constitute a serious breach of employee responsibility.

In the event of a road traffic accident involving a Share & Care vehicle, the highest priority is to ensure the immediate safety of passengers and staff. Minimising risk to the general public, while having due regard to the needs of those directly involved in the accident, and complying with legal obligations are also important considerations.

At no time is staff to use a work vehicle for private purposes unless it has been agreed to in their employment agreement.

### ***Procedures:***

- Staff must present documentary evidence of their licence to drive a motor vehicle when they are appointed to a position at Share & Care.
- All matters related to the use of Share & Care vehicles will be covered in the orientation program for new staff and matters related to safety are addressed in the Occupational Health and Safety Guidelines.



- Staff who are prescribed medication which cautions against driving must immediately advise their Program Manager, or in the case of Program Managers, the CEO, and will be relieved from driving duties until they are medically cleared as fit to drive.
- Staff who lose their driving licence for any reason, must advise their Program Manager, or in the case of Program Managers, the CEO, within 24 hours of the licence being revoked.
- Vehicles are only home garaged when the arrangement is in Share and Care's interest and provides the most effective security for the vehicle.
- Staff who home garage vehicles have no rights to private use of the vehicle.
- The vehicle used by the CEO allows for home garaging and personal use as determined by the Board
- Staff who have a home garaging privilege are responsible for ensuring that the vehicle is maintained in a clean and safe condition, free of personal items and that it has adequate fuel each morning, for a full day's activity.
- Any equipment or other moveable object which could be dangerous in the event of sudden braking is to be stored in the vehicle's boot or securely restrained in the vehicle's cabin.
- Each vehicle will have a Vehicle Information Kit which will contain:
  - vehicle log sheets;
  - vehicle identification cards;
  - vehicle incident and hazard reporting forms;
  - insurance details;
  - what to do in the event of an accident or medical emergency, including reporting procedures; and
  - emergency contact numbers.
- Share & Care will have an emergency breakdown service available to respond to breakdowns of all Share & Care vehicles.
- Incidents forms are to be used by staff to report any incidents or hazards to do with Share & Care's vehicles or the transporting of consumers. This includes accidents, mechanical breakdowns, faulty equipment or observed incidents with Consumers that present a safety risk. The Incident and Hazard forms are to be completed by the driver immediately following the incident or identification of the hazard and handed to, or faxed to the Program Manager the same day.
- Vehicle log books must be completed for every journey at its commencement and conclusion, including travel to and from a home garage.



- Vehicle identification cards must be presented to a designated service station before fuel is charged to Share & Care's account. Fuel purchase dockets, showing the name of the driver, must be presented to the Administrative Officer as requested.
- The Transport Officer in Home Support Services is responsible for maintaining records relating to all buses, including insurance, garaging, servicing and repairs, and for arranging servicing by the due date or kilometres.
- The Administrative Officer in each Program is responsible for maintaining records relating to all vehicles other than buses, including insurance, garaging, servicing and repairs, and for arranging servicing by the due date or kilometres.



**Form – Monthly Vehicle Checklist**

**Program** \_\_\_\_\_ **Vehicle Rego** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Interior:**

- |   |   |
|---|---|
| <input type="checkbox"/> Seat Belt          | <input type="checkbox"/> Good Condition and working correctly                       |
| <input type="checkbox"/> Seats              | <input type="checkbox"/> Able to adjust properly, good condition                    |
| <input type="checkbox"/> Rear Vision Mirror | <input type="checkbox"/> Able to adjust if required                                 |
| <input type="checkbox"/> Child Restraints   | <input type="checkbox"/> In good working condition, anchors stable suitable for age |
| <input type="checkbox"/> Indicators         | <input type="checkbox"/> All working  |
| <input type="checkbox"/> Horn               | <input type="checkbox"/> Working Correctly  |
| <input type="checkbox"/> Handbrake          | <input type="checkbox"/> Working Correctly  |

**Exterior:**

- |  |   |
|--|---|
| <input type="checkbox"/> Brake Lights        | <input type="checkbox"/> Working Correctly        |
| <input type="checkbox"/> Number Plate Lights | <input type="checkbox"/> Working Correctly        |
| <input type="checkbox"/> Windscreen          | <input type="checkbox"/> No Stone Chips or Cracks |
| <input type="checkbox"/> Headlights          | <input type="checkbox"/> Working Correctly        |
| <input type="checkbox"/> Reversing Lights    | <input type="checkbox"/> Working Correctly        |
| <input type="checkbox"/> Body Work           | <input type="checkbox"/> Dents or Damage          |
| <input type="checkbox"/> Service             | <input type="checkbox"/> Due                      |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Responsible Person: \_\_\_\_\_



### **Policy 3.7 Use of Private Vehicles for Work or Volunteering**

---

#### ***Policy Statement***

Share & Care consumers are not to be transported in the private vehicles of staff.

Where a Share & Care work vehicle is available, and a staff member chooses to instead use their private vehicle for a work-related purpose, the costs of using their private vehicle will not be reimbursed by Share & Care.

---

#### ***Procedures:***

- Staff who use their private vehicles for work purposes must maintain comprehensive and compulsory insurance at their own expense.
- It is the responsibility of staff to ensure that their vehicles are registered for business use and to inform their Insurance Company of the extent to which they use their private vehicle for work and have it noted on their policy documents.
- The relevant Award will be used to determine the vehicle costs that are claimable.



## **Policy 3.8 Involvement with the Media**

### ***Policy Statement***

Share & Care will foster positive relationships with regional media organisations for the purposes of:

- getting local community interest in and support for awareness weeks/days e.g., Seniors Week, Mental Health Week, International Volunteers Day; etc.
- commenting on local and regional issues that impact on our Consumers; and
- disseminating information about Share & Care that is of community interest, for example the opening of a new service.

Share & Care promotes openness and accessibility in our dealings with the media, whilst complying with the law and maintaining confidentiality when appropriate.

Share & Care's written communications with the media will be written in plain English and all information will be as objective, balanced, and accurate as possible.

Share & Care's authorised media contacts are the Board Chairperson and the CEO, and staff members must refer all media enquiries to these positions. No other members of staff are to make contact with or respond to any media enquiry or request for comment.

### ***Procedures:***

- When the media approaches Share & Care in relation to an adverse event, or with an allegation of an adverse event that involves Share & Care, responses will be made only by the Chairperson and CEO in accordance with the Media Crisis Plan, which forms part of the Risk Management Plan.
- The Board will authorise the development of a planned media strategy in relation to a particular event around which Share & Care seeks coverage, and delegate the responsibilities for making approaches to regional media organisations to the CEO.
- When a media organisation approaches Share & Care for comment on a local or regional issue, or on any matter related to Share & Care's Consumers and service delivery, the enquiry will be immediately referred to the CEO, or in the absence of the CEO, the Board Chairperson. General advertising and service stories are the responsibility of the Chief Executive Officer.





## **Policy 3.9 Corporate Image and Communications**

---

### ***Policy Statement***

Share & Care's corporate communications are an important way in which we convey our professionalism to our Consumers, colleagues, funders, donors and the broader community. Across all of Share & Care's service sites, the symbols of the organisation, including the logo, the letterhead, and the website will be used in a manner that is consistent and in keeping with Share & Care's values and community standing.

The Share & Care letterhead must be used on all official business correspondence in hard copy or electronic format.

The Letterhead and the Share & Care logo cannot be used by Board members, staff, volunteers or anyone else for any purpose that is not official Share & Care business.

Share & Care is committed to making its corporate information as accessible as possible.

---

### ***Procedures:***

- The corporate style for all written communications, including letters and Consumer information brochures is as follows:
- Letters are to be on the Share & Care letterhead at all times
- Faxes are to be on the Share & Care fax at all times
- Brochures are to be in the same format as all others within Share & Care

The Chief Executive Officer is the only employee that has the authority to change formatting on organisational material.

- Staff wearing uniforms and lanyard ID that identify them as Share & Care staff members must behave in ways that are consistent with Share & Care's values and community image.
- Staff must not wear their uniforms or display a Share & Care lanyard ID outside of working hours, except for the journey to and from their home.



## **Policy 3.10 Environmental Responsibilities**

### ***Policy Statement***

Share & Care is committed to using environmentally responsible practices in our management, workplace, and service delivery, and to the implementation of the Green Office Program.

### ***Procedures:***

Each Service Group within Share & Care will nominate an Environment Officer. The Environment Officer will be responsible for the following duties:

- Distribution of communications and promotional material from Environmental Services.
- Option to attend Green Office workshops.
- Be the point of contact for work colleagues Green Office suggestions and questions.
- Input into the Green Office programme.
- Report directly to the Chief Executive Officer
- Responsible for instructing staff on responsible use of resources

The benefits of participating in Green Office will include:

- Saving money and reducing resource spending costs
- Reduction in resource consumption and resource waste
- Increase staff knowledge of, and have a say in, sustainability issues
- Improve the workplace image by showing leadership
- Promotion of the organisation's efforts
- Support and information provided from external Environmental Services
- Contribute to reducing our impact on the planet

Electrical:

- Ensure that all equipment conforms at least to ENERGY STAR requirements. Specifying the requirement of ENERGY STAR compliant and enabled office equipment in purchasing policies and procurement contracts ensures that your supplier delivers all products with the ENERGY STAR low-power feature enabled and tested.
- Check power ratings in operating, low power, sleep, and off modes so that staff can select the most energy-efficient, value-for-money model that meets all our operating requirements. Bear in mind that some equipment can still consume energy after the on/off button has been switched off and the power point is still switched on.
- Commitment to searching for the lowest possible time options to move to low power, sleep and off modes. This will save both energy and money.
- Staff will switch their equipment off before they go home.
- Activate power down settings and ensuring staff switch off at least their computer monitors (these use twice the energy of the actual PC itself) when not in use, including when they are away from their desks for meetings, or out to lunch.
- Make the best use of computer equipment by upgrading and reusing old machines for low power work, e.g., as print servers.



- Solar hot water systems will be installed
- Switch computers off outside working hours.
- you can switch off the monitor if a computer is being used as a server and the monitor is not required
- switch off your computer whenever you are away from your desk for an hour or more or for whatever shorter time you find convenient
- Desktop computers generally draw about 40 to 50 watts when in use.
- Monitors usually use 50 to 100 watts, with lower values becoming more common.
- 'Switch Off' campaign. Contrary to popular belief, it is always cheaper to switch off lights, however short the time period.
- Ensure that lighting levels are not excessive.
- Replace tungsten bulbs with compact fluorescent lamps. They typically make immediate cost savings of between 50-80% and last up to ten times longer.
- For fax/printer machines, make sure that the model you choose is more energy-efficient than running two separate machines would be.
- Ensure the fax machine has toner or ink-saving modes such as draft or "econosave" and ask for documentation of the amount of toner and ink saved in these modes.
- Before faxing something, think about whether you can communicate using email instead.
- adjust your margins and type size to fit more on the page
- use ink and toner saving settings
- recycle and refill toner and ink cartridges.

Ensure redundant equipment is collected and either sold on, or donated to charities, schools or other local groups.

Think of longevity, reusability and refill capability of imaging components when buying equipment.

#### **Paper & other Consumables:**

Producing and transporting a sheet of paper to the office usually takes more energy than the printer, fax or photocopier uses to place images on it.

- For office equipment that uses paper, specify: capacity to operate effectively using recycled paper
- capacity for double-sided printing
- plain paper instead of thermal paper for fax machines (thermal paper has higher embodied energy and more chemicals in it than plain paper and may not be accepted in office paper recycling schemes)
- a capacity for photocopiers to scan paper printed on both sides
- long-life printing drums and toner cartridges, which are generally cheaper overall, and less environmentally damaging than shorter-lived alternatives
- Avoid overproduction of marketing and publicity material by reviewing distribution lists and regularly updating databases.
- Wherever practical, modify the formats of standard documents, correspondence, etc., to use less paper (for example, by reducing margin widths).
- Reduce the number of copies made of standard documents, memos, etc., wherever possible.
- Distribute only one copy with a circulation list.
- Make an additional copy to post on a central notice board; these copies can be kept in a central file or binder for future reference.



- Use e-mail where possible to reduce printing and faxing.
- Connect PC's directly to the fax server to prevent unnecessary paper use.
- Encourage staff not to print out e-mails unless absolutely necessary.
- Avoid 'memo mania'. If your office has an e-mail system, use it to send messages wherever possible instead of written memos.
- Collect scrap paper (e.g., photocopier mistakes, superseded drafts, obsolete file copies, etc.) and use the clean sides for draft printouts, internal correspondence and fax transmission sheets, then recycle.
- Use scrap paper for notes and messages, and encourage others to do the same. Investigate having wastepaper bound as note and message pads at a print shop. Use waste paper wherever possible instead of self-adhesive notes since glued paper cannot be widely recycled.
- Choose minimally packaged products or ask your suppliers to provide products in less packaging. Where possible, return excess packaging to supplier for reuse.
- Re-Use envelopes for inter-office mail.
- Encourage those responsible for supplies to order in bulk where possible and to purchase durable, high quality supplies (e.g., paper clips vs. staples).
- Encourage avoidance of over-packaged goods, such as bubble-wrapped packages or single-item containers. These contain a small amount of product relative to packaging.
- Order reusable products instead of disposable ones (e.g., rechargeable batteries instead of single-use batteries).
- Cancel junk mail and unwanted publications. If several of your co-workers subscribe to the same publication, suggest reducing to one subscription and circulating the copy.
- Design fax cover sheets to have adequate space for messages so that you don't have to attach a separate letter or note.
- On computer or word processor, edit on- screen as much as possible to avoid printing multiple drafts.
- Wherever practical, modify the formats of standard documents, correspondence, etc., to use less paper (e.g., by reducing margin widths).
- Regularly check distribution lists for correspondence and publications, and remove the names of those who no longer need or want the information.
- Shredded paper will be given to staff for chook runs, mulching, composting etc.
- Use the "office library" for your personal paperbacks, magazines; and newspapers. You'll end up buying fewer "disposable" books, and you and your colleagues will be introduced to new authors.

### **Meals & Coffee Breaks**

How we spend our breaks at the office also affects the environment. The same principles of environmentally responsible management will be applied,

#### **REDUCE**

- No disposable dishes, (unless for a function and must be bio-degradable) no single- serving creamers and sugars, etc. Stock milk, sugar, and condiments in bulk to eliminate the need for single-serving packages.
- If you bring your lunch to work, pack a "garbage- free" lunch in a reusable container (e.g., a washable rigid plastic container,
- Bring a drink in a thermos or reusable glass bottle instead of using single serving juice boxes or milk cartons.



- Use of a cloth napkin instead of a disposable paper towel or serviette.

#### REUSE

- Use reusable coffee cups and keep extras on hand for visitors.
- If your office has a kitchen, use refillable soap containers. Encourage the purchase of liquid cleaning products in concentrated form. Add water as required and store in bulk containers; to use, refill small portable containers.
- Use cloth tea towels in the staff kitchen. Ask for volunteers to wash these regularly.

#### Grounds maintenance

- Watering of the grounds only when necessary and at night.
- We will not use chemical fertilizers, pesticides or herbicides
- Clippings and rakings will be put onto garden beds for mulching.

#### Reducing water use

- Taps turned off tightly so they do not drip.
- Watch for leaks around plumbing fixtures and report them promptly to appropriate repair staff.
- Installation of rain water tanks for garden water

#### General

- Plants will be placed in all offices as air filters
- Cleaning products will be replaced with natural products such as vinegar, bi-carb of soda etc.



## SECTION 4 - CONSUMERS AND CARERS



## **Policy 4.1 Access to Services**

### ***Policy Statement***

Share & Care provides services through a range of funding programs, and will operate in compliance with the access and eligibility requirements for each of those programs.

With the resources we have and according to the eligibility requirements of each program, Share & Care's services are open to all people in our geographical service area regardless of their race, gender, sexuality, marital status, and religious or political beliefs. Where funding limitations restrict capacity to respond to the number of people who seek a particular service, priority will be given to those who are objectively assessed to be in the greatest need.

Services cannot be provided to potential consumers who on assessment do not meet the program's eligibility criteria. Services might not be provided to eligible consumers who have a low level of assessed need when limited funding is available and there are high demands from other consumers with high levels of assessed need.

Assessment procedures require that the potential consumer is fit to participate in the assessment interview. Where the assessor believes that the potential consumer is unfit to participate, the interviews will not proceed and another appointment time will be given.

The consumer's right to refuse an offer of a service for which they are eligible will be respected.

### ***Procedures:***

- Share & Care will ensure that information on our services is distributed in appropriate formats to agencies in our geographical service area that have contact with the diverse range of people who might be eligible for a Share & Care Service. This will include, but not necessarily be limited to GPs, hospitals, the Wheatbelt Aboriginal Health Service, offices of the Department for Child Protection, the Disability Services Commission's local area co-ordinators, the Commonwealth Respite and Carelink Centre and other non-government service providers.
- All applicants for services will be assessed using the assessment tool required by the particular funding program, and will take into consideration:
  - the potential consumer's eligibility according to the relevant program's guidelines;
  - the potential consumer's level of need and their expected benefits from the service that would be provided;
  - any special additional needs of the potential consumer, and where relevant, their carer, and the extent to which Share & Care can contribute to those needs being met;
  - other services that the potential consumer receives and how the Share & Care service will complement those services and contribute to improved outcomes for the consumer; and
  - the potential consumer's relative need compared to others who receive or want to receive a Share & Care service.



- When assessment is declined for reasons of the potential consumer's mental state, being under the influence of alcohol, or displaying verbally or physically threatening behaviour, they will be provided with a new appointment time in writing. Where mental state is a concern, it will be suggested to the consumer that they bring a carer or advocate to the next appointment and this will be noted on the appointment card.
- Reassessments will be held as required for each Share & Care service. Ongoing monitoring will continue as long as the service is in place. Any change in the consumer's circumstances will instigate an immediate reassessment.
- If the assessment process results in a decision that Share & Care is unable to provide a service to the potential consumer, they, and their carer where relevant, will be advised of other organisations that might be able provide the service they require. If necessary, they will be assisted through referral to another organisation, according to the requirements of the particular program.
- Share & Care will continue to maintain and develop links with agencies across the region, ensuring consumers are provided with a holistic array of choices to meet their needs.





## **Policy 4.2 Support Letters and Referrals – Incoming or Outgoing**

### ***Policy Statement***

---

#### ***Procedures:***

**Support letters** will only be written for client only direct service purposes. Any other letters of support required outside of the services delivery boundaries must be discussed with the Chief Executive Officer beforehand.

**Referrals** come to Share & Care from many agencies in the region, and we refer out to other agencies where the service cannot be provided in house.

All referrals remain confidential and will always have the consumers signed permission to refer on to another agency.

Feedback to the referring agency/person must always be given within 48 hours. Staff will ensure the referring agency is informed within 48 hours of an assessment date or appointment.

Every outgoing referral must be on the Share & Care referral form.

Share & Care will continue to maintain the extensive network of other agencies to ensure that referrals can be provided to other agencies in working towards the consumers' goals and recovery.



## Form – Referral from Share & Care Community Services

### REFERRING PROGRAM:

- Mental Health Support Service
- Home Care Packages
- Meals at Home
- Seniors Social Club
- Commonwealth Home Support Program
- Magnolia Women's Centre-Refuge
- Narrogin Family & Domestic Violence Outreach Service
- Narrogin Family & Domestic Violence Counselling Service
- Safe at Home Program – Narrogin & Northam - Family & Domestic Violence
- Crisis Response Service-Family & Domestic Violence
- Child Support-Norrogin & Narrogin - Family & Domestic Violence
- Narrogin Rainbow Women's Centre-Refuge
- Narrogin Rainbow Women's Skills Café
- Suicide Bereavement Service
- Housing Support
- Emergency Accommodation
- Jacaranda House-Homelessness Women
- Willow House (Men's Lodge)
- Emergency Relief
- Financial Counselling
- Homemaker Program

Referring to: (Agency) \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Contact Person for this referral: \_\_\_\_\_ Ph: \_\_\_\_\_

Position: \_\_\_\_\_ Email: \_\_\_\_\_

Name of Client: \_\_\_\_\_

D.O.B: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Country of Birth: \_\_\_\_\_

- Aboriginal/ATSI     CaLD     Unknown     Non-Indigenous



Relevant Health or other Information:

Four horizontal lines for text entry.

Services being provided by Share & Care:

Four horizontal lines for text entry.

Details of service/s required:

Five horizontal lines for text entry.

Any other details:

Three horizontal lines for text entry.

The Consumer and/or Carer agrees to this referral  Yes  No

Consumer Signature \_\_\_\_\_

Carer Signature (where applicable) \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Return Faxes can be sent to:**

**Share & Care**

Fax. 96225070

**Box 365, Northam. Western Australia 6401**

Ph. 96222828



## Form – Referral to Share & Care Community Services

Share & Care program you are referring to (please tick):

- Mental Health Support Service
- Home Care Packages
- Meals at Home
- Seniors Social Club
- Commonwealth Home Support Program
- Magnolia Women's Centre-Refuge
- Narrogin Family & Domestic Violence Outreach Service
- Narrogin Family & Domestic Violence Counselling Service
- Safe at Home Program – Narrogin & Northam - Family & Domestic Violence
- Crisis Response Service-Family & Domestic Violence
- Child Support–Northam & Narrogin - Family & Domestic Violence
- Narrogin Rainbow Women's Centre–Refuge
- Narrogin Rainbow Women's Skills Café
- Suicide Bereavement Service
- Housing Support
- Emergency Accommodation
- Jacaranda House-Homelessness Women
- Willow House (Men's Lodge)
- Emergency Relief
- Financial Counselling
- Homemaker Program

Name of Referring Agency: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Postal Address: \_\_\_\_\_

Contact Person for this referral: \_\_\_\_\_ Signature: \_\_\_\_\_

Contact number: \_\_\_\_\_ Email: \_\_\_\_\_

Name of Client: \_\_\_\_\_

D.O.B: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Country of Birth: \_\_\_\_\_

- Aboriginal/ATSI     CaLD     Unknown     Non-Indigenous



Relevant Health or other Information:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Services being provided by other agencies:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Details of service/s required:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Any other details:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The Consumer and/or Carer agrees to this referral?  Yes  No

Consumer Signature: \_\_\_\_\_

Carer Signature (where applicable): \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Faxes can be sent to:**

**Share & Care**

Fax. 96225070

**Post: Box 365, Northam. Western Australia 6401**

Ph. 96222828

**Share & Care will respond to you within 48 hours**



## **Policy 4.3 Withdrawal of Service**

### ***Policy Statement***

Share & Care uses fair and equitable processes to assess initial and ongoing eligibility for services in all of the Program areas.

Services will not be provided to consumers at times when they are under the influence of alcohol or other drugs, or while they are behaving in a manner that is verbally or physically threatening.

A service will be withdrawn if a consumer is absent from the service or misses six consecutive appointments, either through cancellation or no notification they will be absent. A service may be withdrawn temporarily or indefinitely if the consumer's continued participation poses a risk to other participants or staff.

A service may be withdrawn if the consumer's circumstances change and their assessed relative need for the service is less than that of other current consumers and potential consumers.

When withdrawal of service becomes a consideration, Share & Care will make every attempt to work with the consumer, and where relevant, their carer and/or advocate to resolve the problem so that the service can be continued.

The consumer's right to withdraw from a service for which they are eligible will be respected, and will not affect their entitlement to access a service at a later date.

### ***Procedures:***

- The decision to withdraw a service will be made by the Program Manager after consultation with the CEO.
- Except where there are immediate issues of safety (for example when a consumer presents under the influence of alcohol or other drugs) Share & Care will make every effort to resolve the issue of concern with the consumer and where relevant their carer and/or advocate
- When a service is withdrawn, the consumer will be informed in writing of:
  - the reasons why the service has been withdrawn;
  - when, how and under what conditions they might be able to gain access to the service again; should their circumstances/needs change;
  - how to appeal the decision if they believe Share & Care's decision is unfair or incorrect; and
  - other agencies that might assist them.

When a consumer chooses to withdraw from a service they are receiving, acknowledgement of their decision will be provided to them in writing, with advice that the decision does not affect their right to re-apply for services in the future, and an invitation to attend an exit meeting to provide feedback on their experience as a Share & Care consumer.



## **Policy 4.4 Aboriginal and Torres Strait Islanders Service Delivery**

### ***Policy Statement***

Share & Care recognises that improving the health and socio-economic circumstances of Aboriginal and Torres Strait Islander people is one of Australia's highest priorities.

Share & Care supports the drive towards self-determination of Aboriginal people and Torres Strait Islanders by acknowledging that Aboriginal community control in health and socio-economic issues are key means of reducing inequalities.

Share & Care recognises that a range of factors, such as adequate sewerage, potable water, improved housing, employment, education and access to fresh food influence health, and socio-economic outcomes, and is committed to raising community awareness of Aboriginal needs and their cultural context, and to advocating for delivery systems which improve the outcomes of Indigenous Australians.

Share & Care acknowledges that European settlement profoundly changed Aboriginal circumstances and cultures. These changes have contributed significantly to the mental, social and physical health problems of Aboriginal people today.

We recognise that Aboriginal services must involve a holistic and inter-agency approach to Consumer care, and the importance of the role Aboriginal staff play in the delivery of Consumer services in Aboriginal contexts.

### ***Procedures:***

- Share & Care encourages staff & volunteers to develop an understanding of Aboriginal culture, history, socio-economic and physical health, and to incorporate this into their daily practice.
- Share & Care encourages the employment of Aboriginal and Torres Strait Islander people.
- Share & Care will contribute to enhancing community awareness of Aboriginal needs and their cultural context, and will advocate for programs which improve health and well-being outcomes for Indigenous Australians in our geographic service area.
- Share & Care supports educational programs for the community working with Aboriginal and Torres Strait islanders.
- Share & Care encourages research, which makes a difference to outcomes, policy, and practice for Aboriginal and Torres Strait Islanders' issues. It particularly encourages strategic and policy-driven research, focusing on primary care and developing collaborative approaches and the building of research capacity within Aboriginal populations and communities.
- Share & Care will continue to work in a collaborative manner with other organisations to address issues that affect the quality of services received by Aboriginal and Torres Strait Islander people in our geographic service area.



## **Policy 4.5 Consumers' Rights and Responsibilities**

### ***Policy Statement***

Share & Care respects the rights of consumers in all its programs. All consumers have the right to:

- be treated with respect and dignity
- be assessed for services without any discrimination and according to their needs;
- have information, to be consulted and be part of decisions made about the services they receive;
- receive services that are safe and of good quality;
- have their privacy respected and personal information kept confidential;
- have access to all personal information kept about them by Share & Care;
- have another person of their choice to support them and advocate on their behalf;
- have their feedback listened to and comments valued;
- terminate or refuse a Share & Care service without prejudicing their future access to a service;
- make a complaint if they are not happy with the services they receive.

### **Share & Care expects that consumers will:**

- be honest, cooperative, and courteous in their interaction with Share & Care staff and other consumers;
- be responsible for their choices and the results of any decisions they make;
- Be actively engaged in helping Share & Care to provide them with services; and
- when services occur in the consumer's home, take reasonable steps to provide a safe working environment for staff.

Share & Care recognises that all consumers are individuals and that at different times some will have varying levels of capacity to make decisions and exercise their rights. When a consumer experiences difficulty in making decisions and exercising their rights in relation to the service they receive, Share & Care will be sensitive to their wishes and limitations, and encourage the involvement of carers and significant others, including an advocate, to support the consumer.

In delivering services Share & Care will wherever possible, provide the consumer with choices about the services they might receive.

### ***Procedures:***

- Share & Care will maintain up to date information brochures about the services the organisation provides.
- Consumers will be provided with an information pack for the Program/s they are to receive, will have the contents explained to them by a Program staff member, and be encouraged to ask questions. The Handbook will be in an appropriate format for the consumer's needs and will address the following:
  - Consumers Rights and Responsibilities;
  - Information about the program/s through which their service/s is to be provided;





- Information about their particular service, including times, dates, locations, the staff member/s who will provide the service/s and where applicable, fees and service review and reassessment arrangements;
  - Information about Share & Care's Consumer Complaints Policy; and
  - Share & Care contact names and phone numbers.
- Consumers (and with their permission, their carer or a family member) will be involved in all aspect of their initial assessment, and the planning, delivery and review of services they receive.
  - Consumers will have access to all information about themselves that is held by Share & Care.
  - Information held about each consumer will remain confidential within the limitations of Share & Care's duty of care and requirements to comply with legal obligations.
  - Consumers' complaints will be dealt with fairly, promptly and without retribution, and the consumer may involve an advocate of their choice to represent his/her interests.
  - Where a consumer's rights cause conflict with another consumers rights Share & Care will bring a mediator in to work with the consumers and the agency/agencies involved.



## **Policy 4.6 Advocates**

### ***Policy Statement***

Share & Care supports the right of consumers to use an advocate in relation to any service they receive.

When a consumer has a legal guardian, a Power of Attorney or has otherwise appointed an advocate to act on their behalf, the rights of the guardian, attorney or advocate to act for the consumer will be acknowledged and respected according to the requirements of the agreement that is in place. Share & Care will respect the advocate's role and communicate with them using the same standards that are applied to interaction directly with the Consumer.

### ***Procedures:***

- Information about advocacy organisations will be available and prominently displayed at all of Share & Care's services sites.
- Initial Assessments will include questions about the consumer's use of advocates and preferences while receiving the current service.
- When a consumer commences receiving a Share & Care service they will be provided with written information about the role of advocates and how to access an advocate.
- Information on how to access an advocate will be available on Share and Care's website.
- When an advocate is involved, Share & Care will provide the advocate with a copy of the "Guidelines for Advocates" information sheet.
- Consumers who lodge a complaint about a Share & Care service will be reminded that they have the right to nominate an advocate to support them, and be provided with information about how to access an advocate.
- Consumers who choose to appoint an advocate will be requested to complete an Authority to Act as Advocate form when they appoint or change their advocate.



## **Policy 4.7 Protecting Consumers from Harm**

### ***Policy Statement***

Share & Care will at all times comply with laws that protect everyone in the community such as the Criminal Code, Consumer Protection, Equal Opportunity, and other laws, covenants and protocols that are relevant to our consumers, their Carers' and the organisation.

Share & Care is committed to protecting and supporting the human rights of all child and adult users of our services, and ensuring that they are kept safe and free from physical and emotional abuse, neglect and exploitation while they are Share & Care consumers. All services will be delivered in a way that minimises risks to consumers, and Share & Care will act to protect them when their rights or safety are a cause for concern.

Duty of Care requires that everyone at Share & Care (Board members, staff and volunteers) has an obligation to take all reasonable steps to avoid injury or other harm to another person or damage to property as a result of any action or inaction – they have a duty to be careful and diligent in carrying out their duties at Share & Care.

***In the event of concern, an allegation, or a witnessed event of abuse or neglect of a consumer, or the infringement of their rights, the staff member's duty of care to ensure the consumer's safety and well-being outweighs their duty to maintain confidentiality.***

A staff member who has concerns about a consumer must immediately report that concern to their Program Manager, even if the concern arises from confidential information. Such disclosure will not be regarded as breaching Share & Care's Privacy and Confidentiality policy, but the staff member should make the details known only to their Program Manager and the CEO.

Share & Care does not investigate concerns or allegations. When a concern, allegation, or witnessed event is reported by a staff member, the Program Manager and/or the CEO will take all steps that are reasonably possible to ensure the immediate safety and well-being of the consumer, until referral is made to an agency with the authority and expertise to undertake an investigation.

The CEO is Share & Care's Child Protection Contact Officer, and is responsible for liaison with the Department of Child Protection and other agencies, in relation to all matters concerned with the protection of children who receive Share & Care services or who are family members of a parent, guardian, or other formal or informal carer who receives Share & Care services.

### ***Procedures:***

#### ***Organisational***

- Recruitment and selection procedures will make specific reference to Share & Care's values and our expectation of staff to treat consumers with dignity and respect and to uphold the human to ensure that they kept safe and free from discrimination, abuse, neglect, and exploitation.
- As part of their orientation, all new staff who are in positions with direct consumer involvement will receive an introductory training session, through their Program Manager on:
  - what constitutes abuse of a child or adult consumer and the forms abuse can take;



- what constitutes neglect of a child or adult consumer and the forms neglect can take;
  - the difference between a concern, an allegation and a witnessed event, and the importance of reporting the matter in all three circumstances;
  - community agencies with the authority and expertise to investigate concerns and allegations;
  - Share and Care's procedures for staff who have a concern, receive an allegation or witness abuse or neglect;
  - Share & Care's role, through the Program Manager and/or CEO is to ensure that the consumer is kept as safe as possible until a referral can be made to the agency with the authority and expertise to investigate the matter and arrange for the ongoing safety of the consumer; and
  - groups in the community who are at higher risk of abuse.
- All Board members, staff, students, contractors, and volunteers will be required to produce a current National Police Clearance before commencing any work for Share & Care that involves contact with Consumers.

#### ***When Staff Have a Concern***

- When a staff member who has a concern, receives an allegation or witnesses an event that suggests a consumer is being abused, exploited or neglected while receiving a Share & Care service, or in other aspects of their lives, the staff member must discuss their concern or allegation with their Program Manager at the earliest opportunity, in person or by telephone. In the event that the Program Manager is unavailable, they should discuss their concern with the CEO.
- Action will be taken as follows:
  - The Program Manager will advise the CEO of the concern and will take steps to ensure the immediate safety of the Consumer.
  - The CEO will make a referral to the relevant agency which has the statutory authority to investigate the concern or the allegation (for example, the Police, Child Protection, or the Public Advocate).
  - As soon as possible after advising the Program Manager and no longer than 24 hours later, the staff member who raised the concern will document the reasons for their concern, taking care to make the report as complete, factual and free from value judgements as possible.
  - If an external person contacts Share & Care with an allegation of abuse, neglect or exploitation of a Consumer, the staff member who is the first contact should ensure that they have the contact details for the person making the allegation, and immediately pass those details to their Program Manager.
  - The Program Manager will be responsible for speaking with the complainant to obtain details of the allegation and of any immediate risks to the Consumer.



- This information should be immediately provided to the CEO who will make the decision about how to proceed and who should be involved, and as necessary, refer the complaint to the relevant statutory authority for investigation.
- Where there is a need for an outside agency to investigate, the employee will be suspended with pay until the investigation has an outcome. If found guilty the employee will be immediately dismissed.

### **Cyber safety for the Consumer:**

When consumers are utilising Share & Care computers for various programs the following will apply:

- No consumer will be left unsupervised with computers. A support worker will always be in attendance when the computers are being utilised.
- The Share & Care owned computers will have filters applied to ensure no adult content is allowed
- All consumers will be provided with information about cyber safety before utilising the computers.
- Children under the age of 18 will have a support worker or Carer seated with them at all times.
- Facebook will not be allowed and there will be no email attachments allowed.
- Audits on the computers will be completed quarterly and a report from the independent placed on file.



## Form – Child Safety Report - DCPFS

UTILISE THE DCPFS FORM PROVIDED BY THEM



## **Policy 4.8 Carers' Rights and Responsibilities**

### ***Policy Statement***

Share & Care operates in compliance with the Carers Recognition Act 2004.

Share & Care recognise the importance of the role of carers in the lives of many of the organisation's consumers and acknowledges that social, cultural, and other experiences have an impact on the caring role.

Carers have the right to:

- be treated with respect and dignity
- to be included (with the consumer's permission) in the assessment, planning, delivery and review of services that impact on them and their carer role;
- have their views and needs taken into account along with the views, needs and best interests of the person they care for, when decisions are made that impact on them and their carer role;
- be provided with non-personal information, advice and support when the consumer does not give permission for them to be directly involved in the service Share and Care delivers;
- have their privacy respected and personal information kept confidential;
- have access to all personal information kept about them by Share & Care;
- have another person of their choice to support them and advocate on their behalf;
- have their feedback listened to and comments valued; and
- make a complaint if they are not happy with the services they receive.

Share & Care recognises the importance of appointed guardians, people who hold power of attorney or who are advocates for Consumers, and acknowledges and respects and will comply with the roles stipulated in the guardianship, power of attorney, or advocacy arrangements.

Share & Care expects that carers will:

- be honest, cooperative and courteous in their interaction with Share & Care staff;
- be responsible for their choices and the results of any decisions they make;
- play their part in helping Share & Care to provide them with services.
- when services occur in the Carer's home, take reasonable steps to provide a safe working environment for staff.

### ***Procedures:***

- All consumer assessment procedures across all programs will include provision for the identification of carers, appointed guardians, people holding power of attorney and advocates.
- at the time the person they care for begins to receive a service from Share & Care, the carer will be provided with written information that includes:
  - their rights and responsibilities as the carer of a Share & Care consumer,
  - details of the service that the consumer is to receive;



- information about how to resolve concerns or complaints; and
- details of other agencies that provide support to carers.
- With the permission of the consumer, carers will be involved in all aspects of the assessment, planning, delivery, and review of services to the person for whom they care.
- If a consumer makes an informed decision that they do not want their carer to be included in decision making about the services they receive, Share & Care will ensure that the carer still has the opportunity to make their needs and issues known, receives general information about the services being provided and is assisted to access the supports they require.
- When a Carer of a Share & Care consumer is receiving support services from another agency, Share & Care will work collaboratively with that other agency to achieve outcomes that meet both the consumer's and the carer's needs.





## **Policy 4.9 Confidentiality of Consumer and Carer Information**

### ***Policy Statement***

Consumers and carers right to privacy and confidentiality is recognised, respected, and protected in all aspects of their contact with Share & Care.

Share & Care will at all times operate according to the requirements of applicable privacy legislation.

Share & Care will only request and retain information that is necessary to:

- assess a potential consumer's eligibility for a service;
- provide a safe and responsive service;
- monitor the services received;
- fulfil our duty of care responsibilities; and
- fulfil contract requirements to provide non identifying data and statistical information to a funding body.

Share & Care is committed to ensuring the confidentiality of all consumer information, in all the forms in which it might be stored. All Consumer service records are to be kept up to date and stored securely.

Consumers will have access on request, to the information that Share & Care holds about them, and have the right to have any inaccurate information corrected.

Consumer information will not be disclosed to a third party without the prior knowledge and consent of the Consumer or their appointed guardian, attorney or advocate. However, there could be occasions on which Share & Care must release personal information to a third party, and these will be explained to each consumer before personal information is collected in the Assessment Interview.

### **These occasions will include, but not necessarily be limited to the following:**

#### ***(1) The exercise of duty of care***

Occasionally, there might be conflicts between Share & Care's duty of care to the consumer and the duty to maintain privacy and respect confidentiality.

If there are concerns that a consumer might cause harm to himself/herself, or pose a threat to another individual or group, or that someone else poses a threat to a consumer, confidentiality might need to be broken to ensure the safety of the individuals or group concerned.

#### ***(2) Fulfilling legal obligations***

Confidentiality might need to be broken in order for Share & Care to comply with its obligations at law.

Personal information such as:

- medical conditions and health status;
- racial or ethnic background;
- political opinions and membership of political organisations;
- religious and philosophical beliefs and/or affiliations;
- employment, qualifications and/or industrial affiliations;



- sexual preferences or practices; and
  - criminal records will not be collected and recorded without the consumers consent.
- 

### **Procedures:**

#### *Consumer and Carer Information*

- As part of their orientation to the service, all new consumers (and Carers where relevant) will be advised of:
  - Share & Care’s commitment to maintaining their privacy and confidentiality and the occasions when legal requirements or our duty of care to ensure the safety and well-being of all of our consumers could mean that we might not be able to keep our commitment;
  - the practices in place to help meet privacy and confidentiality obligations as legislated;
  - the reasons why particular information is requested, and what Share & Care does with the information;
  - their rights to decline to provide information; and
  - how they can access the personal information that Share & Care holds, and any limitations to that access.
- This information will be summarised in an easy-to-read Privacy and Confidentiality Information Sheet to be provided to all consumers (and carers where relevant) when they commence receiving a service.
- Consumers (and carers where relevant) will sign a statement to confirm that they have been advised of and have written information to explain Share & Care’s Privacy and Confidentiality of Consumer and Carer Information Policy.
- Consumers (or families and/or advocates) will be required to give written informed consent before personal information is communicated to a third party, except in situations where not informing the third party could:
  - constitute a breach of our duty of care by placing the consumer or others at risk; or
  - place Share & Care in breach of legal requirements.

#### *Staff and Office Practices*

- Interviews with consumers (and carers and advocates) will be conducted in a room where privacy can be assured.
- If a staff member is in a situation where they believe that they need to disclose information about a consumer that they ordinarily would not disclose, they should seek the advice of the Program Manager before making the disclosure.
- Computer screens must not be visible to members of the public
- Consumer files are not to be left on unattended desks.
- Staff must log off their computer when they leave their desk and must not reveal their access password to anyone.



- Hard copies of information regarding service users will be stored in a filing cabinet that is kept locked when the office is unattended, with keys only available to authorised staff.
- Consumer (and carer where relevant) information that is in electronic form and stored on Share & Care's computer network will be password protected so that information is only accessible to authorised staff.
- Consumer files, or individual sections or pages of files, are not to be removed from Share & Care premises in any format, unless Share & Care is so directed by an authority with the legal mandate to give the direction to do so.
- Information from a consumer file is not to be copied, except as part of a backup procedure, without the express permission of the consumer.
- Organisational arrangements for maintaining consumer privacy and confidentiality will be reviewed annually as part of a privacy audit.
- Consumers who feel their privacy has been breached may voice their concerns to the Chief Executive Officer who will investigate on your behalf, or by contacting the Office of the Australian Information Commissioner.



## Form – Application for Access to Records Held By \_\_\_\_\_ Program under the Commonwealth Privacy Act 1998

### Applicants details

First or given name(s) Surname/Family Name: \_\_\_\_\_

Current Address: \_\_\_\_\_

Street or Box No: \_\_\_\_\_

Suburb: \_\_\_\_\_ Post Code: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Post Code: \_\_\_\_\_

### Previous address when receiving Program services

Number: \_\_\_\_\_ Street: \_\_\_\_\_ Suburb: \_\_\_\_\_ Post Code: \_\_\_\_\_

### Postal address used then if different

Street or Box Number: \_\_\_\_\_ Post Office/Suburb: \_\_\_\_\_ Post Code: \_\_\_\_\_

### Current Contact Numbers

Home: \_\_\_\_\_ Work: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

**Please indicate as closely as you can recall the date(s) you had contact with Share & Care Community Services Group. If you had contact over more than one series of sessions please try to identify the key dates you can remember.**

Month: \_\_\_\_\_ Year: \_\_\_\_\_ Name of Counsellor/worker if remembered: \_\_\_\_\_

Month: \_\_\_\_\_ Year: \_\_\_\_\_ Name of Counsellor/worker if remembered: \_\_\_\_\_

When you were in contact with a Program Manager, a mediator or a support worker was any other person present?  
E.g. member(s) of your family, partner etc.

I was alone YES / NO (cross out which is not applicable)

If you tick NO please provide name(s), current contact details for other parties.

First/given name(s): \_\_\_\_\_ Surname/Family Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_



## Form – Application for Access to Record Privacy Act 1998

*This form is to be completed by the Program staff person who supervised access by a client / ex client to their record held by the Program*

Name of Share and Care Staff Member: \_\_\_\_\_

Date(s) access was provided: \_\_\_\_\_

Name(s) of person(s) having access: \_\_\_\_\_

What form(s) of identification was accepted?  
\_\_\_\_\_

Were there any costs charged to the applicant?  
\_\_\_\_\_

What charged was levied? \_\_\_\_\_

Was this disputed? \_\_\_\_\_

Were any changes made to the official record as a result of information supplied by the client?  
\_\_\_\_\_

Detail changes made (use a separate sheet if necessary)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Were there any changes sought by the client which Share & Care Community Services Group decided not to accept?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If so please itemise (use separate sheet if necessary)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Were any photocopies of documents made for the applicant?  
\_\_\_\_\_

If so what?  
\_\_\_\_\_



\_\_\_\_\_  
Sign

\_\_\_\_\_  
Name (Block Letters)

\_\_\_\_\_  
Position held

\_\_\_\_\_  
Chief Executive Officer/Program Manager

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

Current contact details give address, phone numbers other details for making contact:  
\_\_\_\_\_  
\_\_\_\_\_

Please outline what information you are seeking or want to check for accuracy:  
\_\_\_\_\_  
\_\_\_\_\_

When we have located the information and ascertained whether there will be any costs to extract and view your file we will contact you will details including an offer of an appointment time. This should normally be within 14 days.

Chief Executive Officer \_\_\_\_\_

Program Manager \_\_\_\_\_

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_

Photo ID required e.g., current MDL, current passport, or similar

Share & Care Community Services Group is unable to accept a written permission from clients only. We must verify in person that they understand what providing you with access could mean to them.

It is a Share & Care requirement that an employee of the organisation be present at the time.



## **Policy 4.10 Managing Challenging Behaviours**

### ***Policy Statement***

Share & Care recognises that many factors can contribute to a consumer exhibiting inappropriate or aggressive behaviours. These could include medical or psychiatric conditions, disability, a history of rejection or abuse, an unstable or insecure lifestyle, severe financial stress, strained personal relationships, abuse of alcohol or other drugs or lack of communication skills.

Share & Care is committed to ensuring that when these behaviours occur, they are dealt with promptly and appropriately, having regard for the safety of staff, the rights of the consumer and any other person(s) affected by the behaviour, and duty of care obligations.

Staff will be trained in the use of strategies to prevent and/or defuse volatile situations, both generally and in relation to individual consumers with specific needs.

Staff are to immediately advise their Program Manager if they feel threatened in anyway and are fearful of providing a service to a particular consumer. They are not expected to provide a service until the matter has been investigated by the Program Manager and resolved to the staff member's satisfaction.

Withdrawal of service will be a last resort.

### ***Procedures:***

- When it is identified in an Assessment Interview that a consumer could exhibit behaviours that place themselves and/or staff and others at Share & Care at risk of harm, the Individual Service Plan will specifically include a behavioural management plan developed in collaboration with the consumer (where feasible), the Carer and family and/or advocate. In circumstances where risks could be high to the consumer or others, this might also include seeking the guidance of a professional with expertise in the area and transferring the consumer to a clinical support service.
- All staff will receive training in how to defuse volatile situations and reduce the incidence of unacceptable behaviours, both generally and in relation to any consumers who have specific issues that could place themselves or others at risk of harm while they are accessing a Share & Care service.
- In interview rooms, furniture will be positioned so that staff has unrestricted access to an exit.
- Staff must under no circumstances be alone with any Consumer who has a history of unpredictable, aggressive, or inappropriate behaviour.
- All incidents of violent or otherwise threatening or inappropriate behaviour will be documented on Share & Care's Incidents Register and a copy placed on the Consumer's file.
- When a first event of inappropriate behaviour occurs without warning and no behavioural management plan is in place, staff will follow the procedures contained in Share & Care's Occupational Health and Safety Guidelines.



- A consumer who continues to behave in a way that places themselves or others at risk of harm, despite a behaviour management plan being in place, will have their service temporarily suspended until further professional advice can be accessed.
- If satisfactory arrangements cannot be put into place to manage the consumer's behaviour with the resources and expertise available to Share & Care, the service will be indefinitely withdrawn.
- Consumers (and their families and advocates) will be advised of their rights to use Share & Care's Consumer Complaints Procedures if they want to challenge the decision to withdraw the service.
- If a service is withdrawn in these circumstances, Share & Care will work collaboratively with the Consumer and family and other service providers to try to find an alternative service for the Consumer.





## **Policy 4.11 Incident Reporting**

### ***Policy Statement***

An "Incident" is any event occurring in the course of Share & Care's work that has an immediate and adverse effect on the safety, and/or health and/or well-being of consumers, staff members, volunteers, or students on placement.

Staff are required to be vigilant in reporting incidents when they occur so that appropriate support can be provided to those affected and the circumstances can be analysed to reduce the likelihood of a similar event occurring again.

### ***Procedures:***

- An incident may be reported verbally by a staff member or volunteer when it occurs, but this must be followed up within 24 hours by the completion of a formal Share & Care Incident Report, which is to be provided to the relevant Program Manager, who will verbally inform the Chief Executive Officer and note the report and forward it to the CEO.
- When an incident results in a physical injury, obtaining medical attention for those affected will be the first and highest priority.
- When an incident results in a Notifiable physical injury, the CEO will immediately inform the Board Chairperson and Worksafe.
- The next of kin of those affected by the incident will be advised at the soonest possible time following the event, after the immediate medical and care needs of those involved have been attended to.
- When the immediate issues arising from the incident have been addressed, it will be investigated and documented by the CEO and Program Manager, and where possible, remedial action taken.
- Any staff that is traumatised by an incident will be offered a referral to Share & Care's Employee Assistance Program provider as soon as possible after the event.
- Incident Reports will be retained by the WHS Officer, and considered for their broader Health and Safety implications at Team Leaders Meetings.
- Incident Reports will be included in the WHS Officers monthly report to the Board.
- Incident reports include verbal/physical attacks
- Incidents include consumers threatening to harm themselves and/or others and is a notifiable Police incident



## Form – Incident Report Form

To be completed by any member of staff who is involved in an incident/accident whilst at work. Completion of this form does not constitute a claim for Workers Compensation.

Surname: \_\_\_\_\_ Given Names: \_\_\_\_\_

Position Title: \_\_\_\_\_ S&C Program: \_\_\_\_\_

### Incident details

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_\_

What type of incident? (E.g., motor vehicle, staff, client, other: \_\_\_\_\_

Describe the events leading up to the incident and where & how the incident occurred including injuries, [both parties]:

---

---

---

---

---

---

What were you doing at the time of the incident?

---

---

---

In your opinion what caused the incident?

---

---

---

Signature of Staff Member: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



**Consumer Details**

**Witness or other Parties**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Relationship to witness: \_\_\_\_\_

**Motor Vehicle Incident Details**

**Vehicle Report:**

Was the vehicle able to be driven after the accident?  Yes  No

Where is the vehicle now? \_\_\_\_\_

How long have you been driving? \_\_\_\_\_

Do you have a full license or a restricted one?  Full  Restricted

Was the road wet or dry at the time of the incident?  Wet  Dry

Was the road sealed or gravel?  Sealed  Gravel

Did the vehicle have to be towed?  Yes  No

If yes by which company and to where? \_\_\_\_\_

\_\_\_\_\_

**Medical Attention:** **Self**  Yes  No **Other**  Yes  No

If YES – Dr’s Name Date Examination

If NO - Given Reason \_\_\_\_\_

\_\_\_\_\_



**Reporting Details**

To Program Manager: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_\_

To CEO: Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_\_

If NO, reason why not: \_\_\_\_\_

Signature of Chief Executive Officer: \_\_\_\_\_

OSH Officer advised?  n/a  Yes Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Copy of incident to OHS Officer  n/a  Yes Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

INCIDENT reported to Police  Yes  No

Reporting number and details [from Police] \_\_\_\_\_

Other Comments / Details \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**To be completed by OHS Officer**  n/a

Investigated by OSH Officer?  Yes Investigation sheet attached:  Yes

OSH Officer Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Comments:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## Form – Incident Investigation.

Reference to Incident Report No: \_\_\_\_\_

### IMMEDIATE CAUSES

#### Standard Acts

1. Operating equipment without authority
2. Failure to warn
3. Failure to secure
4. Operating at improper speed
5. Made safety devices inoperative
6. Removed safety devices
7. Used defective equipment
8. Used equipment improperly
9. Did not use personal safety equipment properly
10. Improper loading
11. Improper placement
12. Improper lifting
13. Improper position for work
14. Service equipment in operation
15. Misbehaviour
16. Unfit for work
17. Other, explain: \_\_\_\_\_

#### Substandard Conditions

1. Inadequate guards/safety devices
2. Inadequate/improper PPE equipment
3. Defective tools, equipment or materials
4. Congestion or restricted action
5. Indadequate warning systems
6. Fire and explosion hazards
7. Poor housekeeping
8. Hazardous environment equipment
9. Noise exposure
10. High/Low temperature
11. Inadequate ventilation
13. Other, explain: \_\_\_\_\_
14. No unsafe conditions determined

**WHY** did this injury/incident happen? **Identify the causes:**

\_\_\_\_\_

**Comments/Recommendations:**

\_\_\_\_\_

Program Manager Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

OSH Officer Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

**CEO Advised**  Yes  No Date: \_\_/\_\_/\_\_

**Recommendations Implemented Date:** \_\_/\_\_/\_\_

**Details:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## **Policy 4.12 Consumer and Carer Complaints**

### ***Policy Statement***

Share & Care strives to do the best it can for its consumers and their Carers. However, it is recognised that from time to time a consumer (and/or carer) might be dissatisfied with a service they receive. When a consumer (and/or carer) has a complaint, the issue will be dealt with promptly, fairly and in a non-threatening way, according to principles of natural justice and with due regard to the consumer's (and/or carer's) rights.

Share & Care's preference is that grievances will be resolved through the procedures outlined below, but it is understood that on occasions, a consumer (and/or carer) might choose not to follow this practice. They might prefer to make a complaint through an external agency and use the process of that agency to resolve the matter of concern. In these circumstances, Share & Care is committed to working with the consumer (and/or carer) and whomever they nominate to be their representative.

### ***Procedures:***

- Share & Care will ensure that all consumers, and where they are identified, their Carers, are provided with information about the Consumer and Carer Complaints Policy when they first access the service, and that they are reminded of the policy and their rights to make a complaint without fear of affecting their service.
- When a consumer (and/or Carer) makes a complaint about any aspect of their involvement with Share & Care, the first step will be for the staff member to whom the complaint is made to listen respectfully and non-judgementally to the complaint and attempts to work with the consumer (and/or carer) to resolve it.
- If this first response does not resolve the complaint, the consumer (and/or Carer), will be advised of their rights to make a formal written complaint to Share & Care, and to have a support person or advocate to assist them. The consumer (and/or Carer) should be offered assistance to make the complaint.
- Share & Care has a formal Consumers and Carers' Complaint Form, but it is not essential for the Consumer to use this form if they do not want to.
- All formal complaints will be noted and recorded on the complaints register and filed for Quality Assurance purposes and retained as confidential documents, except that Program Managers will be aware of complaints made in relation to their program areas.
- Consumers (and/or Carers) who make a formal complaint will:
  - immediately be informed of the Consumers' Complaints Policy;
  - be advised of their right to independent advocacy or representation of their own choice and assisted to access that support (for example through Advocare or a similar organisation) if they wish to engage it; and
  - have their complaint dealt with confidentially and quickly, in an atmosphere of understanding and trust.



- When a formal complaint is made, the Program Manager will meet with the consumer (and/or Carer), and their advocate if they have one, as soon as possible to review the complaint and endeavour to resolve the situation. The agreed resolution or reasons for non-resolution at this meeting are to be documented, and a copy provided to the parties involved.
- In the event that the matter is not resolved with the Program Manager, it will be referred to the CEO who will endeavour to resolve the situation and document the agreed resolution, and provide a copy to the parties involved. If the Consumer (and/or Carer) remains dissatisfied they will be advised of other agencies they can use to assist them to achieve a resolution. If necessary, they will be assisted to access an external agency.
- The Complaints Register will be reviewed at least once every year to analyse complaints and identify opportunities for service improvement.



## Form – Consumer Compliments/ Complaints Record

Date: \_\_\_/\_\_\_/\_\_\_

Received By: \_\_\_\_\_(name)

Made Via  Telephone  
 Letter or Email (attached)  
 In person  
 Other \_\_\_\_\_

### Subject of Compliment / Complaints:

1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_  
4 \_\_\_\_\_  
5 \_\_\_\_\_

**If there is insufficient space, attach additional sheets please.**

Name of Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Is the CONTACT:  Consumer  Carer  Community Member

Details of Discussion:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

Copy of relevant documents attached?  Yes  No

Originals to Chief Executive Officer within 72 hours  Yes  No

**\*\*\*If required attach Investigation Sheet once completed**





## **Policy 4.13 Home Visits**

### ***Policy Statement***

Generally home visits will only be made for the purposes of:

- initial assessment, when it is necessary to the assessment and in the consumer's interests to be assessed in their home environment;
- collecting or dropping off a consumer who is receiving a transport service; and
- providing a service that has to be delivered in the consumer's home.

Visits at other times will only be made if there has been a prior appointment time agreed with the consumer (and their carer or family as appropriate), and if the visit is authorised by the Program Manager.

Many of the premises our staff visit have dogs. All premises visited must be aware that attendance by Share & Care staff will mean the dog must be restrained either by chain or behind a door or gate or staff will not be entering.

**Staff cannot provide a service through Share & Care to family members, extended family members or friends, as this has the potential to create a conflict of interest (real or perceived). In these cases, another staff member will provide the service.**

### ***Procedures:***

- Where a staff member is providing a service that has to be provided in the consumer's home, the Initial Assessment will include identification of any issues that could have safety implications for staff and a plan for how the risk has been addressed prior to the commencement of the service. Staff who are required to attend a consumer's home as part of a service arrangement must take a mobile phone.
- Other home visits should be authorised by the Program Manager, and advice about destination and estimated time of return left at the office before the visit is made.
- If the staff member has doubts regarding their personal safety, they should not make a home visit, and if concerns arise in the course of a visit, they should leave and advise the Program Manager of their concerns.
- If staff arrives at client premises and a dog is loose, they must NOT enter. Instead, the client must be telephoned and asked that they secure the dog before staff can enter. If a client refuses to secure a dog staff are not to enter. They are to return to the office and report to the Program Manager who will write a letter of explanation and request to the client.



## **Policy 4.14 Use of Interpreters, TTY, Deaf Access Services, and other disability access services.**

---

### ***Policy Statement***

Share & Care recognises that there are challenges in providing a quality service to people whose first language is not English, who may have a wide variety of disabilities or other needs. We will endeavour to minimise those challenges through the use of interpreters and other specialist services in key exchanges with the Consumer and family, including the Initial Assessment, and the development and review of Individual Services Plans when they are in place to guide the service being received.

---

### ***Procedures:***

- Potential Consumers from culturally and linguistically diverse backgrounds who appear in an initial discussion to have a limited capacity to communicate in English will be offered the opportunity to have an interpreter at the Assessment Interview, and in the development and review of Individual Service Plans.
- Telephone interpreters will be arranged through the Telephone Interpreter Service (TIS), which offers a free service (pre-booked) to non-government organisations.
- If it is not possible to access a Telephone Interpreter a specialist CALD organisation will be contacted for advice on how best to proceed.
- Except in an emergency or when an independent interpreter cannot be found, family members will not be used as interpreters where matters of a personal nature are being discussed with a Consumer and/or other family members.



## **Policy 4.15 Service Exits other than for Withdrawal of Service**

### ***Policy Statement***

Generally, Share & Care makes a long-term commitment to its consumers, and its services are not time limited, as long as the circumstances for eligibility continue to be met. Exit from Share & Care could occur for a number of reasons, including that the consumer:

- no longer requires the service or is no longer eligible for the service due to changed circumstances;
- chooses to move to another service provider;
- moves to an area that makes Share & Care's services inaccessible to them;
- develops a medical condition or a disability that cannot be safely managed with the staffing and resources available to the organisation, or that precludes participation in the activities that Share & Care is able to offer;
- develops new goals and aspirations that are outside of those which Share & Care can support them to meet.

### ***Procedures:***

- When a consumer exits a Share & Care service of their own volition, the Program Manager will invite them (and as relevant, their carer and/or advocate) to participate in an exit interview to obtain their feedback about the service they have received and to identify opportunities for service enhancement based on the consumer's experience.
- When a Consumer exits a Share & Care service as a result of a decision by Share & Care that the service should no longer be provided, the consumer (and as relevant, their carer and/or advocate) will be advised in writing, and provided with reasons for the decision.
- When a consumer exits a Share & Care service, regardless of the reason, staff will provide information on other agencies which might support them if necessary and where appropriate, will make a referral to that other agency for the consumer.
- A consumer who exits at Share & Care's instigation and against their wishes, will be advised that they may use the Grievance Procedure to have the decision reviewed.
- When all parties have agreed on the exit arrangements, whether the cessation of service has been initiated by the Consumer or by Share & Care:
  - a letter will be sent to the Consumer/carers from Share & Care confirming that the Consumer is no longer registered as a Share & Care service user, and with the Consumer and family's permission, other agencies involved in providing a service to the Consumer will be informed.



## **Policy 4.16 Privacy Principles**

### ***Policy Statement***

Share & Care collects and administers a range of personal information for the purposes of service delivery. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Share & Care recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

Share & Care is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

The purpose of this document is to provide a framework for Share & Care in dealing with privacy considerations.

### ***Procedures:***

Share & Care will

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information

### **Collection**

Share & Care will:

- Only collect information that is necessary for the performance and primary function of Share & Care
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.

### **Use and Disclosure**

Share & Care will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose, for other uses, Share & Care will obtain consent from the affected person.

### **Data Quality**

Share & Care will:

- Take reasonable steps to ensure the information the organisation collects is accurate, complete, up to date, and relevant to the functions we perform.



### **Data Security and Retention**

Share & Care will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with the organisation's Records Management Policy.
- In the case of CCTV footage, only those staff employed in the program and the CEO will have access to any footage.
- In the case of CCTV footage, unless required to be collected for criminal/offence purposes the tapes will be allowed to continually record over the top of previous information. Where footage is required by the police a signed Order to Produce may be requested by the CEO.

### **Openness**

Share & Care will:

- Ensure stakeholders are aware of Share & Care's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

### **Access and Correction**

Share & Care will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

### **Anonymity**

Share & Care will:

- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.

### **Making information available to other organisations**

Share & Care can:

- Only release personal information about a person with that person's express permission. For personal information to be released, the person concerned must sign a release form.
- Can release information to third parties where it is requested by the person concerned.



## Form – Consent to Use and Disclose Personal Information

I, \_\_\_\_\_, **[insert name of participant or guardian]** consent to personal information about \_\_\_\_\_ **[me / insert name of participant if this form is being signed by a guardian or other responsible person]** being collected and used by Share & Care Community Services Group for the purposes of the \_\_\_\_\_ service.

I also consent to the personal information collected by Share & Care being disclosed to, and used by : (Name of Agency you are referring Client to): \_\_\_\_\_

I also consent to Share & Care for verification of eligibility, monitoring of outcomes, reporting, research, and statistical purposes that are related to the \_\_\_\_\_ service

I acknowledge that I have read the information provided on the second page of this consent form and understand that personal information about \_\_\_\_\_ **[me / insert name of participant if this form is being signed by a guardian or other responsible person]** that is related to the \_\_\_\_\_ operation and \_\_\_\_\_ outcomes of Share & Care \_\_\_\_\_ service will only be recorded and disclosed in accordance with the *Privacy Act 1988*.

\_\_\_\_\_  
Signature of Participant

\_\_\_\_\_  
Signature of Guardian / Person responsible for the participant

\_\_\_\_\_  
Print Name

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_  
Signature of Share & Care representative

\_\_\_\_\_  
Print Name

I also understand that the \_\_\_\_\_ service may, in some circumstances, disclose personal information held about \_\_\_\_\_ **[me / insert name of participant if this form is being signed by a guardian or other responsible person]** to other organisations, to enable those other organisations to provide me with assistance. I understand that my \_\_\_\_\_ service will discuss any disclosure of any personal information with \_\_\_\_\_ **[me / insert name of participant if this form is being signed by a guardian or other responsible person]** prior to this disclosure.

Your information is to be collected by **Share & Care Community Services Group**.  
We can be contacted on 08-96222828 or by email [admin@shareandcare.com.au](mailto:admin@shareandcare.com.au)



## CONSENT INFORMATION SHEET

You have been given a consent form to sign. The form asks for approval for us to collect and use your personal information. This information sheet explains why we need your approval, and how your information might be used.

### Why do I need to provide information?

You or someone you care for would like support from a Share & Care service. You need to provide information to us so that we can provide services to you. We will need to share your information with the Australian Government to ensure the right services are getting to people who need them. When handling your personal information, we follow strict privacy rules. These are part of a national law called the *Privacy Act 1988* (Privacy Act). Under this law, we must tell you why we need your information and what we will do with it.

### How will the information be used?

Information you provide is needed to complete an assessment form for the service. You will be asked to take part in an assessment after you sign this form. This assessment will be used to help us find out if the service is the right service for you or someone you care for. The assessment will cover things like where you live and any special needs you have.

The information you provide will also be used by the Department of Social Services. The information will be used for research, analysis and evaluation of Share & Care services. This data will help the department know about the amounts and types of assistance needed in different areas. It will also help to make services better for people in the future.

### Is information about me given to anyone else?

It is usually only given to others **with** your consent. For example, we may need to share your information with other organisations that can help you, such as housing or employment agencies. We will talk to you about this first. We will then ask you to sign a different consent form so we can give your information to that organisation.

Under the Privacy Act there are some situations where your information may need to be given **without** your consent. For example, if:

- your health or safety is involved
- the health or safety of others is involved
- there are serious criminal matters
- there is a court direction.

**Important:** the information you give us will **only** be used if you agree, by signing the consent form. It will also **only** be collected, used and stored for the purposes outlined above.

### Can I see the personal information held by Share & Care?

Yes, we provide information about how you can see your personal information and make sure it is right. We will also give you information about our privacy policy.

**Where can I learn more about privacy?** You can ask us. The Office of the Australian Information Commissioner can explain your rights to privacy in more detail.



## SECTION 5 - STAFF AND VOLUNTEERS





## **Policy 5.1 Recruitment of Staff**

### ***Policy Statement***

The responsibility of employing staff is delegated to the Chief Executive Officer.

Share & Care is committed to equal opportunity in employment and to providing a work environment that is free from harassment and discrimination.

Share & Care is committed to attracting and recruiting the best possible candidates for available positions. The sole basis for staff recruitment and selection is merit according to transparent criteria. All recruitment and selection procedures and decisions will reflect Share & Care's commitment to providing equal opportunity by assessing all potential candidates according to their skills, knowledge, qualifications and capabilities.

The Board will manage all aspects of the process for the recruitment of the CEO, and Board members will form the interview panel for the selection of the CEO. The final decision for the appointment of the CEO will be made by the full Board.

All other senior recruitment will be managed by the CEO, the Program Managers will be responsible for the support staff in the service which has the vacant position, on delegation from the CEO.

Vacancies may be filled internally and only advertised externally if there is no available suitable internal candidate.

Share & Care staff is not permitted to participate in selection processes that involve a member of their family.

### ***Procedures:***

#### *To fill a position that is vacant*

- The position description and selection criteria for a position will be reviewed and, as necessary, revised by the CEO (or in the case of the CEO position, reviewed and revised by the Board) before an Applicant's Information Package is prepared and the vacant position is advertised.
- No position is to be advertised until the CEO (or in the case of the CEO position, the Board Chairperson) has authorised it. The advertisement will include:
  - the title and a brief description of the position;
  - how to obtain the Applicant Information Package;
  - the Share & Care contact person for enquiries; and
  - the closing date for applications.
- Information packages to support potential applicants to submit an informed, quality application will be available for all positions advertised for permanent filling. Names of all potential applicants who request information about a position, and the date the information was sent, should be retained until the selection process has been completed.
- Processes have been completed for 50d positions before advertising.



- All selection panels will interview short listed applicants taking into account EEO requirements and the selection criteria, and using the same core set of questions for each applicant.
- Referee checks are to be conducted in relation to the applicants deemed at interview to be the most competitive for the position, prior to any offer of employment being made.
- All documents confirming conditions of eligibility for the position are met (e.g., Qualifications, National Police Clearances, Driver's Licences, First Aid Certificates, Working with Children Check, etc.) must be sighted and noted before Share & Care makes an offer of employment to the recommended candidate.
- Three people will form a selection panel for the CEO position, one of which will be the Chairperson and two other members of the Board. The Chairperson will present the panel's recommendation to the full Board for endorsement.
- The Chief Executive Officer will interview for the selection of all Program Managers and Coordinators.
- The CEO and the relevant Program Manager will form the selection panel for other supervisory positions. In the event of a difference of opinion about the person to be selected, the CEO's recommendation will prevail.
- The relevant Program Manager and one other person will form an interview panel for all other positions, and submit their recommendation to the CEO for endorsement. In the event of a difference of opinion about the person to be selected, the CEO will make the decision based on the case presented by both members of the selection panel.
- The preferred candidate will sign an employment agreement which will set out the start date, starting salary, payroll (every fortnight-Thursdays) and conditions of employment relevant to the position. When the offer of employment has been formally accepted by the preferred applicant, the Program Manager will notify the unsuccessful applicants by either telephone or in writing.
- All newly appointed staff will serve a three month probationary period, during which the staff member may resign or Share & Care may terminate the employment without notice.

*To fill positions that are vacant.*

- Expressions of interest will be sought from all existing staff, who believes that they have the necessary experience and skills to meet the selection criteria for the position. Interested staff will be provided with the description of the position, the skills required to fulfil the role, the selection criteria and the closing date for receipt of their written application. All internal applicants who demonstrate in their applications that they have the required skills, qualifications and work-related experience, as specified in the internal advertisement, will be interviewed for the position.
- A selection panel comprising the Chairperson and one other Board member (for the CEO's position) the CEO (for a Program Manager's position) and the Program Manager & Chief Executive Officer for Coordinators positions, Program Manager and one other staff member (for all other positions) will be convened to review all applications and to short list those with the strongest claims to the position and conduct interviews.
- When no suitable internal applicant meets the criteria for the position at short-listing or interview, the position will be advertised externally.



## Form – Internal Vacancy Application

**POSITION:** \_\_\_\_\_

Name \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date of Hire: \_\_\_\_/\_\_\_\_/\_\_\_\_

Current Position: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Time in Current Position: \_\_\_\_\_

Email: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_

Please describe your qualifications (your background and experience) that make you a good candidate for this position.

---

---

---

---

List training and/or experience and any certificates that would relate to the new role.

---

---

---

Why do you wish to change/add a new role/s and what would you bring to the new role if successful?

---

---

---

Employee signature \_\_\_\_\_



## Policy 5.2 Volunteers

### **Policy Statement**

Volunteers are a valued asset and will be treated with respect and shown appreciation for their contribution. Their activities will complement, not replace, the duties undertaken by paid staff.

Within available resources, and having regard to organisational needs, the Chief Executive Officer will recruit and place volunteers in the type of volunteer work which best suits their skills and interests.

Share & Care will adhere to the National Volunteering Standards:

#### **1. Leadership and management**

Share & Care and employees will lead and promote a positive culture towards volunteering and implement effective management systems to support our volunteer involvement.

#### **2. Commitment to volunteer involvement**

Commitment to volunteer involvement is set out through our planning and resourcing, and supports Share & Care's strategic direction.

#### **3. Volunteer roles**

Volunteers are engaged in meaningful roles which contribute to Share & Care's purpose, goals and objectives.

#### **4. Recruitment and selection**

Volunteer recruitment and selection strategies are planned, consistent and meet the needs of our organisation and volunteers.

#### **5. Support and development**

Volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.

#### **6. Workplace safety and wellbeing**

The health, safety, and wellbeing of volunteers is protected in the workplace.

#### **7. Volunteer recognition**

Volunteer contribution, value, and impact is understood, appreciated, and acknowledged.

#### **8. Quality management and continuous improvement**

Effective volunteer involvement results from a system of good practice, review, and continuous improvement.

All volunteers will be provided with tasks that are clearly explained to them and which they are comfortable to undertake.

They will:

- be trained in the duties required of them when they begin as a volunteer, and be provided with training and development opportunities every year;
- have regular supervision and support;
- be provided with the tools and resources necessary to complete their allocated tasks;



- be protected from experiencing harm while working with Share & Care;
- have their complaints heard and responded to without consequences to their volunteering role;
- be reimbursed for all approved expenditure incurred in the exercise of their volunteer duties.

It is the Volunteers responsibility to comply with Share & Care's Staff and Volunteers Code of Conduct.

Share & Care's capacity to support volunteers, and the range of suitable work available, will vary from time to time. No volunteer positions should be regarded as being permanently or indefinitely available.

***Procedures:***

- Volunteers will be engaged at the discretion of the CEO.
- All volunteers will be subject to a selection process and will serve a six-monthly probationary period during which time they will have weekly supervision and receive regular feedback on their performance.
- New volunteers will be provided with an induction by the Chief Executive Officer and orientation into Share & Care and the service area in which they will be working by the Program Manager using the same arrangements that apply for new paid staff.
- Volunteers will carry out duties assigned by the relevant Program Manager, who is responsible for ensuring that each volunteer is trained and capable of fulfilling the tasks to which they are assigned.
- Arrangements for the supervision of volunteers will vary according to the service type and location at which they volunteer, and the experience of the volunteer, but the Program Manager will ensure that all have access to regular supervision and support, and that their work is monitored by a suitably experienced paid staff member.
- Volunteers will submit claims for reimbursement of approved expenses occurred no later than one month after the expense was incurred.
- Volunteers are required to submit their hours fortnightly on payroll day on the Volunteer form



Share & Care Community Services Group Inc.											
PROGRAM-Share & Care										F/Night Period Froir	
VOLUNTEER-NAME	DATE	START Time	FINISH Time	START Time	FINISH Time	Hours worked	Program Name	Program Name	Program Name	Program Name	NOTES
Wednesday											
Thursday											
Friday											
Saturday											
Sunday											
Monday											
Tuesday											
Wednesday											
Thursday											
Friday											
Saturday											
Sunday											
Monday											
Tuesday											
<b>totals:</b>											

I certify that I am adhering to my agreement

**SIGNATURE:** \_\_\_\_\_

Leave form attached      yes      no

**PLEASE RETURN THIS FORM TO C.E.O EACH FORTNIGHT**



## **Policy 5.3 Criminal Record Screening and Disclosure**

### ***Policy Statement***

Police Clearances (and Working with Children Checks for all positions that provide direct care to children and young people aged less than 18 years) are a key strategy in safeguarding Share & Care and its consumers from potential staff, volunteers or contractors who have been convicted of criminal offences that may present risks to the organisation and its consumers.

A criminal record might not automatically preclude acceptance for a position at Share & Care, either paid or voluntary, but the record must be disclosed. Failure to disclose a record, or a charge that has been laid since employment commenced, constitutes serious misconduct and will be dealt with according to Share & Care's Staff Misconduct and Discipline Policy.

### ***Procedures:***

- All staff are required on appointment to complete a Statutory Declaration to confirm the length of their residence in Australia.
- All Board members, staff, volunteers and contractors are required to produce documentary proof of identity (a passport or driver's licence with photo) a current National Police Clearance and where relevant, a Working with Children clearance) before they commence any paid or voluntary work for Share & Care.
- Paid staff are responsible for obtaining the necessary clearances at their own cost. Share & Care will meet the costs of obtaining the necessary clearances for volunteers and Board members.
- The date of the clearance/s will be logged by the Administrative Officer and copies will be retained on staff files.
- It is the personal responsibility of each staff member to ensure that all clearances required for their position are renewed and submitted to their Program Manager prior to the expiration of the current clearances.
- When a potential Board member, a preferred applicant for a position, a potential volunteer or a potential contractor discloses a criminal record they may still be employed after the consideration of the Board Chairperson and CEO. Consideration will be given to, but not necessarily be limited to the following:
  - the extent of the criminal record, the nature of the offence/s and whether the offence/s are current, recent or occurred in the past;
  - whether the conviction/s are for offences which directly relates to the duties the individual would be required to undertake at Share & Care;
  - the penalties imposed and any rehabilitation programs undertaken;
  - any extenuating circumstances at the time the offence/s were committed, such as the presence of mental illness;
  - the nature of the position the individual would take up at Share & Care;



- with the consent of the individual, the views of reputable referees who are able to make comment on the individual's current circumstances and suitability for a position at Share & Care; and
  - the extent to which the involvement of the individual in Share & Care would expose the organisation, its Consumers, Board members, staff, volunteers and students on placement to risk due to their criminal record.
- All Board members, staff, volunteers, and contractors who are charged with a criminal offence while employed or volunteering at Share & Care must immediately advise the CEO (for staff, contractors, and non-Board volunteers) or the Chairperson (for Board members and the CEO). The CEO will decide whether the individual should be allowed to continue in their position, or be stood down until the charges are heard. Action could include suspending the staff member without pay, in which case the staff member may choose to access accrued leave entitlements.
  - The CEO will advise the Board Chairperson immediately they are advised that a staff member has been charged with a criminal offence.

#### **Policies and Procedures**

Volunteers are expected to conform to the Share & Care Community Services Group Inc. Programs Policies and Procedures and operational manuals at all times.

#### **Supervision and Training**

Regular supervision sessions will be held for volunteers by the Program Manager. Volunteers may approach the Program Manager or Chief Executive Officer at any time to discuss an issue. An induction kit will be given to volunteers on recruitment by the Chief Executive Officer. Volunteers will receive the training and ongoing support needed to successfully undertake their work.

#### **Grievance Procedure/Dispute Procedure**

The staff grievance/dispute procedure is found in Share & Care Community Services Group Inc.'s Policies and Procedure Manual.

**PLEASE NOTE: Staff that do not have a current certificate or card will be removed from the floor without pay until such time as they can present either a receipt from the Post Office or the clearance certificate**





## **Policy 5.4 Induction, Orientation of New Staff and Volunteers and annual appraisals**

---

### ***Policy Statement***

Share & Care is committed to providing new staff and volunteers with a sound induction and orientation so that they feel welcomed into the organisation and have the essential information to enable them to safely commence their duties.

---

### ***Procedures:***

- The CEO will complete induction for new staff & volunteers and Program Managers will complete orientation for all new staff & volunteers in their areas of responsibility, with orientation to occur over the first three days of the new staff member's commencement date.
- **The induction process will include:**
  - providing each new employee with an Employee Induction Manual;
  - informing the staff member/volunteer of their duties, their supervisor and arrangements for supervision while on probation and after the successful completion of probation;
  - ensuring the new staff member/volunteer understands the chain of command;
  - informing the staff member/volunteer about Share & Care's Staff (or Volunteer) Code of Conduct and practices to ensure their personal safety in the workplace;
- **The orientation process will include:**
  - introduction of the new staff member/volunteer to the program office area and its facilities area and other Share & Care premises they will visit in the course of their duties;
  - introducing the staff member/volunteer to existing program staff and volunteers;
  - providing a mentor for the new staff member/volunteer;
  - providing the new staff member/volunteer with at least one week for staff and two sessions for volunteers, of supervised orientation in the work place; and
  - providing the new staff member/volunteer with adequate time to read both the Share & Care and Program operational manuals, and to ask questions about the content if necessary.
- **Conclusion of the probationary period and Annual Appraisal** the CEO and the new staff member/volunteer each will sign the Completion of Induction form, including confirmation that they staff member has received a Copy of Share and Care's Staff Code of Conduct. The end of probation form which will be placed on the new employee's Personal Record file after the six months probationary period is complete.
- At the completion each year's satisfactory performance an increase in incremental level may be applied for.
- Applications may be applied for a level increase should a certificate or other qualification be obtained



**EMPLOYEE APPLICATION FOR INCREMENTAL INCREASE**

To be presented to the Program Manager, who will present to the CEO

Name: \_\_\_\_\_

Present Position: \_\_\_\_\_

Present Level / Increment: \_\_\_\_\_

New Level requested: \_\_\_\_\_

Employee justification for application: (Tick or give other explanation)

\_\_\_\_\_  
\_\_\_\_\_

One year of satisfactory performance  Yes

Completed recognised certificate, diploma or degree  Yes

Other \_\_\_\_\_  
\_\_\_\_\_

Program Manager's Comments: Agree to incremental increase?  Yes  No

\_\_\_\_\_  
\_\_\_\_\_

Program Manager's Signature: \_\_\_\_\_

Chief Executive Officers Agreement:  Yes  No

Signed \_\_\_\_\_

New Increment/Level \_\_\_\_\_

Effective from: \_\_\_/\_\_\_/\_\_\_

\_\_\_\_\_

**OFFICE USE ONLY**

Financial Controller advised with copy?  Yes  No



## **Policy 5.5 Code of Conduct for Staff and Volunteers**

### ***Policy Statement***

Share & Care's Code of Conduct for Staff and Volunteers sets out the behaviours, attitudes, and ethical practices that guide staff and volunteers on what the organisation expects of them in the workplace and as representatives of Share & Care in the community.

The Code of Conduct applies to all paid staff and all volunteers except for members of the Board, for whom there is a separate Code of Conduct.

Staff and Volunteers are expected to operate according to the Code of Conduct at all times that they are representing Share & Care.

---

### ***Procedures:***

All new volunteers and staff will be introduced to the Code of Conduct and its implications for their behaviours and attitudes in the workplace, and provided with their own copy as part of their induction into Share & Care.

The Code of Conduct will be framed and displayed at every Share & Care workplace.

### ***The Code of Conduct***

Staff and volunteers at Share & Care will:

- perform their duties as set out in position descriptions to the best of their abilities and with integrity, honesty and impartiality;
- work co-operatively and courteously with other paid staff and volunteers;
- be courteous and respectful in their interaction with Share & Care's consumers;
- comply with Share & Care's administrative and work practices that relate to their area of work;
- exercise a duty of care to protect their own health, safety and welfare in the workplace and that of other staff, volunteers and Share & Care's Consumers;
- refrain from any behaviour that could be construed to be offensive and/or an infringement of any human rights of a colleague, including:
  - sexual harassment in any form (unwelcome physical contact, sexual remarks or jokes, bringing sexually explicit material into the workplace, making lewd or suggestive comments, requesting sexual favours, or sending lewd or suggestive emails etc.)
  - racial discrimination or vilification in any form;
  - religious or political vilification in any form; and
  - intimidation, harassment (including gossip) and bullying in any form.



- comply with Share & Care's requirement of zero tolerance of alcohol and other drugs while on duty (which means registering a zero reading at all times) and at all Share & Care premises, in Share & Care vehicles, whilst being accommodated in other premises for work purposes and in consumers' homes;
- be accountable for using the resources provided to help in carrying out duties at Share & Care in a safe, effective and efficient manner;
- maintain confidentiality in relation to all personal and official information relating to Consumers, staff, members and volunteers and Share & Care itself, this includes refraining from any work discussions on social media;
- disclose to their Program Manager their intention to engage in other employment while still an employee of Share & Care;
- refrain from taking up other employment while employed by Share & Care when that employment could create a conflict of interest with their employment obligations at Share & Care or present Work Health & Safety issues;
- declare to the Board Chairperson (for the CEO), the CEO (for Program Managers) and the Program Manager (for all other staff and all volunteers) any actual or potential conflicts of interest between their role as a Share & Care staff member or volunteer and any other personal roles, as soon as that conflict or potential conflict becomes evident;
- refrain from making improper use of their position, or information gained through their position, as an employee or volunteer to gain, directly or indirectly, an advantage for themselves or any other person, or cause detriment to Share & Care or its Consumers;
- positively promote and represent Share & Care in the community;
- dress in manner that is appropriate to the duties being undertaken, including wearing a uniform and lanyard ID while on duty where this is a requirement for the particular Share & Care service; and
- refrain from accepting any cash, alcohol or any other gifts or remuneration for matters which relate to or impinge on their role as a Share & Care staff member or volunteer.
- refrain from accepting personal payments for any unauthorised work for the consumer outside of rostered hours. This also includes any voluntary additional hours for the consumer not authorised by the Chief Executive Officer.
- deal with any difficulties with another colleague immediately by discussing concerns with them and not gossiping about it with other staff member.

**PLEASE NOTE:** This code of conduct remains in force when you are staying in booked accommodation overnight for training.

You may have finished training; however, you are still representing Share & Care whilst there, that means a limit of 2 standard drinks per 24 hours and appropriate business dress at all times.



## Policy 5.6 Staff Dress Code

---

Share & Care Community Services Group Inc. takes great care to ensure that not only are we delivering professional services to the community, we take pride in presenting as professionals.

**To this end we require the following dress code within all services:**

### **Shoes:**

Administration staff may wear sandals (must have heel strap), no scuffs are allowed. Heels are to be no higher than 5cms with a reasonable width to ensure stability.

All Field staff shoes must be fully closed in, flat, and non-slip.

Home & Garden Maintenance Staff must wear steel cap work boots.

### **Skirts/Dresses/Trousers:**

**Administration staff** dresses and skirts that have all the hemline to the knee. Pants may be  $\frac{3}{4}$  dress pants or full-length dress pants.

**Field staff uniform** is dress trousers (not jeans or gym pants) or approved knee or  $\frac{3}{4}$  length shorts (not cargo or gym) or skirts that have all the hemline to the knee.

**Blouses/shirts:** To show no cleavage, remembering that at some of our reception desks consumers look down over staff.

No Tee shirts are permitted, Polo shirts are acceptable, and no shoe string straps on tops.

**Hair:** Hair on all field staff that is over the collar must be tied up. Staff that work with mechanical equipment must have hair tied back if over the collar.

Staff not working with clients may wear hair down if it is no longer than shoulder length, after that it must be tied up.

**Jewellery:** Staff working with the client base in a personal care capacity must ensure the jewellery they wear does not have the potential to impact on skin integrity. This means no rings other than smooth ones, no earrings unless they are studs and no necklaces, no watches or bracelets. No nose, lip or eyebrow rings, studs only

**Fingernails:** Must not be over the top of fingers for all Care staff, client skin integrity must be maintained in a safe & hygienic manner.

Clear nail polish only for care staff, to ensure nails can be visually verified as clean.

All staff within each Share & Care service is required to wear the uniform of that service. Identification must be on your person at all times, either around the neck on a lanyard or attached to your trousers/shirt etc.



## Policy 5.7 Staff Training and Development

### *Policy Statement*

Share & Care is committed first and foremost to ensuring that staff and volunteers have the necessary skills and knowledge to (a) meet requirements that are mandatory by law or funding contract and (b) be competent and safe in undertaking the duties of the position for which they are employed.

The next priority is to provide ongoing opportunities for staff to participate in development activities that extend and enhance their capabilities and capacity for advancement within the organisation.

The third ranked priority, according to organisational capacity and resources, is to support staff to pursue further education or training that will contribute to the staff member's professional development but which is not a requirement directly relevant to Share & Care's needs.

Share & Care recognises the relevance of a range of training and development strategies and the expertise of a wide range of training providers to meet individual staff and the organisation's needs. This includes on-the-job training, internal or external courses, support for undertaking research or project work, attendance at conferences or seminars, and networking, coaching and mentoring programs.

Share & Care will provide equity of access to professional development opportunities, taking into account the organisation's needs and the current competencies relative to the job that the staff member is able to demonstrate.

All staff will have opportunity to participate in a **minimum** of six training and development activities each year. Cultural Awareness (every 3 years), Work Health & Safety (every 3 years), the others will be decided between the employee and Program Manager.

Multi-skilling of staff across Programs is in the interests of both individual staff members who want to extend their skills and the organisation, because it builds a more skilled and flexible workforce, and is encouraged.

### *Procedures:*

- Performance Appraisals will be used as a means to encourage staff members to take an active role in their own ongoing development to identify their training and development needs in consultation with their supervisor, and explore the options available to address those needs.
- Where the Program Manager decides, in consultation with the CEO, that it is necessary for a staff member to acquire a particular skill, or a specific qualification in order for them to carry out the duties attached to their existing position, Share & Care will be fully responsible for all costs incurred in the staff member meeting that requirement. If the value of that training is over \$500.00 the employee will be required to sign a scholarship form and adhere to the conditions.
- Where a staff member wishes to pursue further education or professional development that is not a requirement for their current position or the organisation's needs, Share & Care will not directly contribute to the cost of the staff member's training. At the Program Manager's and CEO's joint discretion, and taking into account any impact on service delivery or other staff, the staff member may be:



- permitted to take any annual leave or unpaid leave arrangements that would assist the staff member to participate in the development activity; and
- granted up to two days study leave as necessary to attend examinations.
- Staff will be actively encouraged to notify their Supervisor in Performance Appraisals if they are interested in extending their skills and enhancing their career development at Share & Care by acting in temporary vacancies in services in other Program Areas.



## Policy 5.8 Family Friendly and Flexible Work Practices

### ***Policy Statement***

Share & Care encourages staff to develop a healthy work life balance. The organisation will be as flexible as possible in providing work arrangements that support staff to achieve that outcome, while at the same time ensuring that service delivery needs of clients are the primary focus and that standards are maintained and other employees are not adversely affected.

### ***Procedures:***

- Share & Care will ensure that staff are aware that they can request short or long term flexible working arrangements, including:
  - working part-time;
  - leave without pay;and that they understand that the decision to support or not support their request will be made on the basis of any impact on clients and standard of services, fellow staff and then on the organisation.
- For short term emergencies, staff may:
  - access personal/Carer's leave entitlements;
  - make flexible use of accrued annual leave or long service leave entitlements; and/or
  - make up time and time in lieu including through formal flexi time arrangements.
- Flexible working arrangements will be documented in individual staffing agreements.
- The individual staffing agreement will state that the arrangement is agreed to by Share & Care only while it does not cause detriment to the organisation's capacity to provide consumers with a timely service that is of good quality, and does not have adverse consequences for other staff.
- All flexible working arrangements will be reviewed as part of the staff member's Performance Appraisal.
- Share & Care will ensure that Program Managers and supervisors have the skills and confidence to lead a team in which members have different working arrangements.
- Share & Care recognises that there might be occasions on which staff are unable to find alternative care arrangements at short notice when their normal arrangements for the care of a family member (eg, a child or an elderly family member) break down. In these emergency circumstances, the family member may be brought to the workplace providing:
  - there is a safe place for them to be, away from contact with Consumers or the public;
  - they do not have a contagious illness;
  - they remain under the supervision of the staff member at all times; and
  - they do not behave in ways that disrupt other staff or the delivery of services.





## **Policy 5.9 Share & Care Scholarship**

### ***Policy Statement***

Share and Care Community Services Inc. (**Share and Care**) seeks to continually improve its skills and knowledge base by developing our employees, thereby enhancing quality service delivery to the community.

To this effect, Share and Care is committed to supporting courses of study leading to appropriate qualifications. Scholarships (depending on the annual budget – but not more than three (3) annually) will be made available to fund employees' further education. Applications for consideration will be judged on:

- merit
- budget constraints;
- relevance to work;
- ability of the organisation to provide suitable resources in any absences;
- quality and reputation of the course and, the provider
- the signing of a Scholarship Authority Form

by the Chief Executive Officer.

The decision to grant the education scholarship rests with Share and Care and it reserves the right to refuse any such application.

### **Scope**

This policy applies to all employees of Share and Care unless expressly excluded.

Casual employees are not eligible to apply for the Scholarship but will continue to be supported through all other methods of training required (In-house and external trainers) for them to undertake their role.

This policy applies only to courses that lead to formal qualifications (certificate, diploma, degree), which are considered to be appropriate to the work of Share and Care and, which are greater than six (6) months in duration.

Generally, priority will be given to those courses which are purely role specific – i.e. courses/qualifications that are directly related to the current job of the employee and would have a measurable impact on their performance in that role.

On occasion, Share and Care would like to be able to assist with the development of employees by granting applications for courses/qualifications that, whilst not directly related to the current job of the employee, would assist him/her in progressing his/her career within Share and Care. In making this decision, the provisions of the Policy Clause will apply.



## **Financial Assistance**

### **Irrespective of length of service, the following principles will apply:**

Financial assistance will be provided up to a maximum of \$1500.00 per annum. It will apply to the course, including those that are modular in nature, for a period of 12 months. Employees may apply annually for the assistance.

Where course fees exceed \$1500 p.a. the applicant must pay the balance.

Employees are not required to contribute any costs up front, but by signing the Scholarship Authority Form, agree to continue employment with Share & Care for a period of two (2) years following completion of the certification/diploma/degree.

---

### ***Procedures:***

#### **Applications for assistance should be:**

Made prior to enrolling in the course (retrospective applications will not be considered).

Application must be made by completing a cover letter and submitting a Scholarship Authority Form to the immediate line manager (**ILM**). The ILM must submit the form to the Chief Executive Officer (**CEO**).

The application will be referred by the CEO, to the Board of Management for discussion and final authorisation.

#### **Failure/Discontinuation**

Under no circumstances should an employee discontinue a course without first discussing the matter with his/her ILM. Unless exceptional circumstances exist, employees who fail to do so will be liable to fully reimburse Share and Care for monies paid on their behalf.

Exceptional circumstances include, but are not limited to, the following: redundancy, pregnancy & serious illness. The CEO will ultimately decide if a particular situation will be regarded as exceptional circumstances.

Employees, who fail examinations, or units/modules, are required to notify the CEO and their ILM before undertaking any re-sits.

Employees must fund re-sit costs.

#### **Success**

Employees are required to inform their ILM and the CEO when they successfully pass units/modules.

Copies of certificates/proof of passing should be passed on to the CEO in order for the file to be updated and, an incremental/level raise administered where required by the award.



**Leaving Share and Care Community Services Inc.**

All payments made by Share and Care in respect of the Scholarship will be regarded as a loan. The loan will be satisfied by the employee remaining in the employment of Share and Care for a period no less than 2 years from the date of completion of the relevant course.

Unless exceptional circumstances exist, Employees who leave Share and Care at any time during their course programme or prior to the 2-year period being served will be liable to repay all or part of any monies paid in respect of the Scholarship as set out in the table below.

Exceptional circumstances include, but are not limited to, the following: redundancy, pregnancy & serious illness. The CEO will ultimately decide if a particular situation will be regarded as exceptional circumstances.

**The scale for re-imburement of fees:**

<b>Period of Employment Served Since Course Completion</b>	<b>Percentage repayment of Scholarship Amount Required</b>
0 -12 Months	100%
Over 12 Months – Up to 24 Month Requirement	50%

The Employer may request that monies be deducted from an employee’s final salary.



## Form – Scholarship Authority

<b>Employee Name:</b>	
<b>Course Title:</b>	
<b>Course Code:</b>	
<b>Commencement Date:</b>	
<b>Expected Completion Date:</b>	

I, \_\_\_\_\_ have read, understand, and hereby agree to the terms and conditions of this form and, the contents within the Share & Care Scholarship Policy.

Name:

\_\_\_\_\_

Date:

\_\_\_\_\_

Signature:

\_\_\_\_\_

CEO:

\_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## Policy 5.10 Employee Leave

### **Policy Statement**

Share & Care encourages staff to develop a healthy work life balance and to utilise their holidays when due.

### **Procedures:**

After discussion with the Program Manager, or in the case of a Program Manager the Chief Executive Officer, the staff member wanting to utilise any form of time off needs to ensure they complete the Leave Application form and hand to their supervisor at least two weeks in advance of the requested time off. Failure to lodge 2 weeks prior may see the request denied if there are work requirements that mean there will not be sufficient staff coverage.

**Sick Leave:** All staff will be allowed 3 days sick without a certificate, after that a certificate must be provided for each occasion if you require payment. Certificates are acceptable from either your General Practitioner or the local hospitals emergency department. An exception for one additional day will be granted for those staff that a Program Manager sends home from work sick. Notification 2 hours before if you are sick to the Program Manager, by phone, **not text** is required. Sick leave is not for tests or other processes. Under the award it is when you are too ill to attend work. **Fair Work Australia states:** "Medical appointments and elective surgeries that are pre-arranged can only be covered by sick leave if an employee is not able to work because of a personal illness or injury. It will depend on each individual circumstance".

**Long Service Leave:** Although the National Employment Standards dictate employees work ten years before accessing LSL (and every five thereafter) the Board of Management has allowed for employees to access pro-rata at seven years and every five thereafter. Staff may have up to 50% paid out each time it is due. If more is required for medical purposes the Chief Executive Officer may authorise.

**Birthday Leave:** The Board of Management allows each employee their birthday as a paid day off in recognition of their hard work and loyalty. Conditions are as follows:

- If your birthday falls on a Saturday, Sunday or Public Holiday you will miss the holiday for that year.
- If you do not celebrate birthdays you can utilise it as a wellness day or not take it.
- Full timers cannot swap days, if you do not take it on the day you will forfeit it.
- Part timers can take it on the day closest to the birthday date
- A leave form must be completed 2 weeks prior and handed to your Program Manager.

**Compassionate Leave:** Immediate Family Member (Mother, Father, Grandparent, Sibling, or Child): The award allows for 2 days, however Share & Care policy is to allow for 5 paid days, to be used within 4 weeks.

**Holiday Leave:** Must be utilised every 12 months. Two weeks' notice is required unless an emergency. Program Manager's may decline requested dates and ask you to revise them if it will impact on the service. Staff may have up to 2 weeks paid out once per annum.

**Special Paid Leave:** This leave is based on a case-by-case assessment by the Chief Executive Officer or Operations Manager. It is generally given for example when staff find a deceased client, witness an assault or other traumatic event where debrief coupled with some space/time out is required.



## Form – Employee Leave Application

<b>Name:</b>	<b>Program:</b>
	<b>Position:</b>
<b>Leave Required:</b> (Place a tick in the box)	First day of leave: ____/____/____ Last day of leave: ____/____/____ Date resuming work: ____/____/____ <b>Total hours</b> _____ <b>Total number of days</b> _____
<input type="checkbox"/> Annual Leave <input type="checkbox"/> Personal Leave <input type="checkbox"/> Compassionate Leave <input type="checkbox"/> Long Service Leave <input type="checkbox"/> Unpaid Leave <input type="checkbox"/> Birthday Leave <input checked="" type="checkbox"/> <b>Checked by PM</b> <input type="checkbox"/> Maternity Leave <input type="checkbox"/> 12 months <input type="checkbox"/> 24 months Other (Please specify) _____ _____	Pay Period from ____/____/____ to ____/____/____ Hours _____ Number of Days _____ Pay Period from ____/____/____ to ____/____/____ Hours _____ Number of Days _____ Pay Period from ____/____/____ to ____/____/____ Hours _____ Number of Days _____ Program Manager Agreement <input type="checkbox"/> Yes <input type="checkbox"/> No Program Manager Signature: _____ CEO agreement <input type="checkbox"/> Yes <input type="checkbox"/> No CEO Signature: _____
Medical certificate Attached: <input type="checkbox"/> Yes <input type="checkbox"/> No  Signature of Employee _____  Date: ____/____/____	



## Form – Accruals’ – Pay Out

Name: \_\_\_\_\_  
Program: \_\_\_\_\_  
Position: \_\_\_\_\_

### ATT: Chief Executive Officer

Please pay out \_\_\_\_\_ hours of my:

- Holiday Accruals
- Long Service Leave Accruals

Whilst I understand this is not what the award allows, I am requesting this due to urgent personal circumstances.

I understand also that I must have 2 weeks remaining in my accruals which must be taken as time off unless this application is for medical reasons.

Program Manager Agreement       Yes       No

Program Manager Signature: \_\_\_\_\_

CEO agreement       Yes       No

Authorised \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## Form – Final Pay

To be presented to the Program Manager

Name: \_\_\_\_\_

Present Position: \_\_\_\_\_

Program/s: \_\_\_\_\_

Today's Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### Employee Notification: (Tick)

Immediate Notice

Two weeks' Notice

Four Weeks' Notice

Last day of work: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date of last Pay: \_\_\_\_/\_\_\_\_/\_\_\_\_

Current Address for Group Certificate:

\_\_\_\_\_

Current email address:

\_\_\_\_\_

Employees Signature: \_\_\_\_\_

Program Managers Signature: \_\_\_\_\_

Chief Executive Officers Signature \_\_\_\_\_

### OFFICE USE ONLY:

Payment Processed:  Yes  No

File Closed:  Yes  No

Signature of processor \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_





## Policy 5.11 Program Managers' Incentives

### ***Policy Statement***

Share and Care recognises the time and commitment of all staff, but particularly acknowledges the contribution of its program managers and the complexity of their responsibilities when they manage multiple programs.

When a Program Manager is required to manage more than four programs, Share and Care will offer an R&R incentive above their salary entitlements. This will be subject to the Manager's satisfactory performance across all of the Program Areas they manage.

When the contract ceases, so too will the R&R attached. The R&R count will only apply to those programs over \$100,000.00 that are audited.

Transitional arrangements on programs are not included as these are technically the same program whose responsibility is being transferred to another Govt department.

Program Managers will receive R&R days **in lieu of** any monetary incentive as follows:

- 5 Programs 3 days R&R per annum
- 6 Programs 4 days R&R per annum
- 7 Programs 6 days R&R per annum

**These days are not able to be accrued**, they must be utilised by the end of each financial year or staff lose them as of the 1<sup>st</sup> of July each year.

### ***Procedures:***

- When a Program Manager becomes responsible for more than four programs the CEO will discuss with them the R&R days that apply.
- When arrangements change and the Program Manager is no longer responsible for more than four programs, the additional R&R days will cease from the next pay day following the changed arrangements.



## **Policy 5.12 Family Members as Consumers**

### ***Policy Statement***

Share & Care recognises that as a regional service provider operating in many small towns, the organisation is sometimes the only available service provider for the family members of staff.

Staff are to separate their roles as employees of Share & Care and family members of a Consumer, to reduce any actual or perceived potential conflict of interest.

### ***Procedures:***

- All staff are required to inform their Program Manager as soon as they become aware that a member of their family has been referred to Share & Care for an assessment of eligibility for service.
- Program Managers are to ensure that a member of staff does not conduct an assessment of needs and service eligibility in relation to a member of their own family, or provide Share & Care services to a family member.
- The same eligibility and other criteria must be met for all applicants for any Share & Care Service; no special provisions are available to staff members' families.
- Where a family member is an applicant for Financial Assistance the eligibility/needs assessment will be conducted by another financial counsellor or Chief Executive Officer in their absence.
- When special circumstances mean that the requirements of this Policy and Procedures cannot be met, the Program Manager should discuss the matter with the CEO to decide on the right course of action.



## **Policy 5.13 Supervision and Annual Staff Planner**

### ***Policy Statement***

The regular supervision of staff and annual planning are strategies to support staff to perform at their best and ensure that Share & Care's consumers receive quality services from appropriately skilled staff.

All staff that is responsible for the supervision of other staff will be provided with training in how to be an effective supervisor.

It is the responsibility of the staff member to participate openly and honestly in planning and assessing their own performance objectives and receiving feedback from their supervisor.

It is the responsibility of the Program Manager to familiarise themselves with the staff annual planning process and to meet their responsibilities according to this policy.

The Chief Executive Officer is responsible for the annual planning of all Program Manager's and Coordinators

Share & Care will ensure that supervisors have the necessary skills to provide quality supervision and to lead effective running performance appraisal sessions with the staff for which they have supervisory responsibility.

### ***Procedures:***

#### ***CEO***

- The CEO will have formal supervision with the Board Chairperson and another nominated Board member at least fortnightly in the first 3 months of their employment, and thereafter as agreed

#### ***Staff***

- All paid staff will have formal supervision on a weekly basis in the first six months of their employment, and thereafter at least once per quarter, or more frequently at the discretion of the supervisor or the request of the staff member.
- All paid staff will also complete annual performance appraisals via the annual planner

#### ***Procedures – Volunteers:***

Volunteers will have formal supervision after each of their first three sessions as a volunteer, and thereafter at least once per quarter, or more frequently at the discretion of the supervisor or the request of the volunteer.



## Form - Staff Development Planner

Employee Name _____
Employee Position _____
Program _____

### Introduction

Share & Care is committed to ensuring that all employees are given the opportunity to provide feedback on their performance and skills, to develop their expertise and discuss their role and to contribute to the organisation's development along with their own growth.

### Benefits of an Employee Development Planner.

The essential reason for a Development Planner is to ensure employees have an opportunity to discuss their learning and development needs to effectively carry out their role, to identify any skills they may need and to discuss areas and processes they feel could be improved in the service they work within and any challenges they are facing.

### Benefits:

- Identify existing skills that need updating or new skills that need to be acquired.
- Assisting the employee to plan and take responsibility for their development and learning opportunities.
- Gain an understanding of their strengths and areas for development.
- Opportunity to openly discuss any issues with their Manager.
- Assisting the employee to make the most of their opportunities at the workplace.
- Identify employee's potential.



**Staff Comments**

What do you consider to be your most important achievements in this past year?

---

---

---

What element of your role interests you the most?

---

---

---

---

What elements of your role do you find most challenging?

---

---

---

---

Looking into your future with S&C, what do you see?

---

---

---

---

What training or experiences would benefit you in the next year?

---

---

---



**Staff Discussion Items**

Feedback ideas for the Chief Executive Officer to consider:

---

---

---

---

---

Suggestions for your role:

---

---

---

Do you feel this annual planning is useful to you in your employment?

Yes

No

Please explain: \_\_\_\_\_

---

**Program Manager Feedback:**

---

---

---

Employee Signature: \_\_\_\_\_

Program Manager Signature: \_\_\_\_\_

Chief Executive Officer Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## Form - Staff Incremental Rise Application.

[To be presented to the Program Manager, who will present to the Chief Executive Officer.]

Name: \_\_\_\_\_

Present Position: \_\_\_\_\_

Present Level / Increment & Award: \_\_\_\_\_

New Level requested: \_\_\_\_\_

Employee Justification for application: (Tick or give other explanation)

One year of satisfactory performance  Yes

Completed recognised certificate, diploma or degree?  Yes

Other \_\_\_\_\_  
\_\_\_\_\_

Program Manager's Comments: Agree to incremental increase?  Yes  No

\_\_\_\_\_  
\_\_\_\_\_

Program Manager's Signature: \_\_\_\_\_

Chief Executive Officers Agreement:  Yes  No

Signed \_\_\_\_\_

New Increment/Level \_\_\_\_\_

OFFICE USE ONLY: \_\_\_\_\_

Financial Controller advised with copy?  Yes  No



## **Policy 5.14 Staff Accountability and Reporting**

### ***Policy Statement***

Share & Care places a high value on being an accountable, transparent and ethical organisation and has accountability and reporting arrangements in place to support good standards of practice.

The CEO is accountable to the Board.

Program Managers are accountable to the CEO, and are responsible for managing the day-to-day operations of our program and services and for providing general directions on a daily basis - in accordance with policies – to the staff and volunteers who work in the Program areas for which the Program Manager is responsible.

### ***Procedures:***

- The CEO will provide a report to each Board meeting in a format agreed between the Board and the CEO.
- Each Program Manager will provide a narrative report to the CEO on the 21st day of each month, outlining how that month the service has worked towards the planned outcomes required
- The finance staff will provide the following reports to the CEO on the 23rd day of each month:
  - Bank Reconciliation
  - Profit & Loss and Balance (YTD)
  - General Ledger
  - Debtors & Creditors
  - GST Report
  - Budget Actual vs projected





## Form – Delegations Schedule

Abbreviations: CEO -Chief Executive Officer PM=Program Manager BOM=Board of Management  
FO=Finance Officers

ACTIVITY	DELEGATED TO	LIMIT/CONDITION
<b>Auditors &amp; Tax Consultants</b>		
Appointment & Termination	Board & M/Ship	none
Approval & payment of auditors' fees	CEO	none
Approval of write-offs	CEO & Auditor	\$10,000.00
Approval of non-audit services by auditors	CEO	none
<b>Banking</b>		
Approval of new Accounts	Board & CEO	Quorum approval
Opening of approved new accounts	CEO	none
Closure of bank accounts	Board & CEO	Quorum approval
Appointment of signatories for new accounts	Board & CEO	Quorum approval
Online payments of accounts	FO & CEO & OM	After CEO approval
Transfers between accounts, BPay & Direct Debits	FO & CEO & OM	After CEO approval
<b>Credit Facilities and Loans</b>		
Approval for loan facility	Board	Quorum approval
Management of loan	CEO	none
Approval for credit establishment	Board	Quorum approval
Management of credit	CEO	none
Approval for extension or increase to credit	Board	Quorum approval
Payments of loans and credit cards	FO & CEO	After CEO approval
Approval for leasing arrangements	CEO	Administrative Equip & vehicles
Drawdown of credit	CEO & Board	CEO\$10,000.00 Board \$10,000.00+
	PM & Coordinator	\$1,000.00

ACTIVITY	DELEGATED TO	LIMIT/CONDITION
<b>General Expenditure</b>		
Operational Expenditure	CEO & OM	CEO \$10,000.00 Board \$10,000.00 +
Scholarship	CEO & Board	none
Processing of payments	FO & CEO & OM	After CEO approval
IT & Telecommunications	CEO,EA & OM	CEO \$10,000.00 Board \$10,000.00 +
Board Member Expenses	Board & CEO	none
Signing of cheques	PM, CEO, Coordinator & Board & FO	PM-under \$500.00 CEO-\$10,000.00 <b>FO only if PM not available</b>



<b>Employees &amp; Costs</b>		
Creating & Advertising new positions	CEO	Except CEO
Advertising & employment - CEO position	Board	Quorum approval
Employee remuneration	CEO	Except CEO
Payroll Processing	CEO & FO & OM	Payment after CEO authorisation
Chief Executive Officer remuneration	Board	Quorum approval
Varying employee hours	CEO & OM	none
Incentives for Program Managers as per Policy	CEO	none
Employment Agreements	CEO	none
Variation to employee hours or agreement	CEO & OM	none
Initiating formal discipline	CEO	none
Termination or redundancy	CEO	Chair advised
Discussion on employee performance	PM & CEO & OM	Record to be given to CEO
Employee meeting of concern	CEO & PM & OM	none
Termination of employment	CEO	Chair advised
Development of JDF	CEO	none
Leave Approval	PM & Coordinator	With CEO approval
Staff Development	PM & CEO & OM	none

<b>ACTIVITY</b>	<b>DELEGATED TO</b>	<b>LIMIT/CONDITION</b>
<b>Insurances &amp; Workers Compensation</b>		
Wording of policies	Board & CEO	none
Insurance premiums costs	Board & CEO	none
Payment of insurances, renewals	FO & CEO	After CEO approval
<b>Legal</b>		
Setting of award levels	CEO & Board	none
Contracting of HR advocate	CEO	none
Service Contracts	Board & CEO	none
Application for new services/contracts	CEO	By authority of Board
Cancellation/Renewal of contracts	CEO & Board	By authority of Board
Engagement of consultants other than HR	CEO	Quorum approval
Signing of contracts	Board & CEO	By authority of Board
Media-Significant event	Board & CEO	none
<b>Operational Guidelines &amp; Policies &amp; Procedures</b>		
Development of Policy & Procedure's	CEO	Board approval
Change to Policies	CEO	Board approval
Operational Guidelines	PM & CEO	For CEO approval



## **Policy 5.16 Overtime and Time Off in Lieu (TOIL)**

### ***Policy Statement***

Due to the nature of the work in several of Share & Care's Programs, in which call outs and emergencies occur, overtime and TOIL are at times a necessary part of Share & Care's services. Overtime is not paid out due to budgetary considerations, instead TOIL is to be utilised.

TOIL must be taken within 6 weeks of the hours being accrued. In exceptional circumstances, determined and approved by the CEO (for example, if other positions in the service area are vacant, or the service has unusually high levels of sick leave), TOIL can be accrued for longer.

Staff members working overtime hours at any Share & Care Workplace must observe the after-hour's security arrangements for the premises at which the overtime is worked.

### ***Procedures:***

- Overtime must be approved by the staff member's Program Manager using the Overtime Application Form, (in the case of Program Managers by the Chief Executive Officer) before the hours are worked, except in an emergency event, in which case the staff member incurring the additional hours must advise their supervisor within 48 hours of the overtime being incurred.

Program Manager's will be responsible for checking:

- The overtime was approved by them (or the Coordinator in their absence)
- The overtime is entered correctly on the time sheet
- The overtime sheet is attached to their time sheet

### **ADDITIONAL HOURS:**

Those who work **part time** who are contracted to work a certain number of hours but have allowed in their agreement for variations where required are to complete the additional hours form



## Form – Overtime (TOIL) or Additional Hours Application

**Overtime (TOIL)**

**Additional Hours**

**Name:** \_\_\_\_\_

**Program:** \_\_\_\_\_

**Date Overtime (TOIL) / Additional hours required:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Reason:** \_\_\_\_\_

**Venue:** \_\_\_\_\_

**Travel:**

- Travel applicable
- Travel not applicable

Travelling with \_\_\_\_\_

Travel Start Time: \_\_\_\_\_

Training Start Time: \_\_\_\_\_

Lunch Break Times: from \_\_\_\_\_ to \_\_\_\_\_

Training Finish Time: \_\_\_\_\_

Travel Finish Time: \_\_\_\_\_

Amount of Overtime/Additional: Hours: \_\_\_\_ Minutes: \_\_\_\_

Employees Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Approved by Program Manager**

- Yes
- No

Signature \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Approved by CEO**

- Yes
- No

Signature \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**\*NOTE:** Overtime/Additional hours for **approved** training does not have to be presented prior; it is acceptable to submit with your time sheets.

Formatted: Font: Bold



## **Policy 5.15 Management of Poor Performance**

### ***Policy Statement***

Share & Care recognises that there might be occasions when a staff member or volunteer does not perform their duties at an adequate standard for reasons other than deliberate misconduct.

Share & Care's duty of care to consumers requires that the organisation is confident that every staff member and volunteer has the knowledge, competencies and personal attributes to fulfil all the requirements of their position and provide a quality service to Consumers. When a staff member is not performing to the required standards, Share & Care will provide the staff member with the opportunity to raise their performance to an acceptable level.

Terminating the employment of the staff member, or the service of a volunteer, will be a last resort.

### ***Procedures (Staff):***

#### *Step 1 – Advise the CEO and the Staff Member*

- When poor performance or deterioration in a previously acceptable standard of performance is identified, the Program Manager will first advise the CEO of their concern.
- After discussion with the CEO, the Program Manager will advise the staff member that there is a problem with their performance, and the staff member will have the opportunity to respond to the Program Manager's concerns. This process will be in writing with both the Program Manager and the employee signing off on outcomes, the paperwork is then forwarded to the Chief Executive Officer.

#### *Step 2 – Provide the Opportunity for the Staff Member to Respond and Identify Reasons*

- The Program Manager will listen to the staff member's response to the concerns, and identify the reasons for the poor performance with them, including, but not limited to considerations such as conflicts with work colleagues, a health issue, a personal or family crisis, and deficits in the knowledge and competencies required for the job.
- If external reasons, such as health or a personal or family crisis, are identified as contributing factors to the poor performance, options for taking accrued leave or moving to alternative working arrangements such as reducing working hours on a short-term temporary basis will be discussed with the staff member.
- If relationships with others in the workplace, including issues such as bullying and harassment in any form are identified as contributing factors, the Program Manager will advise the Chief Executive Officer who may request the attendance of an industrial advocate for resolution.

#### *Step 3 – Develop a Plan to Help the Staff Member Rectify the Problem*

- After consideration of the circumstances contributing to the poor performance the Program Manager and the staff member will decide the steps to be taken to improve performance, (what Share & Care will do and what the staff member is expected to do) the timeline over which performance will be monitored for improvement, and what the measurable indicators of improvement will be.
- This agreement will be documented, with copies being held by the CEO and the staff member.



#### *Step 4 – Review Progress*

- Supervision meetings will be held as regularly and outcomes documented and attached to both copies of Performance Improvement Plan.
- If at the agreed review date, the issues of concern have been resolved there will be no further action.

#### *Step 5 Meeting with Written Warning*

- If the necessary supports have been provided (such as a move to reduced working hours, addressing workplace issues, providing training, etc.) and the staff member's performance is still unsatisfactory, there will be a further meeting to discuss the concerns and the appropriate action to be taken.
- This meeting may be attended by a specialist HR advisor, the Chief Executive Officer, Program Manager, the staff member and if the staff member chooses, their nominated support person. At this meeting the Program Manager's continuing concerns will be provided to the staff member in writing by the Chief Executive Officer as a written warning that their performance is not meeting the necessary standards
- At the conclusion of the meeting the Performance Management Plan will be updated with copies to the Chief Executive Officer, the Program Manager and the staff member. The Plan should include the date for the next review, and the measurable indicators of improved performance that must be met.
- The staff member may also be provided with written advice by the Chief Executive Officer that failure to achieve improvement in performance by the set date could lead to the termination of their employment.

#### *Step 6 – Review Progress*

- Supervision meetings will be held weekly until the date of the next review and outcomes documented and attached to each copy of the Performance Improvement Plan.
- The next meeting will be attended by the specialist HR advisor, the Chief Executive Officer, Program Manager, the staff member and if the staff member has chosen, their support person. If there has been no improvement, the CEO will decide if it is reasonable for Share & Care to implement more strategies to assist the staff member to meet the required standard of performance, or if a final written warning should be issued.
- If at the agreed review date, the issues of concern have been resolved there will be no further action.

#### *Step 7 – Final Written Warning*

- If performance is still unsatisfactory, a final written warning will be issued by the CEO, informing the staff member that their employment will be terminated if their performance does not improve by a specified date.

#### *Step 8 – Termination of Employment*

- If a written warning has been issued and there is still no improvement in performance in the specified time, the CEO will work with the specialist HR advice regarding the termination of employment.



## Policy 5.16 Staff Misconduct and Discipline

### ***Policy Statement***

Share & Care will maintain a fair and positive working environment for all staff members. All incidents of staff misconduct are serious and unacceptable, but Share & Care recognises that some are more serious than others.

Serious cases of misconduct might result in instant dismissal. Examples of serious misconduct could include, but are not limited to:

- Physical or sexual assault of a consumer or colleague, or other person associated with Share & Care;
- Repeated episodes of verbal abuse towards consumers, colleagues or other persons associated with Share & Care;
- Falsification or misrepresentation of qualifications and experience;
- Presenting at work under the influence of alcohol or other drugs, and other serious breaches of occupational health and safety requirements;
- Theft of property or funds from Share & Care;
- Serious wilful damage to Share & Care property;
- Use of Share & Care's equipment and other resources for purposes that are unlawful or are otherwise proscribed in Share & Care's Policies and Procedure;
- Failure to disclose a criminal record;
- Failure to comply with some elements of the Staff Code of Conduct;
- Acceptance of inducements to disclose confidential information about a Consumer or Share & Care's operations;
- Otherwise acting in a manner which brings Share & Care into disrepute or threatens its ongoing viability, this includes utilising social media to discuss clients, colleagues or the organisation.

### **Less serious cases of misconduct could include, but are not be limited to:**

- Persistently failing to present at work without notification of absence or a medical certificate, or persistent lateness;
- Carelessness in the use of Share & Care property;
- Being verbally abusive to a Consumer or colleague, or other person associated with Share & Care;
- Failure to comply with some elements of the Staff Code of Conduct;
- Failing to disclose engagement in other employment when there is potential or actual conflict of interest with the position at Share & Care.
- Any publication on social media that identifies and defames, bullies or harasses a client, a co-worker or Share & Care.



### **Procedures – Serious Misconduct:**

- The staff member has the right to make a Grievance under the Staff and Volunteers' Grievance Policy, or to seek external advice independently of Share & Care at any time in the management of a misconduct and disciplinary matter.
- Staff under investigation for serious misconduct is entitled to have a support person of their choosing accompany them to meetings with the subcommittee investigating the alleged misconduct.

#### *Step 1 – Advise the Staff Member in Writing*

- The staff member accused of serious misconduct shall be advised in writing of the serious misconduct allegation. They will be stood down from their duties during the investigation and, if the occurrence of misconduct is substantiated, until an appropriate penalty is determined. This could include instant dismissal and reporting the matter to the police.

#### *Step 2 – Establish a Serious Misconduct Investigation Process*

- All matters of misconduct deemed by the CEO to be of a serious nature will immediately be reported by the CEO to the Chairperson of the Board.
- If the outcome of the process is that instant dismissal is the deemed necessary course of action, the staff member will continue to be stood down until the CEO has sought industrial advice to confirm that all requirements necessary to support a decision of instant dismissal have been met.

#### *Step 3 – Advise the Staff Member of the Outcome*

- The staff member will be advised in writing by the CEO of the outcome of the serious misconduct investigation and the organisations decision, whether that outcome is instant dismissal, other sanctions, or that the allegation has been dismissed.

### **Procedures – Other Misconduct:**

#### *Step 1 Advise the CEO*

- Where the misconduct is deemed not to be serious misconduct warranting instant dismissal and/or the involvement of the police it will be reported to the CEO by the relevant Program Manager.
- The matter will be managed by the CEO in consultation with the Program Manager.
- If the allegation involves the conduct of the CEO, it shall be reported by another senior staff member to the Chairperson, who will determine the appropriate process to investigate the allegation.

#### *Step 2 Provide the Staff Member with the Opportunity to Respond*

- The CEO and the Program Manager (or the Chairperson, if the staff member is the CEO) will discuss the matter in which misconduct is alleged with the staff member, and agree a course of action to ensure that the issue is resolved. The staff member will be provided with the opportunity to make a written response to the allegation of misconduct and may choose to seek advice before doing so. The staff member can request that the meeting be adjourned until they have sought advice and/or arranged for a support person to be present at the continuation of the meeting.





- The CEO will document the discussion, agreement reached in the meeting, and a date for review. The document will be signed by the CEO, the Program Manager and the staff member, a copy retained by the Chief Executive Officer and the employee.

#### *Step 3 Review and Warning if Necessary*

- A review meeting with the CEO, the Program Manager and the staff member (and their support person where there is one) will be conducted at a time agreed, or earlier if the misconduct is repeated.
- If the misconduct has not been repeated, no further action will be taken.
- If the misconduct has been repeated, the CEO will seek specialist HR advice and issue the staff member with a written warning that further occurrence of misconduct could result in the termination of employment. Notes of meetings and discussions at this step will be placed on the staff member's personal file.

#### *Step 4 Final Warning*

- If the misconduct occurs again, the CEO, in consultation with the Program Manager and after seeking specialist HR advice, will issue a final written warning which will include advice that employment will be terminated if the misconduct continues.
- The CEO will advise the Board Chairperson about the outcome.

#### *Step 5 Review and Final Action*

- If the misconduct continues after Step 4, the CEO will seek specialist HR advice. If and when the specialist HR advisor confirms to the CEO that all requirements necessary to support a decision of termination of employment have been met, the CEO will advise the Chairperson.

#### *Step 6 – Advise the Staff Member of the Outcome*

- The staff member will be advised in writing by the Chief Executive Officer of the decision.



## Policy 5.17-1 Staff and Volunteer Grievances

### ***Policy Statement***

This Policy applies to any grievances of a staff member or volunteer.

Share & Care is committed to ensuring that all employees and volunteers are free to lodge any grievance, to have that grievance dealt with promptly, fairly and without fear of retribution by the organisation. Share & Care have mechanisms in place to promote fast and fair resolution of workplace issues through natural justice processes.

No employee will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

It is the responsibility of the Chief Executive Officer and Program Managers to ensure that as far as possible; they identify, prevent and address potential problems before they become formal grievances.

It is the responsibility of staff and volunteers to ensure that they attempt to resolve any issues at the earliest opportunity with the person concerned before continuing in the process.

### ***Procedures:***

- Share & Care will ensure that all employees and volunteers are aware of their right to lodge a grievance and to have that grievance heard promptly, fairly and without fear of retribution.
- Share & Care will ensure that all employees and volunteers are aware that they may have a support person of their choice to support them during a formal Grievance Process.
- All formal avenues for handling of grievances will be fully documented and the employee/volunteer's wishes will be taken into account in the determination of appropriate steps and actions.
- **To ensure Natural Justice processes are observed, before the grievance process is invoked, each individual will ensure they take their grievance to the person concerned in an attempt to discuss and resolve the issue before it is escalated to the Program Manager and/or Chief Executive Officer.**

### ***Step 1***

- The staff member should approach the person they feel they have a grievance with and discuss what they feel the issue is. If this does not resolve the matter the staff member should take it to their Program Manager
- The staff member/volunteer should approach their Program Manager and advise that they have an unresolved grievance. Should the grievance be in relation to the Program Manager, and the staff member/volunteer does not wish to approach the Program Manager directly, the approach will be made to the CEO.
- The Program Manager will bring both (all) parties together to hear all the facts. The discussion will be confidential and be formally documented, and every effort will be made to resolve the grievance at this stage.  
**Step 2 cannot be attended to until step one is completed.**



### *Step 2*

- If the grievance is not resolved, the staff member/volunteer will put the grievance in writing to the person with whom they discussed it in Step 1. The grievance will be presented to the Program Manager or in the case of a grievance involving the Program Manager, to the CEO and in the case of a grievance involving the CEO, to the Chairperson of the Board.
- If the grievance is in relation to the behaviours or actions of staff member/volunteer, that person will be advised of the grievance in writing by the person to whom the grievance was presented, within 48 hours of the grievance being lodged. The advice will include a request for the person to attend a meeting of both parties in order to provide their response to the grievance within five working days.
- The grievance will remain confidential to the aggrieved person, the person who receives the grievance and the person/s who are the subject of the grievance, until a response to the grievance is received from that person. Strategies to resolve the grievance must be initiated no later than seven working days after the receipt of the written grievance.

### *Step 3*

- If the grievance is not resolved at Stage 2, the parties, (the aggrieved staff member/volunteer, the person to whom the grievance was made and the person/s who are the subject of the grievance) will meet again and endeavour to agree on an external mediator to work with them to resolve the grievance.
- If the matter remains unresolved after the involvement of an external mediator and specialist HR advisory service, or if the parties cannot agree on an external mediator, the Chief Executive Officer will make a decision on the issue which shall be a final decision. In the case of the grievance being against the Chief Executive Officer, the full Board will make the decision. The decision will be provided in writing to both the aggrieved person and the person/s who were the subject of the grievance.



## Policy 5.17-2 Whistle-blower Policy

Share & Care Community Services Group Inc. requires Board of Management members, Chief Executive Officer and managers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities.

As employees and representatives of Share & Care we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

### Reporting Responsibility

This Whistle-blower Policy is intended to encourage and enable employees and others to raise concerns about any **ILLEGAL** activity internally so that Share & Care can investigate and where required report the matter to the appropriate authorities. It is the responsibility of all Board of Management members, Chief Executive Officer and managers, employees and volunteers to report concerns about violations of Share & Care's code of ethics or suspected violations of law or regulations.

### No Retaliation

It is contrary to the values of Share & Care for anyone to retaliate against person who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Share & Care.

An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

### Reporting Procedure

Share & Care has an open-door policy and suggests that employees share their questions, concerns, suggestions, or complaints with their Program Manager. If you are not comfortable speaking with your Program Manager or you are not satisfied with your managers response, you are encouraged to speak with the Chief Executive Officer.

Program Managers are required to report concerns about suspected ethical and legal violations in writing to the Chief Executive Officer, who has the responsibility to investigate all reported complaints. Employees with concerns may also submit their concerns in writing directly to the Chief Executive Officer.

### Chief Executive Officer

The Chief Executive Officer is responsible for ensuring that all concerns about unethical or illegal conduct are investigated and resolved. The Chief Executive Officer will advise the Board of Management immediately of all concerns and their resolution and will report at least annually to the membership on compliance activity relating to accounting or alleged improprieties.

### Accounting and Auditing Matters

The Chief Executive Officer shall immediately notify the Board of Management of any concerns regarding accounting practices, internal controls or auditing and work with them until the matter is resolved

**NOTE: This policy is for any concerns about suspected illegal conduct, such as fraud, racism, theft, etc.**

**For general concerns or grievance matters please utilise the grievance process.**



## **Policy 5.18 Staff Transfer between Services**

### ***Policy Statement***

There will be times when staff from one program will wish to apply for an advertised position in another one, or, because of workload requirements staff members may be transferred to another program.

---

#### ***Procedures:***

1. The employee will meet with the Chief Executive Officer and Program Manager to complete an Exit Interview for the Program they are leaving.
2. The contract for the new position will be signed in the Chief Executive Officers office with the employee and appropriate Program Manager.

#### **In regards to entitlements for the employee:**

Since the employee has chosen to leave one program for another, there is, under the awards, no necessity for any accruals to be transferred – however; the ethos of caring for our staff is important and continuous, therefore:

- (a) Long service leave value will be determined pro-rata by the Program the employee is leaving, this will be recorded as outstanding via memo to the Program starting off the employee in their new role, and transferable to that program via the Contingency Account.

\*\* Copies of memo to: Program Manager concerned, Finance Officers and Chief Executive Officer.

- (b) Holiday pay value will be determined for the year pro-rata, also transferable via the Contingency account to the Program taking the employee on board.

\*\* Copies of memo to: Program Manager concerned, Finance Officers and Chief Executive Officer.



## **Policy 5.19 Staff Exits**

### ***Policy Statement***

As part of Share & Care's commitment to continuous quality improvement, Share & Care values the feedback of staff who are leaving the organisation.

### ***Procedures:***

- All staff who are leaving Share & Care will be invited to participate in an exit interview with the CEO.
- The staff member's letter of resignation or a letter of termination will be placed on their Personnel File.
- The Financial Controller will prepare the staff member's eligible termination payment.
- If requested, and if appropriate to the staff member's performance and the circumstances under which they are leaving Share & Care, the staff member may be provided with a written statement of employment detailing the period of employment and type of work performed, and a reference.
- The Financial Controller or Program Manager, according to the position being vacated, will identify if the staff member has property belonging to Share & Care Community Services Group, including keys, files, mobile phones and equipment. All identified items must be returned no later than the final date of employment.



## Form – Exit Questionnaire

### Advice to departing employee:

Share & Care is committed to its people and in continuously improving the workplace environment. This exit questionnaire is an important means through which we can gain feedback from employees leaving the organisation and identify suggestions or areas for improvement.

Your **honest** views on your employment with us would be greatly appreciated for Share & Care’s continued development.

Exit interview date: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Exit interviewer: \_\_\_\_\_

Employee Name: \_\_\_\_\_  
Position Title: \_\_\_\_\_  
Department: \_\_\_\_\_  
Last Working Date: \_\_\_\_\_  
Current Address: \_\_\_\_\_

Statement of service required:  Yes  No

Reason for leaving – Please tick your main reason:

- |                           |                          |                      |                          |
|---------------------------|--------------------------|----------------------|--------------------------|
| Career opportunities      | <input type="checkbox"/> | Further education    | <input type="checkbox"/> |
| Lack of challenge in work | <input type="checkbox"/> | Retirement           | <input type="checkbox"/> |
| Workload too high         | <input type="checkbox"/> | Workplace location   | <input type="checkbox"/> |
| Better salary             | <input type="checkbox"/> | Go into own business | <input type="checkbox"/> |
| Conflict with peers       | <input type="checkbox"/> | Family reasons       | <input type="checkbox"/> |
| Conflict with manager     | <input type="checkbox"/> | Ill health           | <input type="checkbox"/> |
| Other, please state _____ |                          |                      |                          |

Do you think Share & Care could have done anything to prevent you from leaving?  
Yes  No

Any comments?  
\_\_\_\_\_



How would you rate your satisfaction with your position (please circle one number)

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
1	2	3	4

Any comments?  
\_\_\_\_\_  
\_\_\_\_\_

**Relationship with Program Manager**

How would you rate your satisfaction with the relationship between your program manager and yourself

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
1	2	3	4

Any comments?  
\_\_\_\_\_  
\_\_\_\_\_

How would you rate your satisfaction with the communication between your program manager and yourself

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
1	2	3	4

Any comments?  
\_\_\_\_\_  
\_\_\_\_\_

How would you rate your satisfaction with the feedback and development given by your program manager

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
1	2	3	4

Any comments?  
\_\_\_\_\_  
\_\_\_\_\_

**Relationship with peers**

How would you rate your satisfaction with the relationship between yourself and peers

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
1	2	3	4

Any comments?  
\_\_\_\_\_  
\_\_\_\_\_





**Training and development**

How would you rate the training you were given to complement your job?

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Initial training	1	2	3	4

Any comments?

---

---

To what degree are you satisfied with the career development opportunities made available to you?

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
1	2	3	4

Any comments?

---

---

**Benefits**

How would you rate your satisfaction with your salary and benefits

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
1	2	3	4

Any comments?

---

---

Do you have any other comments or suggestions about your employment with Share & Care?

---

---

---

---

Employee Signature: \_\_\_\_\_

Chief Executive Officer Signature: \_\_\_\_\_



## Policy 5.20 Social Networking

### **Policy Statement**

Share & Care recognise that employees participate in Social Media, we expect all employees who participate in online commentary to understand and to follow these simple but important guidelines when it comes to Share & Care, this protects staff, our good name and prevents any HR or legal ramifications.

### **Procedures:**

These Guidelines cover **ALL** social media platforms including but not limited to:

- Social Networking Sites (Facebook, Myspace, Foursquare, LinkedIn)
- Micro-blogging sites (Twitter)
- Blogs (including company and personal blogs as well as comments)
- Video and Photo Sharing Websites (Flickr, YouTube)
- Forums and Discussion Boards (Google Groups, Yahoo! Groups)
- Online Encyclopedias (Wikipedia, Sidewiki)

**Clients and Our Business Are Confidential:** Don't post about clients or potential clients. Our client relationships matter more than anything and we must protect their privacy at all times. Doing otherwise may mean instant dismissal and legally face the implications of breaching the Privacy Act.

**Use common sense.** You must refrain from posting items that could reflect negatively on Share & Care or otherwise embarrass the organization, including comments or other posts about drug or alcohol abuse, profanity, off-colour or sexual humour, and other inappropriate conduct. Don't use ethnic slurs, personal insults, bullying, racism, obscenity, or engage in any conduct that would not be acceptable in the Share & Care workplace.

**Derogatory statements** about colleagues or the organisation may mean instant dismissal.

**Know you're always "On":** You represent Share & Care at all times and you must assume that your social media usage is visible to clients, managers and prospects. Be sure to manage what and with whom you are sharing. Keep in mind that while we all have the occasional work frustration, Facebook and Twitter are not the best venues in which to air them as those comments are available to your clients and co-workers.

**Be Respectful:** You can have an edge without being obscene. Please no remarks that are off topic or offensive. Always demonstrate respect for others' points of view, even when they're not offering the same in return. Never pick fights and always take the high road.

**You are personally and legally responsible for the content you produce;** this includes any comments about Share & Care and/or their employees.

**Think Ahead:** Be smart about protecting yourself, your privacy, and Share & Care confidential information. What you publish is widely accessible and will be around for a long time so consider the content carefully. The internet has a long memory.



**Social Media:** Only the Chief Executive Officer and the Board of Management have authority to discuss Share & Care in any media. Be aware that you're doing so without authority may mean dismissal. If you are an ex-employee it may mean legal action.

**Social Media at Work:** Is not allowed, [there is no personal use of any IT allowed for any reason.](#)

**Share & Care Confidentiality:** Only disclose publicly available information. Don't use your personal blog to break news about clients or Share & Care, this will mean instant dismissal.

**Professional Boundaries:** [Employees of Share & Care are not to befriend clients on any social network.](#) As a professional you must prevent the blurring of any professional boundaries.



## **Policy 5.21 Sponsorship of Staff for Charitable Events**

---

### ***Policy Statement***

Share & Care recognise that employees participate in charitable events to raise funds for a variety of causes. In recognition of their philanthropic efforts the organisation will contribute to any entry fee

---

### ***Procedures:***

These Guidelines cover all fundraising activities and the following will apply:

- A copy of the entry fee and any associated paperwork must be presented to the CEO who will authorise and provide a copy to finance staff for payment
- The event must be completed. Failure to provide evidence to that effect will result in our requiring the entry fee being repaid to S&C
- Authority from you be given allowing a photo of you in the event to be utilised in both the newsletter and our Annual General Report
- A cap of \$100.00 will be applied to all sponsorships.



## SECTION 6 - Workplace Health & Safety (OSH)



## **Policy 6.1 Workplace Health and Safety**

### ***Policy Statement***

Share & Care is committed to providing, a workplace that is safe and minimises risks to the health and well-being of staff, volunteers, Consumers, and visitors, and will promote good occupational safety and health practices which are consistent with legislative requirements.

The Board and the CEO have primary responsibility for maintaining a working and service delivery environment that is safe and without risks to the health and well-being of Consumers, families, staff, volunteers and visitors.

Share and Care is committed to minimising staff harm and injury, and minimising lost work time and compensation costs by:

- complying with all Workplace Health & Safety legislation;
- continuously improving organisational capacity to recognise, assess and manage WHS risks;
- encouraging staff and volunteers to recognise their personal responsibilities to act safely and report WHS risks;
- effectively communicating and consulting with staff and volunteers in relation to WHS matters; and
- incorporating WHS into all of the organisation's planning processes;

Share & Care will maintain an up-to-date Work Health and Safety Guide, so that staff are properly informed about Share & Care's and their own personal health and safety responsibilities in their workplace; and

Staff, volunteers and students on placement have a duty to take the care of which they are capable for their own health and safety, and for others affected by their actions at work. This includes the duty to immediately inform their Program Manager should they become aware of any workplace risks or hazards that are not addressed in Share & Care's Work Health and Safety Guide.

### ***Procedures:***

- Share & Care's Occupational Health and Safety Guide is the source document for Occupational Health and Safety procedures in relation to specific issues including:
  - workplace accidents;
  - fire safety;
  - consumer lifting and transferring techniques;
  - communicable and notifiable diseases;
  - blood and the prevention of transmissible viruses;
  - working off site;
  - workplace aggression and protective behaviours;
  - harassment, gossiping and bullying in the workplace;
  - driving safety;
  - fatigue;
  - alcohol and other drugs in the workplace;



- smoking;
  - furniture and equipment;
  - stress; and
  - adverse weather working arrangements.
- The Program Managers and at least 1 other staff at each service site will be trained by an accredited training provider in Work Health and Safety in the workplace.
  - Work Health & Safety awareness training sessions will be conducted with staff at least once each year.
  - Workplace Health & Safety will be an item on the agenda of all workplace meetings and meetings of the Management Team.
  - Staff will:
    - cooperate with the Board and CEO to ensure a safe and healthy workplace is created and maintained;
    - comply with the safety procedures and directions as set out in the Work Health and Safety Guide;
    - not wilfully misuse or interfere with items or facilities provided in the interests of health, safety and welfare;
    - report potential and actual hazards to their Program Manager immediately the hazard is observed; and
    - refrain from smoking inside any of Share & Care's workplaces.
    - refrain from drinking too much at the staff Christmas Party and not drive home from the function if alcohol has been consumed.
    - Adhere at all times to S&C Workplace Health & Safety policies
  - Staff and volunteer induction will include information on Workplace Health & Safety for the organisation and in the particular service setting.
  - Staff are required to identify and eliminate potential workplace hazards by completing the hazard request form and reporting any matters in respect of workplace health and safety to their Program Manager immediately they observe the possible hazard.
  - Details of all work-related accidents, injuries and illnesses will be documented in a standardised way through the Incident Report Form.
  - Outcomes of investigations into work related incidents, accidents, injuries and illnesses including identification of strategies to minimise future occurrences will be documented.
  - In the event of injury or illness, a rehabilitation plan to assist the employee to return to work will be implemented as soon as practicable.



- The CEO and the relevant Program Manager will promptly investigate, remedy and document reports of work place hazards made by any staff member, volunteer or student, or any grievances regarding occupational health and safety matters.
- At unannounced times, but at least once every six months, Share & Care's CEO and Program Managers will organise a practice emergency evacuation - the CEO for the main office and the Program Managers for each of Share & Care's premises for which they are responsible.
- The Program Manager of each service will be trained as a Workplace Health & Safety representative and is responsible for managing compliance with health and safety duties.
- The Chief Executive Officer is responsible for developing relevant policies and disseminating information.
- Program Managers are planning and ensuring staff all have health and safety training; and budgets for improving safety controls within the service/s they manage.





## Form – WHS Action Request

### Employee Hazard Report:

In accordance with the Act I wish to bring to your attention a Work, Health & Safety matter that requires resolution.

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Requested by: \_\_\_\_\_ Program Area: \_\_\_\_\_

Area of Concern: [hazard description]

---

---

---

---

Suggested Solution/Proposal: [by person reporting the hazard]

---

---

---

---

---

Employee's Signature \_\_\_\_\_

Work, Health & Safety Officer \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Recommended Action

---

---

---

---

Result

---

---

---

Work Health & Safety Officer \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Copy to Concerned Parties  Yes

Copy to CEO  Yes



**Form – Officer Interim Order**  
**Workplace Health & Safety Officer**

PROGRAM: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Resolution required for:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CAUTION ISSUED?  Yes  No

Date to be resolved? \_\_\_\_/\_\_\_\_/\_\_\_\_

Resolved by due date?  Yes  No

Occupational Safety & Health Officer Signature\_\_\_\_\_

Copy to Chief Executive Officer  Yes  No

Chief Executive Officer Signature\_\_\_\_\_



**Form – Failure to Comply with WHS Officer Request**  
**Workplace Health & Safety Officer**

PROGRAM \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Reason for failure to comply with required measures by the due date:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Failure to comply with legal OSH requirements given to you by the Share & Care WHS Officer will result in a formal written warning. Failure to comply may result in dismissal.**

1st written warning issued?     Yes     No  
2nd written warning issued?     Yes     No  
3rd written warning issued?     Yes     No

Date to be resolved? \_\_\_\_/\_\_\_\_/\_\_\_\_

Resolved by due date?                                     Yes     No

Occupational Safety & Health Officer Signature: \_\_\_\_\_

Copy to Chief Executive Officer                                     Yes     No

Chief Executive Officer Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## Form – Incident Investigation.

Reference to Incident Report No:

### IMMEDIATE CAUSES

#### Standard Acts Substandard Conditions

1. Operating equipment without authority
1. Inadequate guards/safety devices
2. Failure to warn
2. Inadequate/improper PPE equipment
3. Failure to secure
3. Defective tools, equipment or materials
4. Operating at improper speed
4. Congestion or restricted action
5. Made safety devices inoperative
5. Inadequate warning systems
6. Removed safety devices
6. Fire and explosion hazards
7. Used defective equipment
7. Poor housekeeping
8. Used equipment improperly
8. Hazardous environment equipment
9. Did not use personal safety equipment properly
9. Noise exposure
10. Improper loading
10. High/Low temperature
11. Improper placement
11. Inadequate ventilation
12. Improper lifting
13. Other, explain: \_\_\_\_\_
13. Improper position for work
14. No unsafe conditions determined
14. Service equipment in operation
15. Misbehaviour
16. Unfit for work
17. Other, explain: \_\_\_\_\_

**WHY** did this injury/incident happen? **Identify the causes:**

---



---



---

**Comments/Recommendations:**

---



---



---

Program Manager Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

OSH Officer Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**CEO Advised**  Yes  No Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ CEO Signature: \_\_\_\_\_

**RECOMMENDATIONS IMPLEMENTED DATE:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Details:**

---



---



---



**Form – Emergency Evacuation Report**

**SERVICE NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**DATE:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Alarm Sounded:**

TIME: \_\_\_\_\_

**Warden/s Responding:**

Yes       No

**Evacuation Commenced:**

TIME: \_\_\_\_\_

**Controlling Warden at Assembly area:**

TIME: \_\_\_\_\_

**Persons with disabilities accounted for?**

Yes       No

**Visitors accounted for?**

Yes       No

**Areas reported clear?**

Yes       No

**Evacuation completed?**

TIME: \_\_\_\_\_

**Debrief conducted?**

Yes       No

COMMENTS:

- 1.
- 2.
- 3.
- 4.
- 5.



## **Policy 6.2 Infectious Diseases**

### ***Policy Statement***

As part of Share & Care's duty of care to the consumer, the employee and volunteers every person on our premises will be made aware of the requirements for the below infectious diseases and the processes taken to manage them.

Infectious diseases (also known as communicable diseases) are caused by organisms such as bacteria, viruses, fungi, and parasites. These micro-organisms are able to invade and reproduce in the human body, and then cause harmful effects. Infectious diseases such as meningitis, malaria, and influenza can be spread directly or indirectly from one human being to another

### ***Procedures:***

Standard precautions (previously defined as universal precautions) are guidelines designed to prevent or reduce the transmission of infectious organisms from patient to health care worker (HCW) or alternatively from HCW to patient.

Employees working in any care establishment have a common law duty of care, and therefore, must take all reasonable steps to safeguard consumers, other staff and members of the public from infection. (Occupational Health and Safety 1984 Updated Regulations 1996, Equal Opportunity Act 1988).

All staff with any infectious disease, including the flu is required to stay away from the office until such time as they are cleared by the doctor. A doctor's sick note is required to be presented with the time sheet for payment of sick days.

### **Routine cleaning**

Standard precautions must be implemented when cleaning surfaces and facilities. Employees must wear suitable gloves and other protective clothing appropriate for the task. Protective eyewear must be worn where splashing is likely to occur.

Toilets, sinks, washbasins, baths, shower areas, and surrounding areas should be cleaned regularly or as required. Cleaning methods for these items should avoid generation of aerosols. Although environmental surfaces play a minor role in the transmission of infections, a regular cleaning and maintenance schedule is necessary to maintain a safe environment.

Surfaces should be cleaned on a regular basis using only cleaning procedures that minimise dispersal of micro-organisms into the air.

Floors should be cleaned daily or as necessary with a vacuum cleaner. Alternatively, damp dusting or cleaning with a dust-retaining mop is acceptable. Routine surface cleaning should proceed as follows:

- clean and dry work surfaces before and after usage or when visibly soiled.
- spills should be dealt with immediately;
- use detergent and warm water for routine cleaning;
- where surface disinfection is required, use in accordance with manufacturer's instructions;



- clean and dry surfaces before and after applying disinfectants;
- empty buckets after use, wash with detergent and warm water and store dry; and mops should be cleaned in detergent and warm water then stored dry.

#### **CDC DECLARED DISEASES AND TRAVEL**

The serious nature of Ebola, S.A.R.S, TB resistant, Bird Flu and other diseases have been recognised worldwide. To this end, the Board of Management includes in this policy all transmissible diseases as notified by the CDC (Centre of Disease Control), WHO (World Health Organisation) or any similar recognised body.

Any employee, volunteer or Board Member that visits a country that has been declared a "hot spot" for a disease that is transmissible will not be permitted to return to the work premises for the period of quarantine as suggested by a recognised health body.

A notice of clear health from the employees Doctor will be needed to return to work.

**Payment for the quarantine period will be based on individual cases; however, the general rule will be as follows:**

1. If the employee has attended an area that has been declared a hot spot, with full knowledge of the risks associated, payment for the quarantine period before returning to work will not be made. This will also apply to those who have family members come from a hot spot to stay with them. Staff must be able to produce a negative test result before returning.
2. If the employee has visited an area that becomes listed AFTER they enter, they will be paid for the quarantine period and can return when they can produce a negative test result.



## Form – Pandemic Checklist

Incident Procedures	Procedures checklist	Responsible officer	Due Date	Done
	<i>Best practice</i>			
<b>Building management</b>				
	Designate a room or area where someone who is feeling unwell or has symptoms can be safely isolated until they are moved to a medical facility.	PM		✓
<b>HR</b>				
	Direct workers to stay home if they are sick. If they are displaying symptoms of the illness, ask them to call their doctor immediately for further advice	PM & CEO		
	Notify all staff of the Policies & Procedures relating to epidemics/pandemics and paid time for illness	CEO		
<b>Communication</b>				
	Assign responsibility for <ul style="list-style-type: none"> <li>mounting posters displaying information on the symptoms of the illness and the procedures to be observed should anybody feel them coming on.</li> <li>Access the Department of Health for any informational literature.</li> <li>publishing such information on the organisation's intranet or via email. Make clear to staff that anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home.</li> <li>Staff should also stay home (or work from home) if they have had to take simple medications such as Paracetamol, ibuprofen or aspirin, which may mask symptoms of infection.</li> <li>communicating with employees individually (e.g., by email) on procedures</li> </ul>	PM & ADMIN STAFF ADMIN  Chief Executive Officer  Program Manager CEO		
<b>Information</b>				
	Establish procedures enabling Share & Care services to identify every person who has entered each section of the premises on every day.	ADMIN STAFF		
	Identify the nearest testing centre and the nearest emergency medical facility equipped to deal with suspected cases. Mount the contact details for these in the isolation room and in every Program Managers office.	ADMIN STAFF		
<b>Activation</b>				
	In the event that an employee <ul style="list-style-type: none"> <li>displays symptoms of the illness, or</li> <li>notifies you that they are experiencing those symptoms, or</li> <li>notifies you that they have become aware that they have been in contact with a person who has the virus</li> </ul> then activate the incident procedures below.	PM T/L		





<b>Incident procedures: immediate</b>				
	Issue the person concerned with a mask, gloves, and gown. Wear FULL PPE yourself. Escort the person to the isolation room. Arrange for their transport to the nearest testing or treatment facility.	Program Manager T/L		
	Call the GOVT. hotline for your state or territory and follow official advice, if none exist call for advice call local hospital	Program Manager		
	Inform everybody who works in the area surrounding the person concerned that an incident has occurred – maintaining, as far as possible, confidentiality about the identity of the person concerned – and ask them to wash their hands. Some discretion is recommended, nonetheless, both for legal reasons and out of concern for the privacy of the person concerned. Deep Cleaning arranged for the isolation room.	Program Manager		
	Arrange for the cleaning of all surfaces that the person concerned may possibly have come into contact with.	T/L		
	Recommend to staff who have been working with the person concerned that they get themselves tested. Pay for their tests if necessary.	Program Manager		
	Recommend to all other staff that they monitor their health (even more) carefully.	Program Manager		
	Make any necessary arrangements for staff to resume working from home where appropriate, just in case.	CEO		
	Issue full PPE to all staff	PM		
<b>Incident procedures: positive test</b>	If the relevant authorities inform you that the person concerned has tested positive (or that any other person who has contracted the virus has had contact with your organisation) then: <ul style="list-style-type: none"> <li>Decide whether the situation requires that the premises are shut down <ul style="list-style-type: none"> <li>in part or as a whole for cleaning</li> <li>until procedures or fittings can be changed</li> <li>until all affected<sup>1</sup> workers have been tested.</li> </ul> </li> <li>Inform the staff of the circumstances</li> <li>Ask all affected staff to take a test</li> <li>Ask all affected staff to leave the workplace and self-isolate themselves in their homes (or elsewhere, if necessary) until the results of their test are received or they are advised by the Department of Health that it is safe to resume normal activities.</li> </ul>	Chief Executive Officer  Operations Manager  Program Manager		



	<ul style="list-style-type: none"> <li>Inform staff that the Department of Health will contact anyone identified as having been in close contact, and that employees must follow its directions.</li> </ul> <p>No staff member who has tested positive can return to work until they can demonstrate later that they have been medically cleared in line with Department of Health guidelines. (Public health officials will advise affected employees directly in relation to their self-isolation and medical clearance requirements.)</p> <p>Employees who have not been in close contact with the affected person are not required to self-isolate.</p> <p>It's up to you to define what the 'affected work area' and the 'affected employees' consist of. This might be one office, a team area, an entire floor, an entire building, or an entire campus, depending on the interactions of the individuals.</p> <p>Take a precautionary approach, and close as much of the workplace as is reasonable to support employees' peace of mind.</p>	<p>Chief Executive Officer</p> <p>CEO</p> <p>PM</p>		
	<p>Inform all recent visitors to the facility that</p> <ul style="list-style-type: none"> <li>there has been a positive test</li> <li>they should consider getting themselves tested</li> <li>the Department of Health will contact anyone identified as having been in close contact.</li> </ul>	<p>Operations Manager</p> <p>Program Manager</p>		
<b>Cleaning</b>				
	<p>Immediately arrange for the work area to be thoroughly cleaned and disinfected in line with specific cleaning advice for workplaces</p> <p>Undertake this cleaning before advising employees that it's safe to return to the workplace.</p> <p>Employees should be contacted during the period of shutdown and advised of the steps being taken to clean the work environment.</p> <p>When the workplace has been cleaned, employees should be advised that they can return to the workplace unless they are sick or are required to continue to self-isolate.</p>	<p>Program Manager</p> <p>Operations Manager</p>		



## **Policy 6.3 Blood and other body fluids**

### ***Policy Statement***

Share & Care have a duty of care to all persons working within the organisation. Standard precautions (previously defined as universal precautions) are guidelines designed to prevent or reduce the transmission of infectious organisms from client to staff or alternatively from staff to client

In the event of an epidemic or pandemic, Share & Care will, as far as possible:

- Assist its clients, staff, volunteers and others, as relevant, to minimise their exposure to the illness concerned.
- Encourage and assist those who have reason to believe that they are at risk of contracting the epidemic or pandemic to obtain a diagnosis.
- Support employees, volunteers, contractors and clients to take reasonable precautions to prevent infection or contagion.
- Provide standard precautions such as personal protective equipment (e.g. masks, soap, and gloves).
- Maintain its services and operations throughout the period of concern.

### ***Procedures:***

Epidemiological data indicates that blood-borne viral diseases show no signs of abating. Furthermore, it is impossible to identify all persons carrying the Human Immunodeficiency Virus (HIV), Hepatitis B (HCV), or any other communicable diseases such as Cruetzfeld-Jakob Disease (CJD). Standard precautions should be applied to all persons regardless of their presumed infectious status.

This Operational Instruction provides guidelines for the standard precautions recommended to prevent transmission of infection by the following routes:

- Parental (e.g., Inoculation, any puncture or needle stick injury of the skin surface).
- Mucous Membrane (e.g., Splash into the mouth).
- Conjunctival (e.g., Spray into the eye).
- Direct Contact – Non-Intact Skin (e.g., Contamination of cut on hands or other parts of the body).

### **BODY SUBSTANCES TO WHICH STANDARD PRECAUTIONS APPLY**

- Highly infectious body substances include blood, serum, plasma, and all other body substances containing visible blood. This includes dried blood.
- While other body substances such as sweat, saliva, urine, and faeces are considered less infectious for blood-borne viral diseases, standard precaution principles should still be applied.



## **MAIN PRINCIPLES OF INFECTION CONTROL**

Hand washing and hand care is considered to be the most important measures in infection control. Intact skin, that is, without cuts, abrasions or lesion, is a natural defence against infections.

### **SHARPS**

- All staff should be adequately informed/trained and be able to demonstrate competence in the procedures involved in using sharps and in the disposal of such.
- Special care must be taken to prevent injuries during procedures, when cleaning used sharp instruments. Sharps should be handled properly after use and disposed of into a clearly labelled puncture resistant container.
- Needles should not be removed from the syringe or vacuguard by hand after use. If it is necessary to do so, remove by using needle notches of a sharps container. It is preferable and safer to dispose of the needle and syringe without disassembly.
- Sharps containers should never be overfilled, and should be securely sealed with a lid before disposal.
- Reusable sharps containers must be cleaned and disinfected/sterilized if necessary, before reuse.

### **CONTAMINATED WASTE**

Contaminated waste is defined as human material, which has the potential to cause a microbiological or pathological hazard to health. This waste includes sharps and human tissues: however, sharps should be disposed of as recommended above

Contaminated waste must be segregated i.e., placed in an appropriate leak-proof bag and then double bagged again.

- Contaminated clinical waste bags and containers must be triple bagged.
- Sharp objects should never be placed into contaminated waste bags or containers.

### **LINEN**

Linen soiled with blood, excreta or body substances must be placed in a clear plastic bag and then be transported immediately to the washing machine. It is not necessary to use disposable linen for clients known to have blood-borne infection, as the hot wash cycle for foul linen destroys these pathogens.

### **STAFF MUST TAKE THE FOLLOWING PRECAUTIONS:**

- Hands should be washed regularly with soap and water, using a thorough cleansing action, covering all surfaces.
- An alcoholic hand rub may be used in emergency situations or when hand-washing facilities are limited or are not available.
- Hands can be protected from chafing through the regular use of a moisturising cream.
- Inspect the skin for any abrasions or breaks prior to commencing duty/work.



- Cuts and abrasions of the skin must be covered by a waterproof dressing, and the dressings changed as necessary. Individuals with dermatitis or weeping lesions on their hands should seek advice from their line manager.
- Hands must be washed and dried immediately before and after any direct patient care and at each glove change or glove removal.
- Hands or other skin surfaces, which become contaminated with blood or body substances, must be washed immediately with soap and running water.
- Gloves are to be worn for all client care processes, as are masks if viral.
- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
- Maintain at least 10 feet distance between yourself and anyone who is coughing or sneezing.
- Avoid touching your eyes, nose and mouth, or shaking hands with others.
- Make sure you follow good hygiene, and encourage others to do the same. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze, and disposing of used tissues immediately.
- Stay home if you feel unwell. If you are well enough to work but would like to minimise the risk of infecting others, ask the CEO whether you can temporarily work from home.
- Keep up to date on the latest hotspots (cities or local areas where the pandemic or epidemic is spreading widely). If possible, avoid traveling to places - especially if you are more at risk.
- If you are or are likely to be contagious, STAY HOME and notify Program Manager as soon as possible. It may be possible or necessary for you to self-isolate by staying at home until you recover or as directed by the Chief Executive Officer.
- Seek medical advice promptly and follow the directions of your local health authority

#### **PROTECTIVE BARRIERS**

- Protective barriers (eye shield, gloves, gowns, shoe covers, and mask) should be used by staff whenever there is the potential for exposure to blood or body substances or virus.
- Wearing gloves does not replace the need for hand washing. Hands should be washed before putting the gloves on as well as after the removal of gloves.
- Staff should use general-purpose gloves when undertaking such tasks as cleaning, handling chemical disinfectants or when undertaking decontamination procedures.
- Aprons or gowns must be used where there is a likelihood of being splashed or contaminating of clothing with blood or body substances.
- Clothing contaminated with blood or body substances should be removed as soon as practicable and before health care workers meet other patients.
- Masks must be worn where there is a likelihood of splashing of blood or other body substances or viral.
- Masks should be removed as soon as practicable.
- Masks should be removed by touching the strings/loops only.
- Protective eyewear must be worn where there is likelihood of splashing or splattering of blood or body substances or clients have viral cough.
- Eye wear must be optically clear, anti-fog and distortion free, close fitting and disposable or reusable after cleaning and disinfection.



## Hepatitis A, B, and C

	Hepatitis A caused by the hepatitis A virus (HAV)	Hepatitis B caused by the hepatitis B virus (HBV)	Hepatitis C
How is it spread?	HAV is found in the feces (poop) of people with hepatitis A and is usually spread by close personal contact (including sex or living in the same household). It can also be spread by eating food or drinking water contaminated with HAV.	HBV is found in blood and certain body fluids. The virus is spread when blood or body fluid from an infected person enters the body of a person who is not immune. HBV is spread through having unprotected sex with an infected person, sharing needles or "works" when shooting drugs, exposure to needle sticks or sharps on the job, or from an infected mother to her baby during birth. Exposure to infected blood in ANY situation can be a risk for transmission.	HCV is found in blood and certain body fluids. The virus is spread when blood or body fluid from an HCV- infected person enters another person's body. HCV is spread through sharing needles or "works" when shooting drugs, through exposure to needle sticks or sharps on the job, or sometimes from an infected mother to her baby during birth. It is possible to transmit HCV during sex, but it is not common.
Who should be vaccinated?	<ul style="list-style-type: none"> <li>• People who wish to be protected from HAV infection</li> <li>• All children at age 1 year (12–23 months)</li> <li>• Men who have sex with men</li> <li>• Users of street drugs (injecting and non-injecting)</li> <li>• People who travel or work in any area of the world except the U.S., Canada, Western Europe, Japan, New Zealand, and Australia</li> <li>• People who will have close personal contact with an international adoptee, from a country where HAV infection is common, during the first 60 days following the adoptee's arrival in the U.S.</li> <li>• People with chronic liver disease, including HCV</li> <li>• People working with HAV in a laboratory</li> <li>• People with clotting factor disorders (e.g., hemophilia)</li> </ul>	<ul style="list-style-type: none"> <li>• All infants, children, and teens ages 0 through 18 years</li> <li>• Any adult who wants to be protected from HBV infection</li> <li>• Sexually active people who are not in long-term, mutually monogamous relationships</li> <li>• Men who have sex with men</li> <li>• People seeking evaluation or treatment for a sexually transmitted disease</li> <li>• Healthcare or public safety workers who might be exposed to blood or body fluids</li> <li>• Residents and staff of facilities for developmentally disabled people</li> <li>• Adults younger than 60 years of age with diabetes</li> <li>• Dialysis and pre-dialysis patients</li> <li>• People infected with HIV</li> <li>• People in close personal contact (i.e., household or sexual) with someone who has chronic HBV infection</li> <li>• Current or recent injection-drug users</li> <li>• Travelers to regions of the world where hepatitis B is common (Asia, Africa, the Amazon Basin in South America, the Pacific Islands, Eastern Europe, or the Middle East);</li> <li>• People with chronic liver disease</li> </ul>	<p>There is no vaccine to prevent HCV. Testing for HCV is recommended for the following groups of people:</p> <ul style="list-style-type: none"> <li>• People born during 1945–1965</li> <li>• Injecting drug users</li> <li>• Recipients of clotting factors made before 1987</li> <li>• Hemodialysis patients</li> <li>• Recipients of blood or solid organ transplants before 1992</li> <li>• Infants born to HCV-infected mothers</li> <li>• People with undiagnosed abnormal liver test results</li> <li>• People with HIV infection</li> </ul> <p>Although HCV is not commonly spread through sex, Individuals having sex with multiple partners or with an infected steady partner may be at increased risk of HCV infection.</p>
Symptoms	Viral hepatitis symptoms are similar no matter which type of hepatitis you have. If symptoms occur, you might experience any or all of the following: jaundice (yellowing of the skin and whites of the eyes), fever, loss of appetite, fatigue, dark urine, joint pain, abdominal pain, diarrhea, nausea, and vomiting. Very rarely, a recently acquired case of viral hepatitis can cause liver failure and death. Sometimes in these instances, a liver transplant (if a liver is available) can save a life. Note: For all types of viral hepatitis, symptoms are less common in children than in adults, and for people of any age with HCV infection, they are less likely to experience symptoms.		
Chronic infection	<p><b>Incubation period:</b> 15 to 50 days, average 28 days</p> <p>There is no chronic infection. Once you have had HAV infection, you cannot get it again. About 15 out of 100 people infected with HAV will have prolonged illness or relapsing symptoms over a 6–9 month period.</p>	<p><b>Incubation period:</b> 60 to 150 days, average 90 days</p> <p>Chronic infection occurs in up to 90% of infants infected at birth; in about 30% of children infected at ages 1–5 years; and less than 5% of people infected after age 5 years. In the U.S., about 2,000 people die each year from hepatitis B. Death from chronic liver disease occurs in 15%–25% of chronically infected people. People who have chronic HBV infection have a much higher risk of liver failure and liver cancer.</p>	<p><b>Incubation period:</b> 14 to 180 days, average 45 days</p> <p>Chronic infection occurs in 75%–85% of newly infected people and 70% of chronically infected people go on to develop chronic liver disease. In the U.S., about 20,000 people die each year from HCV. People who have chronic HCV infection have a much higher risk of liver failure and liver cancer. Chronic HCV-related liver disease is the leading cause for liver transplant.</p>



<p><b>What treatment helps?</b></p>	<ul style="list-style-type: none"> <li>• There is no treatment for HAV other than supportive care.</li> <li>• Avoid alcohol. It can worsen liver disease.</li> </ul>	<ul style="list-style-type: none"> <li>• People with chronic HBV infection should have a medical evaluation for liver disease every 6–12 months. Several antiviral medications are currently licensed for the treatment of individuals with chronic HBV. These drugs are effective in preventing serious liver problems in up to 40% of patients, but the drugs do not get rid of the virus. Liver transplant is the last resort, but livers are not always available.</li> <li>• Avoid alcohol. It can worsen liver disease.</li> <li>• There is no medication to treat recently acquired HBV infection.</li> </ul>	<ul style="list-style-type: none"> <li>• People with chronic HCV infection should have a medical evaluation for liver disease every 6–12 months. There are drugs licensed for the treatment of individuals with chronic HCV infection. Combination therapy is currently the treatment of choice and can eliminate the virus in approximately 40–50% of patients with genotype 1 (the most common genotype in the U.S.).</li> <li>• Get vaccinated against hepatitis A and B.</li> <li>• Avoid alcohol. It can worsen liver disease.</li> <li>• There is no medication for the treatment of recently acquired HCV infection.</li> </ul>
<p><b>How is it prevented?</b></p>	<ul style="list-style-type: none"> <li>• Get vaccinated! Safe and effective vaccines to prevent HAV infection have been available in the U.S. since 1995.</li> <li>• Always wash your hands with soap and water after using the toilet, changing a diaper, and before preparing or eating food.</li> <li>• For a recent exposure to someone with hepatitis A or if travel is soon (leaving in less than 2 weeks) to an area of the world where hepatitis A is common, see your healthcare provider about your need for hepatitis A vaccine or a dose of immune globulin (IG).</li> </ul>	<ul style="list-style-type: none"> <li>• Get vaccinated! Hepatitis B vaccination is the best protection. Two or three shots are given over a period of one to six months, depending on brand.</li> <li>• Whenever a woman is pregnant, she should be tested for hepatitis B (HBsAg blood test); infants born to HBV-infected mothers should be given HBIG (hepatitis B immune globulin) and vaccine within 12 hours of birth.</li> <li>• Tell your sex partner(s) to get vaccinated too, and always follow “safer sex” practices (e.g., using condoms).</li> </ul>	<ul style="list-style-type: none"> <li>• There is no vaccine to prevent HCV infection.</li> <li>• HCV can be spread by sex, but this is not common. If you are not in a mutually monogamous relationship, use latex condoms correctly and every time to prevent the spread of sexually transmitted diseases. (The efficacy of latex condoms in preventing HCV infection is unknown, but their proper use may reduce transmission.) In addition to getting hepatitis A vaccine, you should also get hepatitis B vaccine.</li> </ul>

Technical content reviewed by the Centers for Disease Control and Prevention



**ALL staff are to assume  
infection  
IS possible with EVERY  
client  
and  
take ALL precautions**



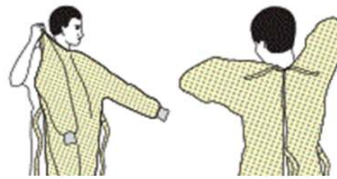


## SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

### 1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



### 2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



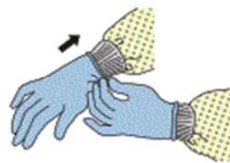
### 3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



### 4. GLOVES

- Extend to cover wrist of isolation gown



## USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



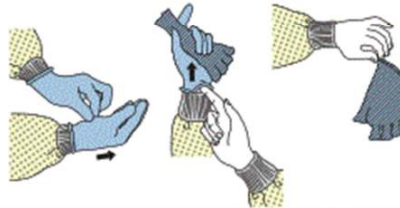


## HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

### 1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



### 2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



### 3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

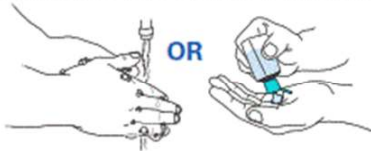


### 4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — **DO NOT TOUCH!**
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



### 5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS  
BECOME CONTAMINATED AND IMMEDIATELY AFTER  
REMOVING ALL PPE**





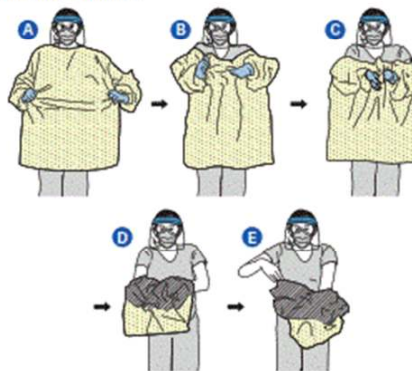


## HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 2

Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

### 1. GOWN AND GLOVES

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container



### 2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

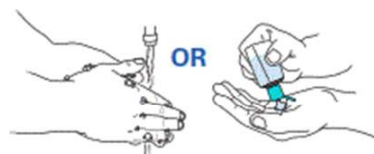


### 3. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



### 4. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE**



02/20/2020



## **Policy 6.4 Driving Fatigue Management Guidelines**

### ***Policy Statement***

These guidelines are provided for staff that is required to drive. It is assumed that all action has been taken in accordance with the agency's Driving Policy to avoid or minimise the need to drive.

Staff who are driving more than 40,000 km or 400 hours per year are likely to be driving an excessive amount and managers / supervisors are required to review with the staff member means to reduce the amount of driving being undertaken.

Fatigue or sleepiness at the wheel can occur at any time while driving. Therefore, basic guidelines need to be applied by everyone involved in driving – both drivers and passengers.

### ***Procedures:***

Recognise the signs of fatigue / sleepiness at the wheel. These signs include:

- Drowsy, relaxed feeling
- Blurred vision
- Difficulty keeping your eyes open
- Head nodding
- Excessive yawning
- Repeatedly drifting out of lane

When these signs are present carry out immediate action to stop sleepiness becoming sleep:

- Change drivers
- Have a short break
- Take a short walk
- Drink tea / coffee
- Use accommodation for sleep

If the passenger recognises the signs of fatigue / sleepiness and the driver takes no appropriate action the passenger can require the driver to stop driving.

Other guidelines are recommended to be applied, where practicable, for each of the identified risk categories.

- All drivers shall hold current driving licenses for the class of vehicle(s) they are to drive. License cancellation or suspension is to be reported immediately to the Program Manager who will advise the Chief Executive Officer
- Employees shall not driver under the influence of alcohol, medication or drugs that may impair their ability to control their vehicle
- Drivers shall abide by all road traffic regulations
- Drivers shall not use hand held mobile phones in a moving vehicle, unless with a hands free kit.
- Drivers should drive with their lights on during country travel



## **Policy 6.5 Sexual Harassment**

### ***Policy Statement***

Sexual harassment will not be tolerated in the Share & Care Community Services Group Inc. work environment. The Chief Executive Officer and Program Managers will promote workplace practice that eliminates sexual harassment.

Under the Western Australian *Equal Opportunity Act 1984* it is unlawful for a person to sexually harass another person.

Share & Care Community Services Group has a legal responsibility to take all reasonable steps to prevent and eliminate sexual harassment in the workplace.

Management in the work environment must ensure employees and volunteers are able to work and learn in an environment, which is free of sexual harassment. Chief Executive Officer / Program Managers may face internal disciplinary action if they fail to take reasonable measures to prevent sexual harassment. The individual harasser may also be personally liable and internal disciplinary action may be taken where an employee is considered to have behaved in an inappropriate manner.

The principle of sexual harassment is not the intent of the alleged harasser but rather how the behaviour is received. Some forms of sexual conduct, which are considered harmless or innocent by some people, may be perceived as offensive to others.

Sexual harassment is a serious issue that undermines morale and can adversely affect the ability of staff to achieve their full potential. It is the intent of the policy that workplace practice treats staff with dignity in an environment characterised by trust, mutual respect and the acceptance of responsibility for personal action.

### ***Procedures:***

Sexual harassment includes, but is not limited to the following.

#### **Spoken or written harassment, this includes:**

- Risqué or smutty jokes and innuendo;
- Sexual or obscene remarks;
- Propositions or requests for sexual favors;
- Sexual compliments;
- Stated or implied employment advantage or reprisal as a result of sexual advances;
- Comments that have a sexual component about a person's private life, such as their marital status, sexual activity, sexual preference, morality or physical appearance.

#### **Visual harassment which includes:**

- Leering, staring or gesturing in a sexual way;
- Presence of suggestive or sexual magazines, pictures, posters, pin-ups or cartoons in the work environment, either displayed in a public place or in a person's work area which is accessible by others, or may even include those contained in a person's belongings at work.



**Physical harassment which includes:**

- An act of touching, patting, fondling, brushing, slapping or grabbing in a sexual manner.

**Electronic harassment which includes:**

- Sending of lewd pictures, posters or cartoons (Internet, e-mail or screensavers) in the work environment;
- Sexually suggestive comments, obscene messages or jokes sent via e-mail;
- Invitations or requests for sex sent via e-mail.

Sexual harassment is not behavior based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

**VICTIMISATION**

It is unlawful for anyone to threaten, harass or victimise a person who has been involved with a sexual harassment complaint. Victimisation includes any unfavorable treatment such as adverse changes in the working environment, denial of training or promotion, making negative or belittling comments, restricting access to information necessary to perform one's work or exclusion by peers. Complaints of victimisation related to a sexual harassment complaint will be dealt with in the same manner as a complaint of sexual harassment and may result in disciplinary action.

**RELEVANT LEGISLATION / AUTHORITY**

*Western Australia Equal Opportunity Act, 1984 ([www.equalopportunity.wa.gov.au](http://www.equalopportunity.wa.gov.au))*

*Sex Discrimination Act, 1984*

*School Education Act, 1999 and Regulations, 2000*

*Public Sector Management Act, 1994 ([www.mpc.wa.gov.au](http://www.mpc.wa.gov.au))*

*Racial Discrimination Act, 1975*

*Occupational, Health & Safety and Welfare Act, 1984*

*Commonwealth Human Rights and Equal Opportunity Commission Act, 1984*

*General Disposal Authority for Human Management Records, State Records Office of Western Australia.*



## **Policy 6.6 Return to Work Program**

### ***Policy Statement***

As part of Share & Care's duty of care to the employee we will ensure we work with the employees' medical team to ensure return to work is done in an expedient and safe manner.

### ***Procedures:***

#### **1. When an injury Occurs**

- All injuries must be notified and reported immediately to the Program Manager who will then notify the Chief Executive Officer;
- The importance of the legal requirements to notify our insurers of the injury within the stated timeframes is re-emphasised;
- The Program Manager and Chief Executive Officer will be responsible for coordinating all efforts aimed at assisting the injured worker to recover and return to work as quickly and as safely as possible;
- For all lost time injuries, the Program Manager will contact the injured employee within 24 hours of the injury being reported to ensure;
  - i. That appropriate medical attention is received;
  - ii. That the process of lodging a worker's compensation claim is explained and;
  - iii. To prepare the injured employee for a safe and timely return to work consistent with medical advice.

#### **2. Nominating a Treating Doctor**

- All injured employees **MUST** nominate a treating doctor who will be responsible for medical management of the injury and will co-operate with the development and implementation of the Return-to-Work Program;
- Provision for nominating the treating doctor is made on the approved Workcover medical certificate.

#### **3. Involving a Rehabilitation Provider**

When it becomes evident that an injured employee is not likely to resume the pre-injury duties or cannot do so without changes to the workplace or the work practices, the Chief Executive Officer will consult our workers compensation insurers, and the workers treating doctor to discuss the need to involve an accredited Rehabilitation Provider to assist develop and monitor the return-to-Work Plan.

Share & Care acknowledges that the injured employee has the right to choose their treating doctor and rehabilitation Provider to assist, develop and monitor the return-to-Work Plan.

Share & Care acknowledges that the injured employee has the right to choose their treating doctor and rehabilitation provider; therefore, they must contact the insurer.



#### **4. Finding and Providing Suitable duties**

Program Manager and Chief Executive Officer in consultation with the treating doctor will ensure that the individual returns to work strategies are developed for each injured worker. This will include the provision of suitable duties for those workers who are partially incapacitated and therefore need to be offered suitable duties as part of their rehabilitation program.

Share and Care undertakes to ensure that the duties offered to the injured employees as part of their Return-to-Work program will always be meaningful, productive, a safe match with the client's physical and psychological capabilities and consistent with medical advice.

#### **5. Consultation**

Chief Executive Officer will consult injured worker, doctor, insurer and regarding the implementation of any arrangements for the return to work of injured employees of the company and advise the Program Manager and Financial Controllers

#### **6. Disputes**

The Chief Executive Officer will attempt to resolve any disputes by consulting with employees, the Rehabilitation Provider and the treating doctor; if the dispute cannot be resolved the insurer will be contacted for advice.

**\* ALL ORIGINAL DOCUMENTS MUST BE FORWARDED TO THE CEO \***





## Form – Return to Work Plan

N.B. A return to work plan MUST be developed prior to the injured person returning to work on restrictions. Each time the persons reviewed and the restrictions and/or duties change, you must prepare a new plan

All plans MUST be submitted to the Chief Executive Officer for approval prior to implementation.

- Initial RTW Plan**
- Progress RTW Plan**
- Goal – Same job, same employer**
- Goal – Same job, different employer**
- Goal – Different job, same employer**
- Goal – Different job, different employer**

<b>1. Job Title</b>	
<b>2. Work location</b>	
<b>3. Supervisor</b>	
<b>4. Claim Number</b>	
<b>5. Injury</b>	
<b>6. Suitable duties</b>	1. _____ 2. _____ 3. _____ 4. _____ 5. _____
<b>7. Considerations \ restrictions</b>	1. _____ 2. _____ 3. _____ 4. _____ 5. _____



<b>8. Hours\Days of work</b>	<b>HOURS:</b> <b>DAYS:</b>
<b>9. Wages (including pre-injury earnings)</b>	\$     .
<b>10. Commencement Date</b>	____/____/____
<b>11. Review Date\s</b>	____/____/____ ____/____/____ ____/____/____
<b>12. Length of program</b>	
<b>13. Services\treatment required (i.e. Physiotherapy)</b>	1. _____ 2. _____ 3. _____
<b>14. General Comments</b>	



**THE FOLLOWING PARTIES HAVE AGREED TO THE PROGRAM:**

<b>Injured Worker</b>		<b>Date</b>
<b>Program Manager</b>		<b>Date</b>
<b>Chief Executive Officer</b>		<b>Date</b>
<b>Treating Doctor</b>		<b>Date</b>

The responsibilities of each of the above parties are outlined as:

**Injured Worker** - To co-operate with the Rehabilitation process and to notify Program Manager of any problems.

**Program Manager** - To ensure that the injured worker performs only duties outlined above

**Chief Executive Officer** - To ensure all parties endorse the Return-to-Work Plan, monitor the injured workers progress, co-ordinate services to resolve problems, change duties as required or medically endorsed.

**Nominated Treating Doctor** - To Manage Treatment of the injured\ill employee including participation in the injury Management Plan. Provide medical advice and certification according to State Legislation

**Managing the Return-to-Work Plan**

Employee's Name; \_\_\_\_\_ Claim Number: \_\_\_\_\_

Date Of Injury: \_\_\_\_\_ Date Claim Made: \_\_\_\_\_



**Have you submitted the following to the workers compensation insurer?**

- The completed claim form:  Yes  No
- The employers report of injury:  Yes  No
- Any Witness reports:  Yes  No
- Work cover Medical Certificate :  Yes  No

Wage details and lost time details:

---

---

---

Other information which will assist the determination of the claim:

---

---

**Have you received the following from the Workers Compensation Insurer?**

- Contacted by the insurer re: injury Management Plan (within three days)  Yes  No
- An Injury Management Plan received:  Yes  No
- Notification of liability status received:  Yes  No
- Notification of weekly amount of compensation received:  Yes  No
- Notification of any medical assessments received:  Yes  No



Contact	Contact No	Date	Notes
<input type="checkbox"/> Injured Person			
<input type="checkbox"/> Treating Doctor			
<input type="checkbox"/> Name			
<input type="checkbox"/> Others (e.g. Physio) Name: Name:			



## **Policy 6.7 Drugs & Alcohol**

### ***Policy Statement***

As part of Share & Care's duty of care to the employee we will ensure we work with the employees to ensure they are at all times safe and not under the influence of any substance.

Share & Care Community Services Group is committed to providing a safe and healthy workplace. It is from this commitment that the need for a Drug and Alcohol Policy has been recognised.

Policy and procedure manuals are designed to counteract factors that may affect safety in the workplace. Alcohol and Drugs (whether used during private life or at the workplace) are factors that reduced a person's ability to work safely by impeding a person's ability to exercise judgment, co-ordination, motor control, concentration and alertness. Employees under the influence of alcohol and or drugs become an occupational health and safety liability by increasing the risk of injury and illness to themselves and others.

The Share & Care Community Services Group Drug and Alcohol Policy has been formulated to ensure that all employees are aware that drug use or possession and the consumption of alcohol or intoxication at the workplace will not be tolerated. This policy will outline the disciplinary procedures, employee assistance programs and counselling service available to those employees who experience problems with drugs and alcohol.

Share & Care Community Services Group has a duty of care to ensure that the workplace is free from hazard and unnecessary risk. Employees of Share & Care Community Services Group have a responsibility to ensure their own safety and that of their fellow employees, clients and visitors to the workplace.

It is important that the effects that alcohol and other drugs may have on a person's ability to work safely are understood. The effect of a range of substances including alcohol, cannabis, opiate analgesics, hallucinogens, volatile substances and stimulants is detrimental to the safety standard of a workplace. Prescription and over-the-counter medication may affect a person's ability to work safely, as can combining different drugs or mixing drugs with alcohol.

The strategy adopted at Share & Care Community Services Group will ensure workplace hazards and risks associated with the use of alcohol and other drugs are eliminated or reduced as far as practicable. The Share & Care Community Services Group Drug & Alcohol Policy is adopted as part of this strategy.

### **Aims and Objectives of Policy**

The Share & Care Community Services Group Drug and Alcohol Policy is primarily designed to prevent harm, whilst also dealing with occurrences and rehabilitation. The objective of this policy is to foster and maintain a safe working environment.

The aim of the Share & Care Community Services Group Drug and Alcohol Policy is to prevent alcohol and drug related incidents, accidents and absenteeism and increase productivity and workplace moral, providing a safe and healthy work environment.



The aims and objectives of this policy shall be achieved by implementing strategies, which will eliminate or reduce and alcohol and other drug related harm as far as practicable. This objective will be achieved through a three-tiered approach:

- Preventing harm through such steps as providing information and education;
- Management of hazards through introducing procedures for dealing with affected persons at the workplace; and
- Provision in the strategy for the return to usual work duties of affected employees.

The expected outcome of this policy and procedure manual is a "clean" workforce at Share & Care Community Services Group. Staff will be expected to test negative to all contraband substances. Due to the inability to measure impairment for some substances, no allowance shall be made for the presence of any contraband substance. A positive test will show the presence of drugs or alcohol, regardless of strength or amount.

The policy will apply to everyone who comes into the workplace. All new people at the workplace shall be provided with a copy of the policy via the Policy and Procedures Manual.

### **Scope**

The Share & Care Community Services Group Alcohol and Drug Policy is applicable to all Programs and the head office of Share & Care Community Services Group. This includes but is not limited to locations in Northam, Wundowie and Gingin.

This policy will apply to everyone who comes into the workplace. This includes Employers, Chief Executive Officers, Program Managers, Directors, Consultants, Employees, as well as Visitors, Clients, Customers and Contractors.

The organisation's policy and procedures with respect to alcohol and other drugs at the workplace will be communicated clearly to everyone who comes onto the workplace.

### **Employee Duty of Responsibility**

As Employers have a responsibility to provide a safe workplace, employees have a responsibility to work safely and within certain safety guidelines set out by the Employer and Worksafe. Employees must ensure that they do not jeopardise their own safety, the safety of their colleagues or any visitors to the workplace.

The use of drugs and / or alcohol by an employee impacts on their ability to fulfil their Occupational Health and Safety obligations. An employee under the influence will jeopardise not only their own safety, but also the safety of all others in the workplace.

Failure to encompass the duty of Responsibility by the employee can impact on their worker's compensation entitlements, fines from Worksafe, or internal disciplinary procedures.

### **Employee's Responsibilities**

- Immediately and honestly report any accident and / or injury on the prescribed forms;
- Visit a medical practitioner if required to have accident symptoms recorded and treated;



- Continue to visit medical practitioner when and as required until a full or partial clearance has been given to return to work;
- Compensation will not be paid if the employee –
- Was under the influence of alcohol and drug of addiction;
- Was not using protective clothing or equipment as required by the employer
- Committed an act of serious or willful misconduct.

Any false claims will be refused and the employee may be liable for prosecution for fraud.

### **Obligations of Employees (Section 20 of the *Occupational Safety and Health Act*)**

Employees also have a general duty in relation to safety at all workplace as outlined in Section 20 of the Act. Employees have an obligation to take reasonable care to:

- Ensure their own safety and health at work;

Employees should ensure their activities away from work do not impact on their ability to perform their duties safely when at their workplace. An employee should inform him / herself about the effect of alcohol and other drugs on their ability to work safely. An employee should be present and remain, while at work, fit for work.

- Avoid adversely affecting the safety and health of other persons at the workplace;

An employee affected by alcohol and other drugs presents a danger to co-workers and other persons at the workplace.

- Report to their employer any situation that they have reason to believe could constitute a hazard and he/she cannot reasonably correct themselves;

A person who cannot work safely due to impairment by alcohol or other drugs may constitute such a hazard and this situation should be reported to the employer or other appropriate person in control.

- Report to their employer any injury or harm to health of which he / she is aware that arises in the course of, or in connection with, his / her work.

### **Work Function Guidelines**

On Occasion, employees will be invited to attend Share & Care Community Services Group work functions (e.g. Christmas Party). There are some guidelines employees will be required to follow in order to make sure the event is both enjoyable and safe for all employees.

Work Functions will generally be held off work premises and out of work hours and will be completed by a set time. The function is purely a social event, and attendance is voluntary. It is expected, however, that employee's behaviour at this staff party should not differ to their behaviour at work. All staff are to act in a responsible, courteous and polite manner. Any behaviour that can be construed as offensive will result in that employee being asked to leave the staff party. It is possible that employee behaviour at the work function may have repercussions when the employee returns to work. Serious instances of employee misbehaviour can result in written warnings or termination if the action is deemed serious enough. If you are unsure if certain behaviour could get you into trouble, please ask the Chief Executive Officer.





Share & Care Community Services Group may provide a meal or light snacks. All staff will be invited to enjoy the non-alcoholic beverages and food provided, and those who decide to drink, will be asked to do so responsibly by keeping the following guidelines in mind.

- Excessive alcohol consumption will not be tolerated. Those staff members who are seen to be intoxicated will not be served alcoholic drinks according to the responsible service of alcohol regulations. Staff members who are drunk or behaving inappropriately will be asked to leave and may have to face work related recriminations if their actions are serious enough;
- Those who decide to drink alcohol must have some safe form of transport home. Designate a skipper, pre-book a cab or arrange to be picked up. For those who cannot get home a cab will be called to ensure your safe trip home;
- Alcoholic drinks will not be paid for by Share & Care Community Services Group;
- Staff who are under age will NOT consume any alcohol. Any under-aged staff member found consuming alcohol will be asked to leave and may be issued with a written warning or have their employment terminated;
- Alcohol will not be consumed by any staff member wearing a Share & Care Community Services Group uniform or badge;
- Non-alcoholic beverages, alcoholic beverages and light snacks will be provided at the venue;
- Drink responsibly;
- Do not drive under the effect of alcohol.

In order to attend the staff party tonight it is imperative that you follow these guidelines. Drink responsibly, behave courteously and most importantly enjoy yourselves!

### **Employee Assistance Program**

Share & Care Community Services Group will endeavour to offer assistance to any employee who is experiencing performance related problems at work. Where appropriate, the Chief Executive Officer and Coordinator will be available to discuss any difficulties an employee is experiencing which directly impacts on their ability to work efficiently and safely.

Where required the Chief Executive Officer and Program Manager may refer the employee to the appropriate medical services or counselling services. In particular, performance issues that relate to drug and alcohol use will be referred to a medical centre for professional assistance.

### **Confidentiality**

All procedures regarding drug and or alcohol counselling shall remain confidential between the employee and the management of Share & Care Community Services Group unless information is needed for the purposes of workers compensation.

Should the evidence of drug use by an employee be brought to the attention of Share & Care Community Services Group by another employee, the evidence will be investigated further. This may require further questioning of employees, however no personal information shall be revealed to co-workers unnecessarily.



## **For Cause Testing Only**

### **Testing for Illicit Drugs**

Drug testing has been introduced into Share & Care Community Services Group as part of a comprehensive alcohol and drug program, which in turn is part of a general safety and health program.

#### **THIS WILL ONLY OCCUR WHERE THERE IS OBVIOUS CAUSE FOR CONCERN.**

Both employees and Share & Care Community Services Group Management should be aware that drug testing does not measure impairment. Current testing techniques do not disclose the quantity of the drug consumed, when it was consumed or the level of impairment that has resulted from the drug consumption.

It is for this reason that Share & Care Community Services Group will not tolerate any presence of an illegal drug in the samples of employees. Until testing techniques can measure impairment, Share & Care Community Services Group will enforce a "no tolerance" attitude to drug testing. Any presence of illicit drugs in the employee's system will be considered to be a positive test result. A positive test result will result in the commencement of disciplinary procedures and may result in the ultimate termination of the employee from their position.

Drug testing will not be done on site at Share & Care Community Services Group. If an employee is reported to be suffering from effects not unlike those experienced by one who is under the influence of drugs, they will be directly referred to the Northam Regional Hospital for testing. The Northam Regional Hospital will abide by appropriate safeguards include ensuring tests results are supervised and assessed by a qualified person. All testing will be done in accordance with Australian Standard 4308 which outlines the recommended practice for the collection, detection and qualification of drugs of abuse in urine or blood samples as appropriate.

### **Testing for Alcohol**

For cause alcohol testing will be introduced into Share & Care Community Services Group as part of the comprehensive alcohol and drug program outline in this policy and procedure manual, which in turn is part of a general safety and health program.

Unlike drug testing, alcohol testing can measure impairment. Breathalysers are a non-invasive method used to accurately measure Blood Alcohol Concentration (BAC). Studies have shown that although a person with a BAC of 0.02% may be able to perform routine tasks safely (like driving a car), it is likely that if anything out of the ordinary occurs, such as a critical safety issue, the response of the employee will be impaired.

It is for this reason that Share & Care Community Services Group will not tolerate any positive BAC reading. Share & Care will enforce a "no tolerance" attitude to the intoxication of employees by alcohol whilst they are working. Any presence of alcohol in the employee's system will be considered to be a positive test result. A positive test result will result in the commencement of disciplinary procedures and may result in the ultimate termination of the employee from their position.

Alcohol testing will not be done on site at Share & Care Community Services Group. If an employee is reported to be suffering from effects not unlike those experienced by one who is under the influence of alcohol, they will



be directly referred to the Northam Regional Hospital for testing. The Northam Regional Hospital will abide by appropriate safeguards include ensuring test results are supervised and assessed by a qualified person.

If an employee is believed to be under the influence of drugs and / or alcohol, Share & Care Community Services Group will ensure that the employee is provided with transport to the Northam Regional Hospital for testing procedures.

### **Self-assessment by the employee**

Employees are not to present themselves for work if they have consumed alcohol and other drugs that affect their ability to work safely. Employees should not remain at the workplace if they become affected by alcohol and other drugs.

It must be stressed that self-assessment will not excuse the employee from the consequences of intoxication whilst at work; however, it will be seen favorably in regards to the successful rehabilitation and counselling of that employee. Self-Assessment will be viewed as an employee taking responsibility for their actions and may indicate the willingness of an employee to admit they have a problem with drugs and / or alcohol, and take steps to ensure this problem is solved or controlled.

Should an employee believe that they have inaccurate test results, they may ask for one additional test or an alternative method of testing to occur. More specifically, should an employee provide a positive breathalyser test, they may request a blood / urine test for confirmation of this result, or alternatively should a urine test for drugs show positive, an employee may request a blood test.

### **Safeguards for Medications**

If an employee's ability to work safely may be affected as a result of medication, the employee should inform either the employer, Program Manager or Safety and Health Representative at the workplace of the effects of the medication. It is not necessary for the employee to disclose the illness for which they are taking medication.

It may also be appropriate for the employee to provide some means of verification as to the side effects of the medication, such as a medical certificate, if medication is to be taken over an extended period of time.

If an employee can perform their usual work duties safely, an appropriate person should be assigned the task of monitoring the safety performance of the employee.

If an employee is unable to perform his or her usual work tasks safely, the employee should not be assigned those usual tasks. Where practicable, an employee should be given reasonable alternative work until consumption of the medication ceases.

If an employee is unable to complete usual work duties safely for an extended period of time, and there is no alternative work available for the employee, there needs to be consultation between the employee concerned, the Safety and Health Representative and the employer to discuss steps that can be taken until the employee can resume duties. The process of consultation also needs to address issues of transport away from the workplace. The employee should only recommence normal duties when they are able to work safely.



### **Third Persons at the Workplace**

Responding to a hazard presented by alcohol and other drugs may also include a situation where a third person, who is an employee, enters the workplace affected by alcohol and other drugs. An example includes when a client, customer or visitor is at the workplace. Should this situation occur, the employer and employee must respond by minimising the risk of an impaired third person presenting a hazard at the work place.

### **Dealing with an Impaired Third Person**

If a third person at the workplace appears to be impaired by alcohol and other drugs the procedures outlined below should be followed.

The Program Manager or Chief Executive Officer should approach the impaired person. If the impaired person was identified by a person other than the Chief Executive Officer, they must immediately report the intoxication to the Chief Executive Officer or their Program Manager. If the person is aggressive or appears unpredictable, the Chief Executive Officer or Program Manager may request the assistance of more than one person for the initial approach. The initial approach should be quietly assertive – not aggressive, argumentative or threatening

### **When Dealing with Substance-Impaired Persons in the Workplace**

- Avoid using terms such as “You’re drunk”;
- Be brief, firm and calm;
- Advise the Chief Executive Officer;
- Use the affected person’s name, speak slowly and clearly and repeat your message if necessary (I am instructing you to leave our premises. If you do not leave, I will contact the police”);
- Do not argue or debate; simply repeat your message;
- Try to persuade them not to drive their own vehicle.

### **If the Impaired Person Refuses to Co-operate**

- Ensure that the Chief Executive Officer has been contacted;
- Assess dangers;
- Evacuate all surrounding people, at risk from the location of the impaired person or isolate the impaired person;
- Contact the police and advise them of your circumstances. If necessary request police assistance to escort the person off the premises.

### **Disciplinary Procedures**

#### **Infringement of the Policy**

Share & Care Community Services Group has a “no tolerance” approach to the use of drugs and alcohol in the workplace. Share & Care Community Services Group will not tolerate the possession of, or intoxication by drugs or alcohol at the workplace. Should an employee test positive to any illicit or contraband drugs, or show a positive blood alcohol test, the employee will be seen by Share & Care Community Services Group to be under the influence of intoxication.



Should an employee be shown to be under the influence, it will be viewed by Share & Care Community Services Group as a direct infringement of this drug and alcohol policy. Any infringement of this policy will result in the commencement of disciplinary procedures against the employee. Disciplinary procedures may result in the termination of an employee from their position within Share & Care Community Services Group.

In addition, Share & Care Community Services Group will not tolerate the presence of such substances on company property. Any employee who brings illicit drugs or alcohol into the property of Share & Care Community Services Group will be in direct violation of this policy and procedure manual. Therefore Share & Care Community Services Group reserves the right to search bags and lockers from time to time if a person is suspected of carrying or using drugs or alcohol.

Share & Care Community Services Group policy is one of counselling, step one is to inform the employee that it has been reported the employee has a drug or alcohol abuse problem or you suspect the employee because of his / her behaviour that the employee is under the influence of drugs or alcohol. In the first instance, Share & Care Community Services Group will have an investigation as to whether the report can be substantiated by evidence of other co-workers.

If there is substantial evidence then Share & Care Community Services Group will request that the employee undergo a medical, the employee will be suspended (on full pay) and until the results of the medical examination are available.

#### **If the Results are Positive?**

The employee shall be counselled in respect of the drug or alcohol abuse and whether he or she is prepared to undergo counselling, warn him or her of the dangers of being under the influence in the workplace and warn the employee that further violation of Share & Care Community Services Group Policy of drug and alcohol will result in the employee's dismissal.

Share & Care Community Services Group will follow up the procedure in 4 weeks and if the employee is found to be still abusing the situation then his / her services will be terminated.

#### **Drug and Alcohol Policy**

##### **1. Drug and Alcohol Procedures**

- 1.1. A person in possession of non-prescribed or illegal drugs on Share & Care Community Services Group property, or whilst on duty, shall be summarily dismissed. The offence may be reported to the police.
- 1.2. A person who is affected by drugs or alcohol are unable to work safely will not be allowed to work.
- 1.3. The decision on a person's ability to work in a safe manner will be made by the Executive Manager.
- 1.4. There will be no payment of lost time to a person unable to work in a safe manner.
- 1.5. The employee will be referred to the Northam Regional Hospital for testing.



1.6. The worker shall be issued with a written warning and made aware of the availability of counselling treatment. If the worker refuses help he/she may be dismissed the next he/she is affected.

## **2. A Worker Having Problems with Alcohol and Other Drugs**

- 2.1. Will not be dismissed if he/she is willing to seek help unless there is persistent abuse of the policy; and
- 2.2. Must undertake and continue with recommended treatment to maintain the protections of this program; and
- 2.3. Will be entitled to sick leave or leave without pay while attending treatment.

## **3. After Commencement of Employment**

- 3.1. It is a term and condition of employment that all persons employed by Share & Care Community Services Group agree to undergo alcohol and other drug testing as and when requested to do so by the organisation in accordance with this policy. Testing will only be conducted for cause (section 3), at the discretion of the Chief Executive Officer (section 4).

## **4. Testing Options**

- 4.1. For Cause Testing

Examples of circumstances where testing for cause may be carried out include the following:

- (a) Following accidents or incidents.
- (b) Where an employee's general behaviour indicates to the Chief Executive Officer / Program Manager that the employee may be influenced or adversely affected by alcohol or drugs, the Chief Executive Officer may arrange for the employee to undergo an alcohol and / or other drugs test.
- (c) Where the Chief Executive Officer or Program Manager becomes aware that an employee's performance has deteriorated such that in the opinion of the Chief Executive Officers / Program Managers job performance standards are not met and that the Chief Executive Officer / Program Manager suspects the inappropriate use of alcohol or drugs to be the cause, then the Chief Executive Officer may arrange for the employee to undergo an alcohol and / or other drugs test.
- (d) Where the Chief Executive Officer / Program Manager has reason to believe that there has been inappropriate use of alcohol or drugs.
- (e) Where an individual who has previously tested positive is being monitored to ensure safe practice.



## **5. Refusal to Take a Test**

5.1 In the event that an employee presents him / herself for work and subsequently refuses to take a test when required to do so by the Chief Executive Officer, the employee will be encouraged to take part in the test. Continued refusal will be treated as if it were a positive test.

## **6. Test Results Recorded for Share & Care Community Services Group Employees**

6.1. The following action will be taken in the event of positive tests recorded for employees and contractors working on Share & Care Community Services Group business.

## **7. First Positive Test**

7.1. In the event of a first positive result for alcohol or drugs the following action will be taken:

- (a) The person will be counselled by the Chief Executive Officer regarding:
  - The performance standard that has not been met
  - The procedures that have not been followed
  - The alcohol and other drugs policy and the obligation and responsibilities under it
  - The serious nature of the person's behaviour
  - The risk that this behaviour creates for other employees and the workplace
  - The consequences for this and future breaches
  - The employee's responsibility to demonstrate that the problem has been effectively addressed
  - The reason for the person's positive test and unfit state
- (b) The person will be advised that they may be monitored for a period of time to ensure that the problem has been addressed.
- (c) The person will be formally offered the opportunity to contact a professional Counsellor
- (d) The person will receive a written warning reflecting the key points in this process and indicating that the employee is liable to summary dismissal if there is a second positive test. The person will be provided with written warning indication that the employee is liable to termination of employment if there is a further positive test. A copy of this will be placed on their personnel file.
- (e) The person will take sick leave, rostered leave or annual leave (if so accrued) or otherwise authorised unpaid leave depending on entitlements.
- (f) Should the employee fail to respond to the suggestions of their Chief Executive Officer they will be dismissed.

## **8. Second Positive Test**

8.1 In the event of a second positive result for alcohol or drugs, unless there are legitimate reasons to the contrary, the person's employment with Share & Care Community Services Group will be summarily terminated. Summary termination will mean the loss of any accrued entitlements and non-payment of a notice period.



## **Identifying an Intoxicated Person**

The identification of an intoxicated person is primarily the responsibility of the Program Manager or the Chief Executive Officer on duty. However, it is acceptable that employees who have concerns about their co-workers report their concerns to their Coordinator or the Chief Executive Officer. Additionally, employees who believe they are under the influence are encouraged to request self-assessment. The entire workforce is encouraged to report a person at the workplace who may be impaired or not working safely.

### **(i) Training**

Identifying persons affected by alcohol and other drugs is a complex process, therefore the Program Manager and the Chief Executive Officer will receive training in substance abuse identification and the use of the most effective style of approach.

Coordinators and the Chief Executive Officer are trained in recognising and appropriately assisting employees with "fitness for work" problems that may impact on work performance or safety.

### **Dealing with an impaired person**

If any person at a workplace appears to be impaired by alcohol and other drugs the procedures outlined below should be followed.

The Program Manager or the Chief Executive Officer should approach the impaired person. If the impaired person was identified by a person other than the Chief Executive Officer, they must immediately report the intoxication to their Program Manager. If the person is aggressive or appears unpredictable, the Chief Executive Officer or Program Manager may request the assistance of more than one person for the initial approach. The initial approach should be quietly assertive – not aggressive, argumentative or threatening.

### **When dealing with substance-impaired persons in the workplace:**

- Avoid using terms such as "You're drunk";
- Be brief, firm and calm;
- Advise the Coordinator or the Chief Executive Officer on duty;
- Use the affected person's name; speak slowly and clearly and repeat your message if necessary ('I am instructing you to stop work for the day. Arrangements will be made for you to be drug tested and then to go home);
- Do not argue or debate; simply repeat your message;
- The Chief Executive Officer will make suitable arrangements to ensure the impaired person gets home safely; and
- Try to persuade them not to drive their own vehicle.

### **If the impaired person refuses to cooperate:**

- Ensure that the Chief Executive Officer or Program Manager has been contacted;
- Assess dangers; and
- Evacuate all surrounding people at risk from the location of the impaired person or isolate the impaired person.





After the incident and the employee returns to the workplace not impaired by alcohol and/or other drugs:

- Information and advice about substance abuse, assessment and counselling will be provided;
- The policy regarding further incidents will be made clear to the employee, and the normal procedures concerning failure to perform will apply.

### **Medication**

Everyone at a workplace should be alerted to the fact that some medications prescribed by doctors or available over-the-counter may affect the ability to work safely.

#### **Prescription Medication**

Employees taking medication should find out how it affects them by consulting their doctor.

During this consultation employees should explain their work duties to the doctor in order to determine if their ability to work safely will be affected by the medication.

Any directions or warnings on the medication should also be read carefully and followed.

Doctors issuing prescription medication should ask their patients about their work duties when giving advice on the likely side-effects of medication.

Side effects which could affect work performance may include, but are not limited to, drowsiness, being less alert, tiredness, difficulty in concentration, slowed reaction times or decreased physical coordination. Antihistamines, prescribed or purchased over the counter for allergies or as cold medicine, can cause drowsiness.

For further details please refer to section 13 Safeguards for Medications.

#### **Over the Counter Medication**

Employees should ask their doctor or pharmacist about the short and long term effects of medication and whether or not their ability to perform their work duties safely may be affected. Employees should always be alert to the fact that commonly taken medications can cause drowsiness and impair the ability to work safely.

#### **Combining Drugs**

Combining different drugs may increase the intensity or completely alter the effect of the drug.

It is advisable for employees to seek advice from their doctor or pharmacist about any possible side effects arising from mixing drugs.

Combining medication and alcohol may also alter the side-effect of medication and affect a person's ability to work safely. Sleeping tablets mixed with alcohol, for example, may impair judgment or coordination. Further information about alcohol and other drugs and their effect can be obtained from the agencies outlined in Section 16.



### **Employer Duty of Care**

Both Employers and Employees have safety responsibilities according to the *Occupational Safety and Health Act 1984* (the act). While Employers have a duty of Care to provide a safe workplace, employees have a duty to perform their work in a safe and hazard free manner.

### **The Act**

The *Occupational Safety and Health Act 1984* provides for the promotion, co-ordination, administration and enforcement of occupational safety and health in Western Australia.

With the objective of preventing occupational injuries and diseases, the Act places certain duties on employers, employees, self-employed persons, manufacturers, designers, importers, and suppliers. In addition to the broad duties established by the Act, it is supported by a further tier of statute, commonly referred to as regulations, together with lower tiers of non-statutory codes of practice and guidance notes.

### **The Law**

The *Western Australian Occupation, Safety and Health Act 1984* outlines the legal requirements (duty of care) of both employers and employees. This act requires employers to take all practical measures to ensure employees are not subject to hazards. The consumption of alcohol may present a hazard at the workplace. It is the responsibility of the employer to ensure that a person does not work whilst affected by alcohol. Employees must also ensure that they do not present a risk to the safety and health of others through the use of alcohol.

If an employer subsidises or provides alcohol at the workplace or allows an employee to consume alcohol during the working day, the Share & Care is failing to protect employees from potential hazards. This is particularly important in jobs requiring specialist's skills or where there are dangers from handling chemicals or heavy machinery.

Employers risk prosecution and penalties if an employee, client or member of the public is injured by actions of another employee who is intoxicated or under the influence at work.

Employers have a duty to ensure that work does not harm employees, visitors, clients or customers. On an international level, civil law suits have also been brought against employers for injury caused by employees who were intoxicated at work sponsored functions.

### **Smoking**

In meeting the requirements of the Workplace Health & Safety Act, Share & Care is committed to maintaining a safe working environment for all staff. Accordingly Share & Care is required to ensure that all workers are not put at risk from passive smoke.

Smoking is prohibited in all work areas, offices, toilets, washrooms, storerooms, and designated interior lunchrooms.

If employees wish to smoke, it must be done during their designated break time, before work or after work in the designated patio area. Workers who fail to observe these instructions will be disciplined and repeat offences may lead to dismissal.



## **Policy 6.8 Working in Hot Conditions**

### ***Policy Statement***

As part of Share & Care's duty of care to the employee we will ensure staff are at all times safe when working in hot weather conditions.

### ***Procedures***

#### **Legal Standards**

There are no regulations specifying standards for maximum temperatures in the workplace.

However, employers have a duty under the Workplace Health & Safety Act to provide and maintain for employees, as far as practicable, a working environment that is safe and without risks to health. This includes providing a safe system of work, information, training, supervision, and where appropriate personal protective equipment. The employer also has the duty to monitor conditions at the workplace - this includes heat.

After consultation with Workplace Health & Safety agencies across Australia and discussions with employees and Workplace Health & Safety representatives Share & Care will manage employees' safety whilst working outside by ensuring:

- Clean drinking water will be provided for employees at all times.
- When workplaces are temporary, remote, or mobile, and employers are unable to provide drinking points, they will be provided access to water containers for employees to take with them. Such employees include transport drivers or mobile community workers.
- Drinking water will be clean, safe for consumption, cool and palatable.
- Drinking water will be from outlets that are separate from sanitary and hand washing facilities to avoid contamination and hygienically provided by means of disposable or washable drinking containers or delivered by a drinking fountain or cups so that employees do not share drinking containers.
- Interior workplace buildings will maintain a temperature range that is comfortable and suitable to the work. Workplace temperatures that are too high or too low can contribute to fatigue, heat illness, and cold-related medical conditions.
- Optimum comfort for sedentary work is between 20°C and 26°C, depending on the time of the year and clothing worn.

The means of maintaining a comfortable temperature will depend on the working environment and the weather.

All heating and cooling facilities will be serviced regularly and maintained in a safe condition.



- Air movement throughout a workplace is necessary for the health and comfort of employees. We will ensure a workplace that provides natural ventilation and mechanical ventilation which complies with *AS 1668*. In enclosed workplaces, we will ensure that comfortable rates of air movements (usually between 0.1m and 0.2m per second) are maintained.
- **For outdoor employees:** Share & Care will ensure access to shelter such as the air-conditioned vehicles and will call employees in when the temperature exceeds 38C.

### Measuring Heat

An ordinary dry bulb (DB) thermometer is adequate to measure air temperature when humidity and air movement is not excessive and is often the only practical method to measure temperature.

### Identifying heat illness hazards

Air temperature alone cannot be used to determine whether there is a risk of heat illness. The key risk factors that need to be taken into account are:

- air temperature
- humidity
- radiant heat
- air movement or wind speed
- workload (nature of the work and duration)
- physical fitness of the worker (including acclimatisation and any pre-existing conditions e.g. overweight, heart/circulatory diseases, skin diseases or use of certain medicines)
- clothing - including protective clothing such as overalls,

### During hot weather, Share & Care advises employees they should be drinking a cup of water (about 200 mL) every 15 to 20 minutes

Personal protective equipment may be needed to further reduce the risk of heat illness. Share & Care will provide these protective items free of charge and includes:

- broad brimmed hat
- appropriate protective clothing (outdoor workers should ensure clothing covers them at least between elbow and knee, however long sleeves and pants provide the best protection).
- sunscreen
- sunglasses

Work outside for our gardening crews will cease when the temperature is at 39c or humidity exceeds 75%. Employees will report to the Program Manager who will allocate other duties until their workday is completed.

The Program Manager and Chief Executive Officer may take the option of releasing employees earlier if they feel it is warranted.



## **Policy 6.9 Dogs on Premises Visited**

---

### ***Policy Statement***

As part of Share & Care's duty of care to the employee we will ensure staff are at all times safe when providing outreach services.

---

### ***Procedures***

Many of the premises our staff visit have dogs. Share & Care have very strict guidelines as to how this is to be managed.

All premises visited must be aware that attendance by Share & Care staff will mean the dog must be restrained either by chain or behind a door or gate a staff will not be entering.

If staff arrives at client premises and a dog is loose, they must NOT enter. Instead, the client must be telephoned and asked that they secure the dog before staff can enter.

If a client refuses to secure the dog, staff are not to enter. They are to return to the office and report to the Chief Executive Officer who will write a letter of explanation and request to the client.



## **Policy 6.10 Emergency Plan – Working from home**

### ***Policy Statement***

In the case of a local emergency, it may be safer for some staff to work from home. The Chief Executive Officer will make that decision based on DFES/Department of Health information and advisory bulletins in order to ensure that employees are at all times safe when completing work for Share & Care.

### ***Procedures***

In the event of a local disaster (flood, fire, earthquake, storm damage, epidemic, pandemic etc.) the Chief Executive Officer may direct Program Manager's and/or administration staff to work from home wherever possible.

This will mean the employee must take full responsibility for ensuring that their working area is safe to operate from. Things to look for (but not limited to) would be:

- Ceilings and walls structurally sound
- No leaking gas or water mains or damaged power supply
- No tripping hazards in the office area
- Suitable lighting in your working area
- The ability to remove yourself from the premises in hurry should you need to

Employees must ensure that the computer and thumb drive they are working from is at all times secure and the paperwork they have in their possession is also kept in a lockable cabinet/cupboard.

Should any of these events occur, Share & Care considers it beyond the control of the employee and therefore the employee will be paid as per normal, whether they can work or not.



## **Policy 6.11 Critical Incident – Reporting & Response**

---

### ***Policy Statement***

Emergencies and critical incidents in the workplace can affect people physically and psychologically, and affect the continuity of Share & Care. The purpose of this policy is to ensure Share & Care prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimise the negative impact of an unexpected event.

This policy applies to all staff, consumers, volunteers, and Board members.

---

### ***Procedures***

Critical Incidents will vary; planning for individual case by case scenarios is not always possible.

At the time of any critical incident the Program Manager is responsible for the initial response, and if in doubt, (and time allows), they can check what they feel is the correct response with the Chief Executive Officer.

Share & Care's P&P manual and Risk Management manual cover most likely scenarios; it is the responsibility of Program Manager's and Coordinators to be very familiar with these documents as they will guide reactions to a large degree.

The negative impacts of emergency situations and critical incidents are minimised through effective management.

### **Functions and Delegations:**

**Position** Board of Directors

**Delegation/Task**

Review Emergency and Critical Incident Policy.

**Position** CEO

Development & Compliance with Emergency and Critical Incident Policy.

Ensures development and implementation of Emergency and Critical Incident Policy.

Ensures potential disaster and emergency situations are identified, and appropriate emergency management plans are in place.

Delegates' authority to Program Managers

**Position:** Program Manager's

Responsibility for implementation of emergency and critical incident procedures within the services they manage and where required in coordination with other Program Manager's, including identification of potential situations, developing, documenting and communicating response plans, reporting on actual situations, and reviewing policy and procedures following a disaster or emergency situation.



## **Risk Management**

Staff and volunteers are trained in disaster and emergency response procedures at induction and at least three further times every 12 months.

Emergency evacuation drills are undertaken in all sites at least 3 times per annum under the instruction of the Workplace Health & Safety Officers

Disaster and emergency management plans are reviewed annually and/or following the event of a disaster or emergency situation. As far as possible, traumatic events are prevented, and the impacts of trauma are minimised following traumatic events.

## **Policy Implementation**

All staff have access to and are familiar with policies and procedures relating to disaster emergency management.

All staff have information which outlines actions to follow for various disaster and emergency situations, and are supported to undertake training for specific roles in emergency and critical incident.

## **Policy Detail**

Share & Care identifies, prevents and manages disaster and emergency situations within its sphere of responsibility and influence, until the arrival of appropriate emergency services.

A range of emergency situations may occur on the premises with the potential to impact on the safety of staff, Board members, volunteers, students, visitors and consumers, including:

- fire
- gas or water leak
- vehicle and other accidents
- chemical, radiation or biological spill
- bushfire
- storm
- earthquake
- bomb threat
- civil disorder or illegal occupancy
- hostage or terrorist situation
- death
- robbery
- physical (including sexual) assaults.





### **Risk Assessment**

Share & Care uses risk assessment processes to identify and control barriers to effective emergency management.

Staff, Board members, volunteers and consumers are expected to behave in a way which minimises the risk of emergencies occurring.

### **Preparedness**

The Emergency Situation Checklist supports the organisation to prepare for potential disaster and emergency situations, and is reviewed on an annual basis.

Disaster and emergency management plans are reviewed on an annual basis.

All staff and volunteers are provided with training to ensure they are familiar with implementation of disaster and emergency management plans.

All staff students and volunteers familiarise themselves with emergency evacuation procedures, including their responsibilities and the emergency evacuation assembly point.

All fire safety activities undertaken by the organisation are recorded and reviewed to identify gaps in training, knowledge, equipment or processes. Fire activities include, but are not limited to, fire safety training, drills and exercises, records of maintenance and inventories of equipment kept.

Where relevant, all staff, students and volunteers familiarise themselves with techniques to minimise physical and emotional harm from other people.

### **Response**

When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property.

Share & Care initiates recovery and aims to restore operations as quickly as possible.

The availability of critical incident debriefing is an essential component of the organisation's approach to emergency management. When required, supportive counselling is provided to consumers, staff, volunteers and board members who are affected by an emergency or critical incident within two hours of the event (for defusing and mobilisation) and then within 48 to 72 hours (for critical incident debriefing).

### **Emergency and Critical Incident Procedures**

Staff, board members, volunteers and consumers who experience a critical incident related to their involvement with **Share & Care** should immediately inform where possible **the Chief Executive Officer**. If this is not possible they should immediately inform **the relieving Chief Executive Officer**.

A Critical Incident Report:

- is to be completed by the staff member involved in the incident or notification of the incident within 24 hours.
- is to contain as much information as possible and indicate the people directly involved in the incident.



The staff member who receives the report will ensure that the person(s) identified in the critical incident receives all appropriate support. They are to contact emergency services where required and must contact the Program Manager immediately who will notify the Chief Executive Officer.

The Chief Executive Officer in conjunction with Program Manager or Coordinator will assess the Critical Incident and implement a plan of action to follow up the Critical Incident. Where required, a meeting will be organised to determine issues and responsibilities relating to:

- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with the affected person's relatives and other supports Liaison with other organisations
- Counselling and supporting staff, board members, volunteers, and consumers not directly involved in, but affected by, the incident.
- Media management (if required)

Where appropriate Share & Care may be required to provide support to the family in the form of:

- Hiring interpreters
- Assisting with personal items and affairs

Share & Care will conduct a review of actions arising from the above meeting to ensure:

- Follow up such as de-briefing, counselling and prevention strategies have been completed.
- Relevant people have been informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the quality improvement cycle
- Further follow up required is documented and responsibilities allocated to appropriate staff.

### **Critical Incident Debriefing (CID)**

Critical Incident Debriefing (CID) will occur within 48 - 72 hours after the incident. Debriefing may include individual and group counselling, where the aim is to:

- Decrease feelings of isolation and provide people affected by the incident with a facilitated session to assist them to normalise their thoughts and feelings. Groups assist people to explore their differing perspectives of the incident and share their similar thoughts and feelings.
- There will usually be an initial counselling session, followed up with one or more debriefing sessions.
- Initial counselling will occur as soon as possible after the incident, preferably immediately or within a few hours. Depending on the type or severity of the critical incident, initial defusing may include:
  - A short factual statement about what is known about the incident, the possible effects on those involved, what is being done for them and what is going to happen in the future, e.g.; planned debriefing sessions.
  - Information on acute stress response (what is happening to people now) and how people can care for themselves. See Information Handout – Traumatic Events
  - An arrangement for a structured debriefing session within 48-72 hours.
  - The provision of different levels of service for those differently affected
  - Referrals to various resources including counsellors



- Share & Care will maintain confidentiality to ensure that:
- Only a record of when and where a debriefing took place will be kept; and
- No information will be released without the agreement of the individual or group.
- Employee Assist Program will pay for 3 sessions with a counsellor of choice if staff/volunteer feel they need further assistance

### **Evacuation**

**In the event of an alert to evacuate** - either verbal, automatic alarm or manual alarm and the threat is not immediate, all consumers, staff, Board members, volunteers, and visitors:

1. Proceed along designated routes to the designated assembly area(s)
2. Ensure assistance is provided to people with disabilities and/or special needs
3. Administration staff is to collect visitor sign-in and staff attendance registers and direct people to assembly point
4. Check attendance at assembly area against the attendance registers.
5. Remain at the assembly area until advised by the Program Manager or Coordinator and/or emergency personnel that it is safe to return to premises.

### **Earthquake**

If you are indoors:

1. Remain indoors and seek shelter under strongly constructed tables, desks or door frames
2. Keep away from windows, fixtures, furniture, and items that may become unstable
3. Evacuate the premises if it is safe to do so.

If you are outdoors:

1. Move quickly away from buildings, electrical structures, power poles and flammable products
2. Proceed to designated assembly area if safe to do so.

### **After the earthquake:**

1. Check attendance at assembly area against the attendance registers
2. Respond to injured people
3. Check for gas leaks, power failure and any other hazard
4. Turn off electricity, gas and water if it is safe to do so
5. Prevent entry to premises if unsafe
6. Contact and liaise with emergency services if required
7. Notify CEO/Manager and/or other senior staff.



## **Flood**

In the event of a flood:

1. Do not enter the flood waters
2. Eliminate potential electrical hazards
3. Place high value equipment and records away from impending floodwaters if it is safe to do so
4. Stay in a safe location while it continues to offer protection
5. Evacuate consumers, staff, Board members, students, volunteers, and visitors as for the above evacuation procedures.
6. Contact and liaise with emergency services if required'
7. Notify CEO/Manager and/or other senior staff.