



*Growing Opportunities and Living Inklusivley with me*

# GOLI Admin Manual

**This policy relates to**

<b>Standards or other external requirements</b>	Human Services Quality Standards
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**Contact Details:**

<b>Address</b>	
<b>Phone</b>	
<b>After Hours Contact Number</b>	
<b>Email</b>	

## College Australia Students in Community & Health Industry Qualifications

All students in these qualifications are employees of GOLI

### Procedure for GOLI Staff (Students):

GOLI Employees are to refer to this administration manual for an overview of the policies and procedures that relate to their performance in health administration or customer service sectors.

The information in this handbook is to be referred to throughout your assessment activities including the team meetings.

Further information on procedures, forms and documents is kept in the GOLI resource library which can be found here: <https://collegeaustralia.edu.au/GOLI-resource-library/>. You may need to refer to this handbook and other relevant documents throughout your training and assessment activities, in particular, in the workplace simulated team meetings.

### Team Meetings

All documents are kept in the GOLI Resource Library. Staff (students) should refer to these documents when completing assessments and undertaking tasks that involve GOLI activities.

All staff are expected to participate in the meetings responding to questions when asked. Your level of participation will directly relate to your competence in these assessment activities. It is expected that your names will appear in the minutes in each of the meetings that you attend. Your name should be against discussion topics that show active participation i.e., raising issues, problem solving, discussing client activities, suggestions events, communicating issues and or workplace improvements, etc.

The team meetings are provided to give you the opportunity to demonstrate the required skills and knowledge for the following units:

- CHCDIV001 – Work with diverse people
- CHCCOM005 – Communicate and work in health or community services

More specifically, they will provide evidence for the following:

#### CHCCOM005

- demonstrated effective communication skills in 3 different work situations
- clarified workplace instructions and negotiated timeframes with 2 colleagues
- responded appropriately to 3 different situations where communication constraints were present
- completed 2 written or electronic workplace documents to organisation standards

#### CHCDIV001

- undertaken a structured process to reflect on own perspectives on diversity

- recognised and respected the needs of people from diverse social and cultural backgrounds in at least 3 different situations:
- selected and used appropriate verbal and nonverbal communication
- recognised situations where misunderstandings may arise from diversity and formed appropriate responses

**Sample Agenda**

Agenda items may vary, but an example could include:

<b>Item</b>
Welcome & introductions
Weekly Round up
Good news stories
Reflection on the week past
Access & Equity Issues
Policy & Procedure Update
Breaches / Improvements
Health & Safety
Upcoming Events
General Business

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## Welcome to GOLI

GOLI is a registered provider for people with disabilities; we are committed to and will abide by the NDIS Service Standards, as outlined in this handbook and the NDIS Quality and Safeguards Commission requirements. GOLI also has subdivisions that include pharmacies, health-based retail stores and community centres.

This manual is an advisory guide concerning the current practices, policies, and procedures of GOLI, so that you may become more familiar with the benefits available to you, as well as guidelines and rules that affect your employment. This is not a standalone document and should be used in addition to the organisations policies and procedures.

The purpose of this handbook is:

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

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

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

We hope this handbook answers any questions you may have had regarding your employment with us. If you require further clarification on any point, please feel free to ask our Operations manager.

Your job satisfaction, progress, and welfare are important, and, without these important ingredients, we cannot hope to be successful. Our intent is to be a good practice to work in and provide excellent care for our participants, as well as operating profitably and efficiently.

## About GOLI

### *Growing opportunities and living inclusively*

#### GOLI me!

We are a for profit organisation that cares about our people... our staff, our clients and their families, our friends, and partners. We do this through collaboration and building relationships. When you work with us, we work as one.

Opportunity focus, balanced lifestyles and inclusive practices are for all the GOLI network. As an employee, it is important you uphold these values for yourself, your peers, our organisation, and our client family.

#### GOLI Mission

To provide innovative and flexible support to enhance lifestyle and learning opportunities through individual growth, and inclusive engagement, for people with disability, their families, and carers.

#### GOLI Structure

GOLI is an organisation that believes in open communication, and we all collaborate to make decisions. However, we also believe in working to strengths and accepting the responsibility that comes with decisions and positions in the organisation.

Please refer to the structure as you read this handbook and so that you know who can support you in achieving your best in your employment with us.

## Rights and Responsibilities

### Rights

Rights as a staff member - you have rights to:

- Receive a position description outlining your responsibilities.
- Have any queries, concerns and complaints listened to and responded to in a timely manner.
- Receive relevant ongoing training within GOLI resources.
- Be informed of relevant policy and procedure changes.
- Work in an environment that is harmonious and harassment free.
- Have your personnel records remain confidential

### Responsibilities

- Respect the rights of participants to make their own decisions and to be treated with respect and dignity and maintain participant's privacy.
- Maintain safe work practices and report unsafe practices, environments, or equipment.
- Attend mandatory training sessions.
- Perform required duties with a high standard of care and professionalism.
- Wear full uniform and an identification tag, always, when on duty.
- Record and document participant information as required.
- Maintain all document security (such as not leaving participant paper details on front seat of car).

- Be reliable and act with honesty, integrity and comply with the Code of Conduct Policy.

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

All staff are required to sign a “Code of Conduct” form and a “Privacy and Confidentiality Agreement.”

Disciplinary action will be taken if you do not abide by it.



## Orientation & Induction

On commencement with our service, you will be provided with a Staff Induction Checklist.

This document will allow you to step your way through the induction phase to ensure nothing has been missed; it will be completed by yourself and the Compliance Manager. This process allows you to familiarise yourself with how GOLI operates and introduces you to your co-workers. It is expected the checklist will be completed within the first two weeks of your employment or sooner.

You will have an orientation period and will be provided with ongoing relevant training through a person-centred approach. Some of the items covered in the orientation period are working with participants, work health and safety, manual handling, fire and safety procedures, emergency participant procedures, infection control, hand washing and safe food handling.

You will also be given full access to company policies and procedures and time to read them including complaints and feedback, cultural competence, support planning and management and participant's rights.

## Administrative Matters

### Photocopier

GOLI has two printers in use in the main office. Currently we have to multifunction printers. They are the same type and are located at reception and in the back.

These are maintained and serviced by Browns Office & Equipment Supplies.

The printers are:

**Canon image runner advance dx c3700i**

If there are any issues that cannot be fixed by using the manuals, please notify your supervisor. Only supervisors, or their delegates, can contact the supplier.

Please find below a link to detailed information regarding the printer.

<https://oip.manual.canon/USRMA-4706-zz-CS-3700-enUV/>

If you cannot find a solution in the manual or it does not resolve your problem, you should then advise your supervisor.



### File Naming Convention

To maximize access to your records, a naming convention for your files has been established. This provides a framework for naming your files in a way that describes what they contain and how they relate to other files.

GOLI uses the follow format:

**YYMMDD Type\_of\_Document\_Name\_Identifier**

By consistently organizing your files, you will be able to quickly find what you need.

#### For example

Type of document	File Name
A letter to a client with last name of Johnson was created on 15 May 2021	2105 Letter Johnson.doc
A monthly report to Queensland Health was finished on 28/04/2020.	200428 Monthly Report Qld Health.pdf
Draft presentation for a Community Network Meeting to be held 10 June 2021. There will be a few versions that need to be approved before finalising.	210610 Presentation Community Network Mtg V1 210610 Presentation Community Network Mtg V2 210610 Presentation Community Network Mtg V3

Please note the following:

- Names should not be too long.
- They should be easily identifiable.
- Use acronyms where appropriate.
- Use Version number is appropriate.

### Storage of Date

All data is to be kept on cloud storage. We use One Drive. One Drive can be access from all locations as long as you have your login and password details.

This is beneficial when:

- Working from home
- Working at remote locations i.e., on the road, meetings at other service providers

- Transferring or carrying large data files

The structure for GOLI's one drive is as follows:

No.	Area	Folder	Sub-folder
01	Administration	Client Files	Agreements Communications Invoicing
		Suppliers	Agreements Communication
		General	Handbooks How To's Meetings
02	Marketing	Networks	Meetings Events
		Advertising	Media Promotions Resources
03	Management	Budgets	Annual Monthly
		Staff	Meetings Personnel Files Professional Development
		Contracts	Reports Communications Monitoring
04	Compliance	QMS	Procedures Policies Forms Handbook
		Audits	
		Standards	

The data is automatically saved, and previous version of date may be accessed.

Files should not be stored on USB's, PC and laptop desktops or other portable sources. This is done to minimise loss or duplication of data.

Please do not edit, add, or delete any folders. Only Administration Managers have authority to do this.

## Customer Service Charter

The GOLI Customer Service Representatives strives for excellence and professionalism in providing customer service, both inside and outside the organisation, within the limits of available, well-managed resources.

To accomplish this mission, we agree upon these values:

- Anticipating the needs of our customers and planning accordingly
- Greeting our customers promptly, cheerfully, and respectfully
- Listening carefully and giving full consideration to the requests and concerns of our customers
- Communicating honestly, courteously, and knowledgeably
- Providing follow-through for our customers promptly, responsibly, and efficiently
- Serving with pride, commitment, and with high ethical standards
- Respecting the individual and encouraging participation

## Policy Statement

It is the GOLI Customer Service Representatives' policy and responsibility to provide excellent service to the public. Customer feedback helps us measure whether our services are meeting public needs and expectations. It also helps us identify problems that need to be solved. High quality customer service depends on customer feedback. While praise is always welcome, constructive criticism is truly helpful in the long run.

The purpose of this policy is to establish uniform standards and procedures for responding to customer feedback, thus making sure those responses are timely and that issues do not "fall through the cracks." The policy strives to treat every interaction with the public as an opportunity to produce a satisfied customer, or at least one who feels that he or she was listened to and taken seriously, even if it was not possible to meet his or her request.

Customer feedback comes to the GOLI Customer Service Representatives in many ways. This policy outlines a procedure for responding to complaints, requests for service and questions that come to the GOLI Customer Service Representatives Office through a customer visit, call, letter, or email. Departments are expected to use similar standards and procedures for the complaints, requests and questions that come directly to the department and not through the GOLI Customer Service Representatives Office.

The policy is not intended to cover:

- Complaints about the performance of specific employees, which are handled by the department manager in conjunction with the gym owner.
- Claims for damages, which are to be filed with the GOLI Customer Service Representatives Insurance carrier.

## Response Standards

When possible, complaints, questions and requests for service should be resolved in “real time” on the same day they arrive. However, in many instances, referral and follow-up are necessary in order to fully understand and resolve the issue. In such instances, the following standards for acknowledgement and resolution should be followed.

### Acknowledgement

- All complaints, questions and requests for service should be acknowledged within one business day
- This acknowledgement should note the person to whom the issue has been referred and when the customer can expect a response.
- If the customer feedback is delivered by phone or in person, this acknowledgement should be given verbally during the call or visit.
- If the customer feedback is delivered by e-mail, the acknowledgement should be given by e-mail.
- If the customer feedback is delivered by postal mail the acknowledgement should be sent via telephone, postal mail, or e-mail, whichever is appropriate.
- For written acknowledgements, templates with standard language should be used to minimize staff processing time.

### Resolution

- A substantive response should be provided within seven business days.
- This response should include the GOLI Customer Service Representative’s analysis of the issue and the proposed resolution. Clear reasons should be given if it is not possible for the GOLI Customer Service Representatives to accommodate the customer’s request.
- If a resolution is not possible within seven business days, the customer should be notified and given the date by which they can expect a response.
- The resolution can be communicated to the customer verbally, by e-mail or by postal mail, depending on the communication method most appropriate to the situation.

## Response Procedure

### Calls / Visits to the GOLI Customer Service Representatives Office

- When a customer calls or visits the GOLI Customer Service Representatives Office with a complaint, question, or request for service, the issue should be resolved immediately, if possible, by the GOLI Customer Service Representatives Office or by referral to the appropriate department.
- If immediate resolution is not possible, the GOLI Customer Service Representatives Office will take down the necessary information and let the customer know when and from whom he or she can expect a response.
- The department receiving the referral is responsible for resolving the issue per the above standards.

### E-mails or Postal Letters to the GOLI Customer Service Representatives Office

- When customers send e-mail (or postal mail) to the GOLI Customer Service Representatives Office with complaints, questions, and requests for service, the GOLI Customer Service Representatives Office will send an acknowledgment e-mail (or postcard) within one business day.

- Of course, if the GOLI Customer Service Representatives Office is able to answer the question or resolve the issue right away without referral, it will do so and let the customer know. In such instances, a separate acknowledgement email (or postcard) is not necessary.
- Also, within the first business day, the GOLI Customer Service Representatives Office will forward the item to the appropriate department for response, noting the expected resolution date.
- The department receiving the referral is responsible for resolving the issue per the above standards.

### Additional Comments

Since customers do not always know to whom to direct their concerns, any staff member at a public counter or answering the phone is called upon to be a customer service agent. When transferring a caller, staff should always take the caller's number so that they can call back if need be.

### Pricing

It's the law.

GOLI prides itself on providing excellent customer service and following all Australian Consumer laws.

The following is an extract from the Australia Competition & Consumer Commission (ACCC) website regarding Displaying prices:

#### Component pricing

When you present prices to your customers, you must state the total price of the good or service as a single figure, which is the **minimum total cost** that can be calculated. This should include any tax, duty, fee, levy, or other additional charges (for example, GST or airport tax).

#### Exceptions:

- this rule does not usually apply in business-to-business transactions. This means you do not need to include GST if a price statement is made exclusively to businesses.
- you do not need to include delivery charges unless you are aware of a minimum delivery charge that must be paid, in which case you can choose whether to include it in the total price or separately.

#### Pre-selected optional components

From **26 October 2019**, the total price must include any optional components you have pre-selected for the buyer, unless or until they de-select those options.

**Example:** if you pre-select the carbon offset charge for airline tickets, the cost for that must show in the total ticket price unless it is de-selected.

#### Partial prices

If you promote a price that is only **part of the total price**, the total price must also be displayed at least as prominently as the partial price. This means customers should be able to identify the total price in the advertisement at least as easily as prices for any component parts.

#### Two-price comparison advertising

Businesses often make comparisons between product prices being charged and:

- the company's previous pricing (including 'was/now' or 'strike through' pricing or by specifying a particular dollar amount or percentage saving)
- the 'cost' or wholesale price
- the competitor's price
- the recommended retail price (RRP).

Businesses that use such statements must ensure that consumers are not misled about the savings that may be achieved.

Statements such as 'Was \$150/Now \$100' or '~~\$150~~ Now \$100' are likely to be misleading if products have not been sold at the specified 'before' or 'strike through' prices in a reasonable period immediately before the sale commences.

Such statements are also likely to be misleading if only a limited proportion of a product's sales were at the higher price in the period immediately before the sale commences. The volume or proportion of sales that may result in such statements being misleading will depend on the circumstances of each case.

The length of the period will depend on factors such as:

- the type of product or market involved
- the usual frequency of price changes.

If a business has a policy or practice of discounting goods when not on sale and uses two-price advertising in relation to sale periods, there is a significant risk that the use of two-price advertising will involve conduct that is misleading. The business would be representing to consumers that they will make a particular saving if they purchase the item during the sale period, when this is not necessarily the case.

Similar considerations apply to the specification of dollar amount or percentage savings such as 60% off.

### **Misleading comparisons**

Comparisons between 'cost/wholesale' and 'sale' prices can be misleading if the specified 'cost/wholesale' price is greater than what the business paid for the goods. Consumers may be more likely to purchase goods if the gap between the wholesale and retail price is perceived to be smaller than what it actually is.

Price comparisons can also be misleading where, for example, a business uses a competitor's price for identical goods, but that price is taken from a different market or geographical location.

Depending on individual circumstances, businesses using statements such as 'savings' or 'discounts' when comparing a sale price to the recommended retail price (RRP) may be misrepresenting potential savings if the product has never been sold at the RRP or the RRP does not reflect a current market price.

### **Tips for displaying two-price advertising**

It is good business practice and fair-trading risk management to keep records substantiating any two-price price claim. You may be required to substantiate such a claim to an ACL regulator, including the ACCC.

It is also important to remember that a 'sale' or 'discounted' price should only be available for a limited period. This is because if a reasonable amount of time has elapsed and an item is still

'on sale', the discounted price effectively becomes the new selling price, so it may be misleading or deceptive to continue to call it a 'discount' or 'sale' price.



## Operational Matters

### Emergency procedure contact and phone number

Emergency contact procedure is as follows:

- We initially gather this on your Employee Registration form.
- You are required to inform of any changes within five working days.
- Your information will be held in virtual employee files until termination.

### First aid procedure

All staff require current certification that is kept on file. It is the employee's responsibility to keep this up to date.

### Smoking

The Compliance Manager will request that those Participants, who smoke, refrain from doing so whilst care staff are performing their duties. GOLI is committed to a safe workplace for its staff. Staff are not to smoke in or around Participant's environment. Staff must not smoke whilst in our uniform.

### Company Vehicle, Equipment and Clothing

Private usage of vehicles shall be in accordance with individual agreements between the employer and employee; the conditions of which shall be separately recorded.

Employees shall be provided with a part uniform. It is required that each employee shall wear the uniform whilst attending company business, whether on site or off site. It is expected that employees maintain the uniform in good order. Replacements shall be replaced on an as-needed basis.

In the event of damages or loss of any Company property (including telephones, vehicles, clothing, or other articles), should that damage or loss be as a direct result of negligence, the employee shall be responsible for any costs incurred by the Company for repair or replacement of those goods.

## National Disability Service Standards (2013)

### ***An Abbreviated version of the National Disability Service Standards (2013)***

#### **Standard 1 - Rights:**

It is important that you know and understand participants rights. You are there to support participants and to provide guidance and assistance in any choices that participants make.

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

You will respect a participant's right to privacy and confidentiality of any personal information and records and will uphold their right to make decisions.

It is a participant's right to try new things and you will assist them to do so, whilst ensuring that each participant is treated fairly and independently.

Every participant has the right to talk freely and express their thoughts, opinions, and choices. GOLI will listen and support the choices a participant makes and will include their family and carers whenever the participant wishes them to be included.

#### **Standard 2 – Participation and Inclusion:**

GOLI will provide any assistance needed for every participant to participate actively and meaningfully and will develop connections within the community to help a participant do this.

We will support participants and help them to take part within the community of their choice and promise to work with them, their family, and carers, if they so choose.

GOLI will respect a participant's cultural, religious, and political background.

#### **Standard 3 – Individual Outcomes**

GOLI will support the choices and goals of participants. We will offer guidance and help every participant to recognise the strengths and weaknesses, so they may learn and develop skills to help them achieve those goals and set even more.

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

#### **Standard 4 – Feedback and Complaints**

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

Participants can seek the support from another person, whether that means a family member, carer, advocate, or Ombudsman. Whatever the issue, GOLI will do everything to solve the problem and to improve the services.

GOLI appreciate any feedback and opinions about the supports and services and will make improvements based on this feedback.

## Standard 5- Service Access

GOLI are here to assist anyone enquiring about our services. We will support and advise, if needed, or make a referral to an alternative service, if required. Participants have the right to seek, have access to, and find the service and supports that are needed and required.

GOLI understand that everyone communicates in different ways, and we have a variety of ways that participants can communicate with us, safely, without discrimination, and in privacy.

## Standard 6 – Service Management

GOLI have excellent staff and training. GOLI has a continuous improvement policy of services. It has good working processes, clear communication systems between management and participants. These processes are all key to our service management.

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

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

## Abbreviated version of policies

The policies included in this handbook are only guidelines and are subject to change. Please refer to individual procedures that are kept in the GOLI Resource Library for further information.

### Code of Ethics & Conduct Policy

The purpose of this policy is to apply a code of conduct and ethics to govern the decision and actions of employees regarding NDIS service standards 1, 2 and 6.

During orientation, you will learn the procedure you must take when allegations of abuse are made.

The NDIS Quality and Safeguards Commission (2018) states: as a worker providing supports to people with disability, you must:

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

### Definitions

<b>Abuse</b>	is hurting someone, hitting, or saying hurtful things.
<b>Discrimination means</b>	treating a person differently due to race, sex, age, disability or culture.
<b>Exploitation means</b>	treating someone unfairly, usually to gain a profit or advantage.
<b>Neglect</b>	is when someone does not provide the support or help needed. It can also be not giving enough food or not listening to a participant.
<b>Sexual Misconduct</b>	is any unwelcome behaviour by force, intimidation, coercion? harassment or manipulation.

### Bullying and Harassment

We will not tolerate any harassment or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. This includes harassment because of sex, race, national origin, religion, handicap, or age. Such conduct, when experienced or observed, should be reported to the WHS officer.

## Access and Equity

We are committed to access and equity principles and processes in the delivery of its services and working environment, and in accordance with:

- Sex Discrimination Act 1984.
- Human Rights and Equal Opportunity Act 1986.
- Racial Discrimination Act 1975.
- NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

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

## Grievance

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

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

A quick settlement of any grievances that may occur is in the best interest of all parties concerned. The principals of natural justice and procedural fairness shall underpin the whole process. A grievance can be raised in a variety of ways. They include, but are not limited to:

- Verbal complaints.
- Written statements.
- On feedback forms.

Once a complaint has been received, management will:

- Explain to the complainant how the complaints process will work (including their right to have the complaint reviewed by an external or individual party).
- Advise in writing that the complaint has been received.
- Keep the complainant updated with progress of the process.
- Inform the complainant in writing if the resolution is expected to take over and sixty (60) days.
- Advise all staff of changes to systems or policies created as a resolution to the grievance or part of a resolution'
- Take minutes of any meetings held to discuss or resolve the issue.
- Use the grievance procedure to ensure that the principals of natural justice and procedural fairness are adopted throughout all proceedings.

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

## Advocacy

The purpose of this policy is to ensure that staff are aware of the Participant's right to an advocate (Standards 1). An advocate is a person who will listen to the participant, help him or

her to make decisions about what should happen in his or her life and help him or her to make those decisions work by speaking on his or her behalf. An advocate will make sure that participants are supported, rights are respected and speak out if your needs are not being met.

Participants are encouraged to bring your advocate to initial meeting, for input into the assessment and planning processes and to ensure a person-centred support plan.

Participants may use an advocate:

- any time you wish to communicate with us.
- at initial consultation.
- during interviews and reviews.

## Consent

This policy is linked to the Standard 1, 2 and 3. The privacy elements are connected to consent. It is essential that you understand the requirements of this policy.

You are not able to discuss or give any information about a participant, unless the participant has given consent. Staff must always fully understand what a person needs your consent for and, if you have any doubt, you should ask GOLI for help.

GOLI will ask the participant to sign a consent form, especially if this is consent for the release of your personal information.

Participants can withdraw consent at any time. GOLI will need participant's consent to:

- be able to read the information that service providers have about you and for GOLI to provide any information about you to other service providers, your family or advocate.
- collect data for funding bodies.
- ask people to attend the participant's person-centred planning meeting.
- carry out any training programs or behaviour change programs that it may want to put in place.
- assist him or her to see a doctor or a dentist.
- give medication.

## Communication

Communication and informing you and others is pivotal to providing person-centred and informed support, as per Standard 5. It is important for you to have a point of contact. Your team leader will be your initial contact regarding any work-related tasks. Your team leader may not have the correct or relevant information concerning your employment details so the HR Manager should be your contact about your wages, leave or any related information.

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

- Staff Meetings held every fortnight.
- Emails.
- Newsletters.
- Site visits by supervisors.

## Interpreter Services

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

The interpreter is required to document in participant notes, stating that they were present for any meetings with you. Telephone interpreter services will be used in crisis/emergency situations.

## Privacy and Confidentiality Policy

GOLI is committed to protecting and upholding the right of privacy of participants, staff, and management, and NDIS service standards 3, 5 and 6. GOLI protects the privacy of individuals in the way information is collected, stored and the use of this information. Staff and management are consistent and careful in the way they manage what is written and said about individuals, and how they decide who can see or hear this information.

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

**Management of your personnel file:** Your records will be confidential to management. You can request access to your file by notifying the Director.

All your records are kept on a securely protected database and paper records are kept in a securely locked filing cabinet.

## Equal Employment Opportunity Policy

GOLI commits to providing EEO to all prospective and current staff (NDIS service standards 5 and 6), promoting a fair and equal work environment. GOLI chooses the best person for the job regardless of Race, disability, gender, age, sexual orientation, marital status family responsibility, religious or political beliefs.

## Risk Management Policy

GOLI have established and maintain a Risk Management Plan, NDIS service standards 1, 2, 3 and 5. This plan identifies and addresses risk to:

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

### Risk Management Procedure:

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

## Continuous Improvement Policy

This policy is linked to Standard 4 and 6. Staff and participants can give feedback or make a complaint. Our collaborative and person-centred approach means that GOLI will respond to information to improve the services provided.

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

## Gifts

The Management Team recognises that participants, on occasion, like to give gifts to staff. You are not to take a gift unless it is able to be shared by other staff. Money is not to be taken, under any circumstances.

## Complaints and Feedback Policy

This policy addresses NDIS standards 1 and 4. GOLI welcomes complaints and feedback from you, participants, family, and visitors. There is a complaint and feedback form, which can be submitted to the Director.

Any complaint or feedback is encouraged, and any individual has a right to make comments in a blame free, resolution-focused culture, respecting the right to privacy and confidentiality.

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

### Procedure:

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

Complaints will not be discussed with anyone who does not have a genuine responsibility for resolving the issue.

## Incidents, Accidents and Emergencies Policy

This policy seeks to minimise risk and prevent incidents with appropriate participant care plans, assessment, and reviews NDIS service standards 1 and 6. Staff compliance is monitored, and ongoing training is given. At orientation, all staff will have a complete run-through of the procedures involved, when an incident occurs. The correct procedures to take when dealing with an incident is documented in the staff induction signed checklist.

## Work Health Safety and Environmental Management Policy

GOLI have established, and will maintain, systems for WHS discussion to enable staff to contribute to decisions affecting their health, safety, and welfare at work; NDIS service Standards 1 and 6.

It is intended that as an outcome of this policy:

- The risk of injury to workers and others will be prevented.



- Workers will be consulted in the risk management process.
- Safe systems of work will be established and maintained.
- WHS training will be available for you and will be updated according to current regulatory WHS requirements.

Workers are required to follow the procedures in this policy. This includes:

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

## **Networking and community engagement**

GOLI will engage with networks and local communities, to ensure that our participants have opportunities to be involved in activities and areas of interest. We will access networks, such as religious groups, local ethnic communities, or groups that you wish to engage with. We believe that it is important for participants to be part of their community. If you have links to any networks and communities, please contact our Marketing Manager.

## **Training and Personal Development**

Standard 6 requires staff training and support. All staff are required to keep up to date with their knowledge and skills in the job roles. For some staff, this will require ensuring that they maintain currency and registration in relevant professional bodies.

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

- additional training.
- promotion.
- increased wages.
- increased hours.

If you wish to expand your knowledge and undertake professional training courses, then you should contact your team leader and / or HR Officer to discuss training options.

First Aid qualifications are part of your job role (see First Aid). It is your responsibility to maintain this.

Training in Work Health and Safety areas, such as fire safety and manual handling, will be provided by GOLI on an annual basis at no expense to the staff member.

## Workplace Health and Safety Procedures

### Incident Notification Procedure

#### Legislation

The Commonwealth Work Health and Safety Act 2011 (WHS Act) and Work Health and Safety Regulations 2011 (WHS Regulations) implement model work health and safety laws that have been adopted in most of the Australian states and territories.

The object of the WHS Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act aims to protect workers against harm to their health, safety, and welfare through the elimination or minimisation of risks arising from work, with a view to attaining the highest level of protection as is reasonably practicable.

#### What is a notifiable incident?

Section 35 of the WHS Act defines a “notifiable incident” as:

- the death of a person, or
- the serious injury or illness of a person, or
- a dangerous incident

GOLI recommends that all incidents and identified hazards, regardless of how small should be reported directly to your supervisor as soon as you are able and safe to do so.

#### Notification of Incidents

Employees should report all incidents that have occurred when in direct affiliation with GOLI and GOLI employees.

This could include, but not limited to, scenarios where:

- a client or customer has been hurt or potentially hurt when under the care of a GOLI employee
- a GOLI Employee has witnessed an incident while working within their designated hours
- A client or customer has been involved in an incident or near miss on the grounds of any GOLI facilities
- A GOLI employee feels unsafe while working within their designated hours

#### Reporting an Incident

If an incident occurs that results in a serious injury or death, immediately call Emergency services on 000 and assist the person to the best of your ability. Notify your supervisor as soon as it is safe to do so.

All other incidents:

1. Observe the situation to the best of your ability and take note of as much detail possible.
2. Complete the GOLI incident report form as soon as possible, when safe to do so
3. Submit the completed GOLI incident report form to your supervisor via email
4. Notify your supervisor of the incident via email or verbally and confirm that your supervisor has received the incident report form.

## Hazard Notification Procedure

### Reporting identified hazards

All hazards, regardless of risk should be reported upon. If a hazard is identified and the risk is at a critical level, contact the appropriate service (whether it be emergency services) and evacuate the area immediately. Notify your supervisor as soon as it is safe to do so.

For all other identified hazards:

1. Identify the hazard
2. Complete the GOLI Risk Assessment form as soon as possible, if safe to do so.
3. If the risk does not impose a great threat, complete the Risk Management form to the best of your ability.
4. Submit the Risk Assessment form and Risk Management Form to your supervisor via email.
5. Notify your supervisor via email or verbally and confirm your supervisor has received the forms
6. If safe to do so and within scope of your role, implement control methods (Hierarchy of control) to treat the hazard appropriately.

## Emergency Evacuation Procedures

The following procedure should be noted, as many employees do not work in one location and off GOLI premises, we recommend that staff should follow all emergency procedures that are provided within the organisation they are occupying. For example, if a GOLI employee is working with a customer or client within a third-party facility, the GOLI staff member should be aware of and follow all emergency evacuation procedures the facility has implemented.

In instances where GOLI staff are working within the grounds of a GOLI location, the following generalised procedure should be followed:

### Evacuation Procedures

**Upon hearing the alarm** or when directed by a warden or supervisor-

- Prepare to evacuate.
- Get your workplace ready to be left unattended. Shut down computers; turn off gas and electrical equipment, if safe to do so.
- For fire, close the doors as you go – do not lock them. In the case of a bomb threat, leave doors open.
- Assist any person in immediate danger.
- Leave the building via the nearest safe route.
- Obey all directions from wardens.
- Move calmly to the assembly point or other advised area and stay there until the All Clear has been given.
- Follow closely the instructions of emergency services personnel and campus wardens.
- Wait for the OK to re-enter the building.

### Fire

- Ring **000** and provide details of the fire
- Assist any person in immediate danger (only if safe to do so).
- If safe to do so, close doors to minimise spread of the fire.
- Contact nearest warden and follow their directions.
- Assist with the evacuation of mobility impaired occupants.
- Move to the nominated evacuation assembly point and stay there until the All Clear has been given.
- Follow closely the instructions of emergency services personnel and campus wardens.

### Medical Emergency

- Assess the situation -
- Do not move a casualty unless they are exposed to a life-threatening situation.
- Contact the nearest first aid officer.
- In extreme emergency situations contact the ambulance service by dialling **000**
- Arrange for the ambulance to be met in an ambulance accessible zone or other nominated area.
- Remain with the casualty and administer first aid as appropriate until assistance arrives.
- Follow closely the instructions of emergency services personnel and campus wardens.

## **Bomb Threat**

On receipt of a telephone bomb threat:

- Keep the caller talking (do not hang up).
- Remain calm and do not say or do anything that may encourage irrational behaviour.
- Ask someone else to ring **000**
- DO NOT use mobile phones. Turn them all off.
- Follow supervisor instructions.
- Evacuate the building via alternate exits, leaving doors and windows open.
- Take personal belongings with you, noting any suspicious parcels in your area as you leave.
- Move to assembly point maintaining a clear distance from parked vehicles.
- Follow closely the instructions of emergency services personnel and campus wardens.

## **Civil Disturbance**

- Keep well clear of the disturbance and do not say or do anything that may encourage irrational behaviour.
- Consider "locking down" the building to prevent unauthorised entry.
- Follow closely the instructions of emergency services personnel and supervisors
- Evacuate the building only if instructed to do so by emergency services personnel or your supervisor.

## **Attack Or Armed Threat**

- Keep well clear of the intruder and do not say or do anything that may encourage irrational behaviour.
- Notify police 000.
- Note as many details as possible.
- Follow closely the instructions of emergency services personnel or supervisors.
- Evacuate the building only if instructed to do so by emergency services personnel or supervisors.
- Stay clear of windows.

## **Personal Preparation**

- Know the location of emergency exits in your building.
- Plan an escape route from your office to each exit.
- Familiarise yourself with the location of any break glass fire alarms in your building.
- Note the location of fire extinguishers.
- Familiarise yourself with the names and locations of your fire wardens and supervisors
- Familiarise yourself with the identity and location of the first aid officers and first aid kits.