



Growing Opportunities and Living Inclusively with me

GOLI EMPLOYEE HANDBOOK

Policy context:

This policy relates to

Standards or other external requirements	Human Services Quality Standards
Legislation or other requirements	National Disability Insurance Scheme Act 2013

Contact Details:

Address	
Phone	
After Hours Contact Number	
Email	

Approvals: V1.0

Date of approval: [\[insert date\]](#)

Date of review: [\[insert date\]](#)

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 Employee Handbook for an overview of the policies and procedures that relate to their performance as a Support Worker in the Disability and Ageing 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 Cloudemy and is referred to in the 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.

Staff are also **required to attend at least three (3) meetings in their first 3 months**. You are to notify College Australia to register for these team meetings.

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 ie 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
- CHCLEG001
- CHCCOM005 – Communicate and work in health or community services

More specifically, they will provide evidence for the following:

CHCLEG001

- completed workplace activities in accordance with legal and ethical requirements in at least 3 different situations
- developed appropriate responses to at least 3 different legal or ethical issues relevant to the work role

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- identified and communicated at least 2 potential work practice improvements designed to enhance workplace responsiveness to legal and ethical requirements

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 non verbal communication
- recognised situations where misunderstandings may arise from diversity and formed appropriate responses

Agenda

Agenda items may vary, but an example could include:

Item	Instructions	Time
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.

This handbook 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

What is our mission? Why are we trying to achieve?

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. The structure is located in the GOLI Resource Library.

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.

As part of your induction, you are required to sign the following forms:

- Induction Checklist
- Code of Conduct
- Privacy and Confidentiality Agreement

Employee Entitlements

Pay details

All employees are paid under the Social, Community, Home Care and Disability Services Industry Award. Employees should read and understand this award.

Below is a list of information that may be supplied to staff:

- Payment is to commence fortnightly
- Payday is to fall on Monday morning, fortnightly
- Pay will include mandatory payroll deductions (e.g. tax, garnishee order, deductions authorised by industrial instruments)
- Pay may include optional payroll deductions for services such as medical insurance and superannuation, as agreed upon at hire
- Pay slips will include details of deductions and pay as covered by the federal Fair Work Act
- Employee records are kept for seven years from the date on which an entry is changed or from termination of an employee's employment, depending on what happens first.

Salary and conditions for all full-time staff are covered as per agreement. The pay period is fortnightly, commencing on a Monday and concluding on a Friday. The pays are processed on Sunday evening and your pay will be deposited into your nominated account. Please allow for overnight processing.

It is a legal requirement for you to be provided with a pay slip. This will be provided once the pays have been processed. Your payslip will include hours worked, pay rate, period covered, classification, overtime details, superannuation details (including amount per SGC), tax deductions, allowances or reimbursements, and leave taken details.

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

Applying for Leave

All employees are entitled to four weeks annual leave after twelve months of continuous service. Applications need to be made as early as possible in advance of actual leave to ensure staff coverage. Discuss leave details with your team leader prior to completion of Leave Form. Please also consider other staff and work rosters, when considering your leave application. School holidays are a priority leave time, and as such, require more advanced notice.

To apply for annual leave, a form must be filled in and submitted to your supervisor/manager.

You will then be notified in due course of approval for annual leave.

Approval of annual leave is at the discretion of your team manager and may not always be given. We suggest you obtain approval before arranging or booking holidays. Annual leave may not be approved if it falls at particularly busy times, if other employees are going to be

away at the same time or if you have not accrued sufficient days. For planning purposes, at least four weeks' notice should be given, when applying for leave. Annual leave may be applied for up to one year in advance.

It is desirable and good business practice that annual leave is taken in a timely manner and in the year in which the entitlement has accrued. This is not always possible, and, if you wish to take extended leave, you must notify your supervisor/manager of your intention.

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

Leave without Pay

Requests can be made for leave, without pay, subject to staffing levels. Consideration will be given to the circumstances for the intended leave and the employment record of the applicant. Leave without pay will be granted subject to negotiation with the Manager.

Parental Leave

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

The team leader must be advised of at least six weeks in advance of the intended leave commencement date. We encourage you to keep in touch with the office, whilst on parental leave, especially in the weeks prior to your return to work.

Long service leave

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

Bereavement Leave

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

Superannuation

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

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

Employee contributions can also be arranged. If you choose to contribute extra, please advise in writing and provide this information to payroll. These leaflets can be downloaded through the Fair Work Australia website.

Changes in personal information

It is essential that employees notify the team leader if there are changes to any of your personal details, including name, address and other contact details; emergency contact details; and details relating to emergency medical treatment. Changes must be reported in writing.

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

Trial period of employment

All new employees will initially be appointed for a probationary period of three months and a qualifying period, as imposed by law. This gives both the employee and organisation the opportunity to consider whether they are happy to continue as employer and employee.

Performance Appraisals

All employees are required to receive at least one performance appraisal, annually. For new employees, the first performance appraisal will occur within the first three months of employment. Staff will be notified of the date of your performance appraisal and will be given the relevant documentation by the Compliance Manager. Performance appraisals are based on your position description and are carried out by the team leader and Operations Manager.

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 a 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

<i>Abuse</i>	is hurting someone, hitting or saying hurtful things.
<i>Discrimination means</i>	treating a person differently due to race, sex, age, disability or culture.
<i>Exploitation means</i>	treating someone unfairly, usually to gain a profit or advantage.
<i>Neglect</i>	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.
<i>Sexual Misconduct</i>	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.

Assisting with Family Communication

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

Goli can help the family by:

- communicating in a way they can understand;
- providing information about available services, including those provided by Support Services and by other agencies;
- helping to build trust and respect between staff members, families and you;
- providing them with the opportunity to take part in the planning of service delivery;
- creating opportunities to develop links with families;
- providing assistance for them to access counselling and support services;
- providing them with access to effective complaint procedures;
- assisting them to access advocacy services, where available.

Interpreter Services

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

The interpreter is required to document in 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 Complaints 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.

Reportable Incidents: this refers to serious incidents or allegations which result in serious harm to a NDIS participant. These incidents must be notified **immediately** to management. The NDIS Commission must be notified within 24 hours of:

- The death of an NDIS participant;
- Serious injury of an NDIS participant;
- Abuse or neglect of an NDIS participant;
- Unlawful sexual or physical contact with or assault of an NDIS participant;
- Sexual misconduct committed against or in the presence of an NDIS participant, including grooming of a NDIS participant for sexual activity;

- The unauthorised use of a restrictive practice in relation to an NDIS participant.

What is Restrictive Practice?

restrictive practice includes seclusion and chemical, mechanical, physical and environmental restraints.

Working with Children (Child Protection Policy)

Goli recognises that prevention is the best protection from abuse and neglect. All staff have a duty of care to implement prevention strategies; NDIS service standard 1.

If you are working in a Risk-Assessed Role, you must have a current NSW Working with Children Check, as well as a Criminal record check.

Goli, as a mandatory reporter, is required to report any indicators which put the child at Risk of Serious Harm (ROSH), as required under the Act.

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

A report must be made if:

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

Failure to report an abusive situation may result in a Criminal Offence.

Assistance with Medication

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

Work Health Safety and Environmental Management Policy

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.

Agreements, Assessments and Support Plans/ Care Plans

This policy focuses on Participant's outcomes (Standard 1, 2 and 3) and how we will undertake a collaborative approach with participant and all relevant parties. Participants are the focus of this plan and all aspects of it are designed with participant's needs, interests and aspirations as the focus. Below is the process that will be undertaken:

- Assessments are undertaken prior to commencement;
- Your team leader will conduct all assessments face-to-face with you and/or your representative/advocate;
- Assessment interview time/s are arranged by telephone. This includes an invitation for representative to be present if required or desired;
- An interpreter and information in participant's language will be sourced if their background and language require these services;
- During assessment process, explain to the participant: information on the collection and use of information, privacy and confidentiality considerations and advocacy is detailed at this time;
- Completed assessments are reviewed by the Team Leader. Areas of independence and identified needs form the basis of discussing support;
- Developing support plan is a consultative process between all relevant parties. Once the support plan has been determined and the participant is happy then he or she can sign off on the plan and issue a copy to the participant;
- Staff record your goals and aspirations. It will focus on participant as an individual, be flexible and subject to change depending on progress and other factors. It will list personal goals and aspirations, unique skills and strengths and promote independence;
- Staff will collect information during their work with participants. This will be placed in records, so we have evidence-based information to ensure the service delivery meets current needs, interests and aspirations;
- Assessments will be conducted, in the future, to ensure needs continue to be met;

- Support plans are reviewed on a regular basis to ensure participants are continuing to receive relevant supports. If it becomes evident that supports should be adjusted, then we will consult with participants and representatives. Reviews will occur weekly/fortnightly/monthly (as individually determined).

Continuity of Support

Under Standard 6, this policy is to manage and provide participants continuous support. The Services Manager will arrange schedules to suit your availability. Your Team Leader will pair you with participants that match your skills and knowledge.

If you have a second language or relate to a cultural group, then your team leader may link you to participants who seek workers with these attributes. Your home location is considered when allocating jobs to staff. Goli will place you close to home, if feasible.

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

What will happen if your worker is absent?

- Goli will contact a staff with relevant qualifications as a suitable replacement;
- Where possible, provide a staff member who has worked with you previously and be aware of your requirements;
- Where possible, advise you of replacement staff;
- Gather feedback on replacement staff member;
- Replacement staff are required to be sensitive to your needs and ensure that care is consistent with your expressed preferences

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 GOLJ on an annual basis at no expense to the staff member.