



Staff Handbook

Contents

Introduction	4
Our Vision:	4
Our Purpose:	4
Our Guiding Principles:	4
Brief History:	4
Structure of Kyeema Support Services Inc.	5
The Board of Management:	5
CEO:	5
Managers:	5
General Support Services:	5
Supported Employment:	5
Support Coordination	6
Locations of Kyeema Sites:	6
Who uses Kyeema’s Services?	6
Human Resources	7
Commencing Your Job	7
Health and Safety	7
Quality and safeguards.....	8
Carelink and Carelink Go	8
Email address	8
Quality Management System (QMS).....	8
Induction and Orientation	9
Enterprise Agreement	9
Grievance Procedure	9
Borrowing Policy.....	9
Training.....	9
Performance Review	9
Performance Management	10
Employee support / debriefing after stress or trauma	10
Morning Teas/Lunches.....	10
Staff Meetings	10
Staff lockers.....	10
Change of Address and Phone Numbers.....	10
Casual to Permanent work status.....	11
Hours of Work	11
Shift Allocation	11
What Happens When I Leave?	12
Pay and Timesheets.....	12
Timesheets	12

Kyeema Staff Handbook

When and how do I get paid?	12
Superannuation	12
Salary Packaging	13
Leave	13
Annual Leave	13
Personal Leave	13
Long Service Leave	14
Compassionate Leave	14
Time in Lieu	14
Leave Without Pay	14
Occupational Health and Safety	14
Site inductions	14
Accidents	14
Emergency Evacuation Drills	15
Buildings and Grounds	15
Working with Participants	15
Duty of Care	15
Child Safe Responsibilities	16
Medication	16
Money	16
Incidents	17
Positive Behaviour Support	17
Communicating with People with Disabilities	18
Complaints	18
Confidentiality	18
Organisation	18
NDIS	18
Standards	19
Dress Code	19
Code of Conduct	19
Mobile Phone Use During Activities	20
Residential Support Worker	20
Purchasing or Hiring Items	20
Alcohol and other Drugs	21
Smoking Policy	21
Equipment	21
Telephones	21
Mobile Phones	22
Photocopiers	22
Vehicles	22
Driver's Responsibilities	23

Drivers' Licenses	23
Fuelling Vehicles	23
Using Your Own Vehicle	24
Vehicle Maintenance	24

Introduction

Our Vision:

People of all abilities are able to actively participate as valued members of our community.

Our Purpose:

Support and empower individuals to make choices to enrich their lives.

Our Guiding Principles:

- Deliver quality services driven by the goals and needs of participants and families underpinned by strong ethical standards
- Act with respect, integrity and transparency
- Demonstrate strong organisational leadership and advocacy
- Empower staff and volunteers to achieve their full potential
- Promote community partnerships
- Remain proactive and responsive to change

Brief History:

The following was written by Mrs G Porter, one of the prime movers in the establishment of Kyeema Support Services Inc.

"For six years, the Portland Red Cross ladies transported children from Portland and the surrounding district to Hamilton, to attend the Mulleraterong Day Training Centre. This was done by private car, until the numbers requiring schooling grew and a bus was purchased to travel twice weekly to Hamilton. In 1966, it was decided to try and start a Centre in Portland as these handicapped children needed much more than two days training per week and the long trip to Hamilton was very tiring for them".

This was the beginning of support provision for people with disabilities in Portland. On 19 August 1966 a public meeting was held in the Portland Town Hall with Cr Mibus as Mayor of the town of Portland chairing. From this meeting, a Provisional Committee of ten people was established. At the first meeting of this Committee, it was resolved that a competition be held to find a name and an aboriginal word meaning "dawn" was selected.

The Kyeema Centre opened in June 1967 in the Portland Guide Hall. These temporary premises were used until funds could be raised for a building.

On 23 November 1969 the new building, on land donated by the Portland Town Council at the corner of Lalor Street and Bridgewater Road, was officially opened by the Hon. Malcolm Fraser. This facility eventually provided services to children and adults with intellectual disabilities.

Since its commencement, Kyeema has gone through considerable changes. The National Disability Insurance Scheme rolled out in our area on 1st October 2017 and was the catalyst for much expansion and change.

Kyeema Support Services Inc. employs over 110 staff (includes full time, part time and casual staff) who support around 240 participants.

Structure of Kyeema Support Services Inc.

Kyeema is run by a Board of Management

The Board of Management:

Directors

Lynda Smith (Chairperson), Cathi Bawden, Brooke Stephens, Steve Crossley, Rebecca Campbell, Paul Ryan, Justine Cain and Tatjana Pato

CEO:

Julie Amor

Managers:

Corporate Services – Gay Kelly

Finance – Robyn Meade

Support Coordination – Jacinta Brown

Supports – Bernie Stiles

Seawinds Nursery – Daniel Currie

Windward Industries – David Maclean

Green Fingers Gardening – David Maclean

General Support Services:

Supports Manager Bernie Stiles manages the team providing support for children, adolescents and adults. This support may be provided as one to one or in groups, covering activities of daily living, community inclusion, life skills and recreation.

The Supports Manager is helped by a group of team leaders who organise activities and roster direct support staff for their allocated participants.

Most group activities start and finish at Kyeema's Lalor Street site. Day Activities runs between 8:45am and 3:30 pm weekdays and other groups at varied times after hours and at weekends. Programs access the community and include a wide range of social, life skills and community inclusive activities.

Direct support staff are the face of Kyeema to participants, their families and the community. For this reason, we recruit people we believe have strong values including respect, responsibility and a strong wish for participants to get the most out of their lives.

Supported Employment:

Kyeema encourages employment for people with disabilities via supported employment enterprises:

- Seawinds Nursery – The nursery grows thousands of trees, shrubs and grasses for wholesale contracts. A wide variety of plants and vegetables are propagated by supported employees. Some plants are also purchased for sale as a large part of Seawinds' business is retail sales
- Windward Industries – Windward maintains contracts cleaning respiratory helmets and gloves and recycling work for Portland Aluminium and does car washing and custom woodworking projects
- Green Fingers Gardening Service – Green Fingers provides mowing and garden maintenance for private individuals and businesses

Kyeema is open to other ideas for supporting people into volunteerism, work experience and employment.

Support Coordination

Support Coordination helps NDIS participants to get the best from NDIS plan funding, connecting with suitable providers/therapists, coordinating care teams, and assisting with funding to meet specific need. For example, housing options, assistive technology such as electronic beds, wheelchairs, walkers, and home mods.

Specialist Support Coordination is for situations such as involvement from multi govt departments (e.g. Justice, Child Protection, DFFH, Mental Health) and/or complex family situations.

Locations of Kyeema Sites:

Program locations are:

- Head office – 50 Lalor St, Portland. Group activities, individualised support, short term accommodation coordination, team leaders and CEO/finance/admin and Green Fingers Gardening Service
- Short Term Accommodation (STA) /Respite - Ameeyk – 107 Hurd St, Portland
- Specialist Disability Accommodation (SDA) – 106 & 108 Palmer St, Portland
- Seawinds Nursery - 191 Wellington Road, Portland
- Windward Industries accessible by being signed through the admin building at Portland Aluminium site
- Support Coordination - Shop 12 Pioneer Plaza, Portland

Who uses Kyeema's Services?

Kyeema's services are accessed by people with a range of disabilities. Ages range from pre-school to 70's.

Participants must be eligible for individual funding or come to an arrangement for Fee for Service. The majority use National Disability Insurance Scheme (NDIS) funding.

Support needs vary from those requiring full-time personal care to those with just a small amount of support in the home or to access the community.

Human Resources

Commencing Your Job

Upon commencement you will receive an Employment Pack containing various forms. The folder contains instructions for which forms need to be completed and handed in. Please peruse these thoroughly and ask questions about anything you are unsure about.

Please ensure any forms needing completion are handed in to the Human Resources Officer, reception, or a manager.

Please note:

When completing the Tax File Number Declaration Form, most people claim the General Exemption (Tax Free Threshold). Answer YES to this question unless you have another source of income for which you are already claiming the general exemption. Under law, you are only allowed to claim one General Exemption.

If no taxation form is received, a higher rate of tax will be deducted. This is in accordance with the Australian Taxation Office requirements.

Health and Safety

Kyeema is committed to ensuring the health and well-being of staff, participants, visitors and contractors by providing a safe workplace as far as is reasonably practicable, eliminating hazards that could result in injury and ensuring staff wellbeing through access to an employee assistance program where needed.

Kyeema will:

- Implement and maintain safe systems of work
- Undertake risk management activities to identify, eliminate and/or manage risks in the workplace
- Provide and maintain safe systems for the use, handling, storage and transportation of plant, equipment and hazardous substances
- Consult with employees to enhance the effectiveness of the OHS Management System
- Provide appropriate OHS training, information, instruction and supervision for all staff and supported employees
- Provide adequate resources, including finances, to facilitate the organisation's OHS responsibilities
- Comply with OHS Legislation, Regulations and relevant Australian Standards

Employees' responsibilities for safety:

Employees must maintain safe work practices and alert other workers and Kyeema management to any unsafe work practices or situations.

Hazard and Near Miss reporting forms are available at all work sites and on Kyeema's QMS.

Disability work can carry certain risks. These include manual handling, infection, and assault by participants. Steps are taken to minimise these risks. Procedures

are available on these topics on Kyeema's QMS and periodic training is offered including continuous training via the Sentries portal.

Bullying is illegal and is not tolerated in this workplace. If you observe bullying, please report bullying to a manager.

Stress is sometimes a feature of any workplace and can be caused by multiple factors. Please be open if you have found a particular situation stressful as this is not a sign of weakness. Kyeema offers a range of supports for staff in this situation. These include debriefing with a manager or trusted team leader and/or external counselling. Staff who make use of this often feel it helps them move forward in their resilience about their chosen work.

Quality and safeguards

Disability work entails working with potentially vulnerable people and for this reason the sector has very strict safeguards around recruitment and employment practices.

All Kyeema staff are required to have a current NDIS Worker Screening Check and a Working with Children Check. Further details can be found on Kyeema's Quality Management System or through discussion with a manager or Human Resource Officer.

NDIS Worker Orientation Modules

Direct support staff are also required by the NDIS to complete the *NDIS Worker Orientation Modules*. This online training is to be completed prior to working with participants.

Carelink and Carelink Go

Kyeema uses an electronic rostering and client management system called Carelink+ ("Carelink Plus" but called "Carelink"). Support Staff are required to download the CarelinkGo App. They will then be required to obtain a log in and use their mobile phones to check rosters and to log on and off jobs. The phone data used in doing this is negligible and should not impact the staff member financially.

Email address

All Kyeema staff will be given a Kyeema email address. This address is where timesheets will be sent and important information, so staff are required to check this at least once a week. A Kyeema email address is essential to the effective working of Carelink.

Emails can be checked while off-site. Instructions for doing this are available on the QMS.

Quality Management System (QMS)

Kyeema has an electronic system that stores all policies, procedures and forms. This is called the Quality Management System or QMS and is accessible to all staff. Staff can access the QMS through the Kyeema website by selecting the staff resources tab and entering the password. Please contact admin if you are unsure of the password and they can provide you with this.

Induction and Orientation

Staff receive initial induction about aspects of their job. We utilise a learning management system called Sentrient through which training is tracked and online learning made available.

Approximately once a year, new staff are expected to attend a half day induction. This covers topics in greater depth and is paid training.

Enterprise Agreement

Kyeema has an Enterprise Agreement in place. This is based on the Social, Community, Home Care and Disability Services Award (SCHADS). The Enterprise Agreement may be downloaded from Kyeema's Quality Management System (QMS).

Grievance Procedure

If a staff member feels wronged in some way by a colleague or an issue at the workplace there are procedures to follow. These range from the direct approach where resolution is sought on a person-to-person basis, to the dispute settlement procedure that is designated in the Kyeema Enterprise Agreement.

The grievance procedure is different from the complaint procedure, which covers client and service-related issues and is dealt with elsewhere in this handbook.

Borrowing Policy

By arrangement with a manager, Kyeema staff may borrow chairs, tables and such items for their personal events. These are expected to be returned clean and in good condition.

Kyeema does not lend any equipment that has a motor, due to the risk of breakdown and damage.

Training

All direct support workers are required to have a current first aid certificate before commencement. Only the First Aid renewal course cost is paid for by the workplace. If staff do not attend these sessions organised by Kyeema they must organise to undertake the training at an alternative time with an registered training organisation.

All workers are required to undertake relevant training before commencing support shifts. For example, behaviour support training is required before working with a participant with a behaviour support plan.

Performance Review

Performance reviews take place with the relevant Manager and staff member every year. The review looks at the achievements of the last year and goals for the coming year.

Reviews are confidential and aim at developing and maintaining job satisfaction and skills. The review provides an opportunity to discuss training needs.

Performance Management

Performance management is the process of ensuring that a set of activities and outputs meets an organisation's goals in an effective manner.

Performance management at Kyeema may include assessing needs for further training or mentoring.

When referring to a disciplinary process we will refer to the Enterprise Agreement on Counselling for Growth and Change.

Employee support / debriefing after stress or trauma

Where stressful incidents occur, debrief support will be available through the managers or team leaders. Please notify one of these supervisors or a trusted colleague at the earliest possible time where support is sought. Many staff find a debrief with a workplace colleague best suits their needs, but professional counselling services can be organised on your behalf.

Kyeema's Employee Assistance Program (EAP) includes measures to support staff who have been involved in a critical incident and/or are feeling overwhelmed or stressed. Staff members are invited to report to the Chief Executive Officer or their Manager, who will take whatever action is required to assist that staff member. This may take the form of in-house debriefing, professional counselling, or any other appropriate supports.

Managers understand the complexities of the issues which staff may encounter and although they may not have all the answers, they are committed to working with you to resolve any concerns.

Morning Teas/Lunches

Direct support workers in group settings are in many cases required to bring their own morning tea and lunch and will need to be aware of the expected program of activities in case there is no opportunity to purchase food or heat food.

Snacks and drinks are the responsibility of the staff member. Kyeema aims to model healthy eating so please avoid consuming sugary drinks or confectionary in the presence of participants.

Staff Meetings

It is expected that staff attend the relevant staff meeting for their work area. You will be informed of this by a manager or team leader.

Meeting minutes are taken and are distributed by email as well as saved in hard copy.

Staff lockers

Day Activities staff have lockers in the Lalor Street building.

Other work sites have office space where staff may place their belongings.

Change of Address and Phone Numbers

Ensure an Administration Officer is advised of any change to your address and/or phone number as soon as possible.

Casual to Permanent work status

Most people start as casual workers at Kyeema. If you have worked for Kyeema for regular hours for 6 months, you may request permanency. This may be done by the worker having a certain number of permanent hours with other work hours being flexible shifts that still accrue annual leave and personal leave. Kyeema may offer permanency of some hours at any time too.

Permanent staff may be either part-time or full-time.

Hours of Work

These may vary depending on the nature of your employment. Disability work can now be performed at any time of the day and any day of the week as it is based on participant needs. The NDIS has increased the requirement for casual and short shifts. Where possible the team leaders responsible for rostering try to ensure that workers have grouped shifts but often this is not possible.

If you have any concerns about hours of work, for example too many or too few, please speak with a manager or team leader about this. People's lives and availability can change and the best approach is to keep lines of communication open.

Kyeema is also used to working around other work staff may have. The best approach is to let the manager or team leader know the times you are not available. This information can be placed into the Carelink client management system.

Overtime commences when a staff member works more than 10 hours in a day, excluding sleepovers. Please avoid overtime by monitoring your Carelink roster as the NDIS does not pay overtime rates for any work and it becomes a cost to Kyeema. If you think you are going to be working overtime, please contact a Manager or team leader. Under rare circumstances this may be required.

Shift Allocation

- Shifts are allocated to support workers by managers, team leaders and coordinators, depending on the area of work to be undertaken.
- Wherever possible we will honour existing contractual commitments of hours to provide work to permanent full time and part-time staff prior to offering additional hours to other staff.
- The pairing of support workers and clients will take into consideration the workers special abilities to add value to the quality of service being provided, whether through participant compatibility or worker skills.
- Support workers are encouraged to keep in touch with those rostering them so they can communicate whether they would like more or fewer shifts as needs can change over time.
- Support workers with any concerns over allocation of shifts are asked to raise the concern with their manager. Shift allocation considers obvious factors relating to participant need, worker experience or reliability and whether they are up to date with required training, but also less obvious factors such as the need to distribute work fairly for other workers.

What Happens When I Leave?

When leaving Kyeema employment the notice period is in accordance with the Enterprise Agreement. The EA can be found on the Quality Management System (QMS).

Please advise a manager at the earliest possible time to ensure all entitlements and pay requirements are processed and provide a forwarding address to enable Kyeema to forward any relevant information.

Final payments are made on a normal payday. When you leave you will be paid out the days worked in that pay period and accrued annual leave.

Pay and Timesheets

Timesheets

All rostering and timesheets are handled by Kyeema's electronic client management system, Carelink.

Pay/Roster periods are fortnightly and your timesheets are sent to your preferred email address on Wednesdays at 6:00PM.

You are required to check the accuracy of your electronic timesheet by 5:00PM EVERY Friday. Please advise your Team Leader of any discrepancies or approval by email, text or phone.

If you require an updated timesheet due to shift changes or you have no way to print one at home you will need to request your Timesheet from either your Manager, a Team leader or Admin staff.

Ensure that when you hand in your timesheet all details are correct, you have signed the Timesheet and it is returned to the relevant timesheet in-tray.

If you require alterations to your timesheets, please speak with your relevant Manager or Team leader.

When and how do I get paid?

Your pay will be electronically transferred on Tuesday afternoons following the pay period fortnight. It should be available in the bank account nominated by you, by the following day or Thursday.

Superannuation

Depending upon the hours worked, you may be eligible for superannuation. Superannuation in accordance with Superannuation Legislation will be paid in addition to your wage into your selected or staple superfund. You will need to fill out the Super Choices form provided with your employment pack.

Salary Packaging

Under Taxation Office rules that apply to charities, Kyeema is entitled to offer employees a salary packaging arrangement that means more income is tax-free. The Finance Manager will be able to advise on this. Those who use Salary Packaging find it very beneficial to their income.

Leave

Annual Leave

Annual Leave entitlements are not applicable to casual staff. Entitlement compensation is built into the casual rate paid.

Full time and part time (pro rata) staff are entitled to annual leave in accordance with their relevant Award within which they have been employed.

Day Activities

The Lalor Street Day Activities close for certain dates during the year at which time direct support staff take their annual leave. These dates will be advised before the commencement of each calendar year. Leave taken at other times is negotiated with the Supports Manager.

Supported Employment Enterprises

Seawinds Nursery, Windward Industries and Green Fingers Gardening operate for most of the year, with time out over Christmas, New Year and Easter.

Individualised Support

Individual support may continue through holiday periods, depending on participant needs

Support Coordination

The Support Coordination office closes for public holidays and the Christmas/New Year break.

Personal Leave

Full time and part time (pro rata) personal leave entitlements are in accordance with the relevant Enterprise Agreement.

For any continuous period of personal leave exceeding three (3) days a medical certificate from a registered practitioner should be provided.

Personal leave taken before or after a Public Holiday or centre closure requires a medical certificate from a registered medical practitioner.

Employees are entitled to five single days per calendar year, without a doctor's certificate. Single days of personal leave thereafter will require a doctor's certificate.

Long Service Leave

As of 1 January 2021, all staff are entitled to Long Service Leave in accordance with the current relevant Enterprise Agreement.

Compassionate Leave

All staff are entitled to Long Service Leave in accordance with the current relevant Enterprise Agreement.

Time in Lieu

It is the expectation of Kyeema Support Services Inc that staff will work within their established hours. ("Ordinary" hours)

An employee who is required to work at any time outside their ordinary hours of work may accrue it to Time off in Lieu in accordance with the Enterprise Agreement. Working more than 10 hours in a day will be with the approval of a Manager or in his / her absence, the CEO.

For effective operation of Kyeema's programs, management encourages all staff who accrue Time in Lieu to expend these hours before a maximum of 10 hours have been accrued.

Leave Without Pay

Kyeema Support Services. understands that employees may be presented with circumstances which arise where leave is imperative, yet no paid leave entitlements are available at that time. In these circumstances, the employee should approach his or her manager seeking Leave Without Pay. No guarantee can be given by Kyeema Support Services that Leave Without Pay will be granted on every occasion, but every effort will be made to support staff who this. Casual staff may take leave at any time by simply informing their manager or Team leader when they are unavailable for work.

Occupational Health and Safety

Site inductions

Ensure you familiarise yourself with the [OH&S](#) Policies which are available on any computer via the Quality Management System. Should you have any queries on this please contact a team leader, manager or admin officer. OH&S Representative's posters are displayed at each site or your manager will inform you as to whom your OH&S Representative is.

All staff are advised to have their relevant Manager's number saved in their phone's contacts.

Accidents

Where anyone is injured take action to ensure people's safety including first aid where needed.

Phone 000. This is the number to use even if not in mobile phone service range.

Contact Kyeema management on 5523 5999 if within working hours.
If after hours, contact the On Call number: 0417 156 239.

When travelling in Kyeema vehicles or private vehicles with participants please ensure that you take a mobile phone that you know how to use and a first aid kit. Small first aid kits are available at Kyeema.

Vehicle breakdown or accident where no one is injured. If in a Kyeema vehicle and it breaks down or is damaged so that it cannot be driven, ring the RACV (number can be found on all Kyeema vehicle key tags). Take action to ensure the safety of participants.

Contact Kyeema CEO, administrative workers or other Managers.

In liaison with management, devise a means of ensuring that passengers are returned safely to Kyeema or suitable alternative venue.

Emergency Evacuation Drills

All sites have evacuation drills. Emergency evacuation drills are held on a random basis. All staff are to ensure participants in their care move swiftly to the designated Emergency Assembly. A list of participants in attendance will be checked at that time by the nominated fire wardens.

Supported Employment sites

Seawinds and Windward sites have fire and evacuation procedures devised in collaboration with Portland Aluminium. All staff to ensure the employees in their care are moved swiftly to the designated assembly areas (as noted in evacuation plan on display at each site).

Buildings and Grounds

Staff are encouraged to report safety matters relating to the grounds at any work site, including people's homes staff may be working in. This is best done on a Hazard Report Form that can be found on the QMS or hanging on notice boards at the Lalor St building and other work sites. This is then taken directly to a manager or team leader. Immediate safety issues must be addressed.

Working with Participants

Duty of Care

Workers have a duty of care at all times to the people they are supporting. This means ensuring their safety and health to the best of the worker's ability, whilst allowing that everyone has a right to try new things and to choose to undertake activities that carry some risk.

The law says we all have a duty to take reasonable care not to cause foreseeable harm to other people or their property, either by our actions or by our failure to act.

Support workers must take all reasonable steps to ensure the safety of participants and other people who may be affected by the worker's actions or failure to act.

If undertaking completely new activities, team leaders or managers may assist in a risk assessment process. Workers are advised to develop an awareness of potential hazards that may constitute a risk to the people they support in any environment they are in. The worker minimizes risk where possible, e.g., using helmets when horse-riding, giving road safety instruction when bike-riding.

When working in groups it is important that workers know which participants they are responsible for and can account for their whereabouts at all times. If a change is necessary, workers must ensure that they have communicated with each other and with the person they are supporting so that it is clear who is the person's main support worker at any time.

Child Safe Responsibilities

All Kyeema staff are required to adhere to the standards for child safety as per the Child Wellbeing and Safety Act 2005 and commit to creating an environment that promotes the safety, wellbeing and empowerment of children.

Medication

Day Activities

Medication is administered to participants/employees by two (2) specific staff on duty each day.

At least one staff member must be trained in administering medication. Staff are to co-sign (initial) the relevant form at the time of the medication being administered. If unsure about medication procedures, ensure you check with one of the nominated staff and recheck "Medication Procedure Sheet" located in the medication cupboard.

Individualised support and Supported Employment

All medication matters are to be discussed with a manager or team leader. Medication is administered by support workers with approval by a manager or Team leader and as per Kyeema medication policy and procedure.

Medication may only be administered from a Webster Pack, original container or a dosette box clearly recording person's name, type of medication, dosage, time when to be administered. Medications must be stored in a locked container. All medication to be administered must be recorded on a medication form and signed off by staff member after being administered.

Money

With the participants consent, participants are supported to access and spend their own money. Workers are to follow processes to ensure that the money is managed, protected, accounted for, applied, reviewed, and communicated. Participant money is only to be used for purposes intended by the participant. Workers are not to give financial advice or information to participants other than that which would reasonably be required under the participant's plan. For example, a participant may not understand the value of money and budgeting for their lifestyle.

Incidents

Information regarding what is an incident and how to record an incident is available from your manager or supports manager. The Incident Reporting Policy and Procedure is available on the QMS.

Kyeema uses the NDIS Quality and Safeguards Commission site for reporting incidents. Reportable incidents are serious incidents (including allegations) that occur in connection with providing supports and services. The most senior person to witness the incident fills out an incident report form. State-based DFFH programs (HACC and Neighbourhood House) use the CIMS system.

Depending on the sort of incident, there may be parents/carers who should be notified that an individual has been a victim or a perpetrator during an incident. Check with a manager or an experienced staff member if you are unclear on this.

The main purpose of reporting incidents is to allow improvements to be made, whether about safety, client-related procedures or staff training for example. Another reason is so that a full picture of an event is documented soon after it occurs. If an incident report is needed a colleague or manager will demonstrate how this is to be done. Incident Reporting Chart CCF-31 gives direction regarding incident reporting.

Supported Employment

Forms for reporting incidents are available from the QMS and should be completed and returned to the manager or CEO within 24 hours. The Form is available on the Quality Management System.

Positive Behaviour Support

Some participants have what is called "behaviours of concern". These are actions that cause harm to themselves or others or significant property damage.

Positive behaviour support works in a very individualised way to prevent the person feeling the need to express anger, frustration or distress in a manner that causes harm. It can include good planning that meets the person's needs, effective communication where the person is listened to, prevention of boredom, awareness of triggers.

Where a behaviour of concern has already commenced, positive behaviour support may include early intervention to assist the person to calm, minimising harm to the person and others. Interventions should protect the person's rights to the maximum degree possible whilst ensuring others' safety as well.

Some participants have Behaviour Support Plans with strategies in them called Restrictive Interventions. These include:

- Chemical restraint (medications that help calm a person),

- Mechanical Restraints (eg devices that prevent a person's movements such as wheelchair brakes they cannot release, clothing that cannot be removed without help, braces on hands that prevent a person hitting themselves)
- Seclusion (shutting a person away for a period of time) and
- Environmental Restraints such as locked cupboards or fridges

Physical restraint is to be avoided where possible and is not to be planned for in a Behaviour Support Plan due to the danger to the participant and the risk that it will lead to assault and infringement of a person's rights. If some manner of physical restraint is applied e.g. holding a participant back from assaulting another person this must be reported to the NDIS Commission as Emergency Restraint.

Communicating with People with Disabilities

Good communication is fundamental to developing rapport with people we support. One of the tasks of a support worker is to learn the particular ways individual people communicate. This can take time and patience with those with no verbal communication or whose speech is indistinct. Many people who do not speak are still able to understand others who do speak, so it is well worth conversing with people to establish rapport, give instructions and be friendly.

Some people benefit from the use of pictorial or other communication aids. Body language can be quite communicative too and more experienced staff can often help interpret the meaning of gestures.

Complaints

A complaints process exists for situations where anyone believes that our service towards people we support has fallen short in some way. Complaints can be from participants, workers or anyone in the community. A Complaints brochure details the processes, which include documenting the complaint on a form that is available on Quality Management System (QMS), resolving it where possible and handing the form to a manager or the admin worker who will record it on the complaints register.

When advising Participants of their rights, an effective approach is to call the complaints process "Speaking up".

Confidentiality

In the course of working with people with disabilities you will become privy to information about them. Both the disability standards and an ethical professional approach require workers to maintain confidentiality outside of the workplace. Within the workplace, if it is necessary to talk about a person to another worker, ensure that the conversation is held in a private place, if possible, out of sight of the person being spoken about. In the same way, if you are having a private conversation with a client draw him/her aside. Most Kyeema participants are well aware of the concept of privacy and confidentiality and will respect others' request for time and space.

Organisation

NDIS

The National Disability Insurance Scheme (NDIS) is the funding body for disability supports for under-65's in Australia. Persons who qualify for NDIS funding meet with a Local Area Coordinator (LAC) and plans with goals are developed.

Participants have choice as to which service provider they use.

Standards

All areas of supports provided by Kyeema are audited against the NDIS Practice Standards and Quality Indicators. The NDIS Practice Standards consist of a core module and several supplementary modules that apply according to the types of supports and services that Kyeema delivers.

The core module covers:

- rights and responsibility for participants
- governance and operational management
- the provision of supports, and
- the support provision environment eg. medication and mealtime management

The supplementary modules cover:

- high intensity daily personal activities eg. severe dysphagia (choking)
- specialist behaviour support
- implementing behaviour support plans
- early childhood supports
- specialised support co-ordination, and
- specialist disability accommodation

Dress Code

As professional support providers, staff must consider what they wear, how safe and appropriate it is and what message it sends to participants, families and the community. When working directly with participants the following are recommended for direct support staff:

- Fingernails are to be kept to reasonable length to avoid being ripped or causing physical harm to someone else.
- Don't wear loose dangling jewellery e.g. bracelets, necklaces, as they may be grabbed or entangled.
- Avoid sharp-edged clothing or accessories e.g. studs, studded belt buckles.
- Wear modest tops that cover cleavage and underwear.
- Avoid worn or tatty garments.
- Wear shoes that ensure stability when manual handling or in emergency. Avoid high heels, open-toed, flimsy footwear, thongs, moccasins, or loose sandals.

Appropriate clothing demonstrates respect and professionalism for participants and for the work that staff do. If in any doubt as to the suitability of grooming and clothing, please contact your manager for clarification.

Code of Conduct

The Code of Conduct is available on the QMS. At commencement of employment, staff will be acquainted with the Code of Conduct via Sentries.

The brief version of the NDIS Code of Conduct is as follows

1.	Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.
2.	Respect the privacy of people with disability
3.	Provide supports and services in a safe and competent manner, with care and skill.
4.	Act with integrity, honesty and transparency.
5.	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.
6.	Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7.	Take all reasonable steps to prevent and respond to sexual misconduct.
8.	Not engage in unfair pricing when supplying or promoting goods for NDIS participants.

Mobile Phone Use During Activities

While at work staff are asked to set mobile phones to silent after logging onto the shift and only check messages or make calls during breaks or the end of the shift, unless there is a family emergency or the like.

Phone use during shifts is a sign that staff are not engaging adequately with participants. If the participant is relaxing, there is very likely something else the worker can be doing on their paid time rather than keeping up with their social media.

Residential Support Worker

Workers in people's homes are an integral part of a person's home life and may be required to support people with their personal decisions.

Each resident's autonomy, including their right to privacy, intimacy and sexual expression is respected.

Purchasing or Hiring Items

When purchasing or hiring items with Kyeema funds staff are to use the funds wisely.

Before purchasing items, the expenditure should be discussed with the relevant manager.

Purchase order numbers are available from admin staff with an approximate value required.

A list of local businesses where Kyeema holds an account is available from the Finance Manager.

If items cannot be purchased through using one of the accounts, then petty cash may be obtained from the reception. All receipts/tax invoices and change from all purchases are to be returned to the reception upon return to Kyeema.

Alcohol and other Drugs

All Kyeema Support Services facilities, associated vehicles and all programs, are smoke-free and illicit drug-free environments. No Kyeema staff member may provide disability support while affected by alcohol or illicit drugs.

Any infringement of this could attract instant dismissal.

Kyeema holds the right to request employees undertake random drug testing throughout their employment with the organisation.

Occasionally social programs may include the opportunity for an alcoholic drink for the participants. The worker's role in this situation is to ensure responsible consumption and to be aware if there is a prohibition on alcohol due to an individual's medication or health. Workers are to abstain in these situations if driving participants anywhere afterwards.

Some participants may choose to use illegal drugs. Staff are asked to a) ask the participant not to use these during the shift time b) inform their team leader or manager and c) must never participate in it nor assist with supplying an illegal drug.

Smoking Policy

Kyeema will provide a smoke free work environment for all its staff and service users. Smoking is within designated areas.

At the respite house (107 Hurd Street) and permanent accommodation homes staff must not smoke at the front of the house where they are visible from the street.

The definition of smoking includes e-cigarettes.

Staff must ensure that service users are never subjected to cigarette smoke as "passive smokers".

Staff working with children must not smoke in sight of the children, to avoid modelling an unhealthy practice.

The guidelines on smoking extend to staff and service users performing duties after normal hours, and members of the public visiting Kyeema premises.

Kyeema vehicles remain totally smoke free.

Equipment

Telephones

Lalor Street centre

Telephones for Lalor Street are located around the office in Lalor Street (03 5523 5999).

Dial 0 for a line out at Lalor St, Ameeyk and the Palmer St houses.

Please check with either Reception Office regarding the way to transfer calls within Kyeema.

Supported Employment

Windward Industries: 03 5521 5477

Seawinds Nursery: 03 5523 4896

Green Fingers Gardening Services: Located via mobile 0457 933 642 or through Lalor Street Administration.

Mobile Phones

All supports off-site

The staff member responsible for undertaking any program activities off site, (i.e. away from Kyeema centre) **MUST** have a charged mobile telephone with him or her and know how to use it.

Where you may find mobile phones DO NOT work in locations with no phone service, in case of an emergency 000 may still work. The mobile phone emergency number is 112 and may be used if not exactly clear of your geographical location, as it is sometimes possible for your exact location to be pinpointed if more than one phone tower relays the call.

Supported Employment

Staff must take a mobile phone with them when out with employees / participants in vehicles.

Photocopiers

There are photocopiers located in the Administration areas at Lalor St. Seek assistance when first using.

Vehicles

A pool of vehicles is available for use for Kyeema programs. Bookings are to be pre-recorded in the Vehicle booking calendars available on the Microsoft Outlook email desktop app.

Ask Reception or a Team Leader to record your name, group, start and return time for vehicle in the Booking System if this has not already been done.

A printed copy of each calendar is available on a hook on the keys board to check which vehicle you have booked - this is updated each Monday morning.

Vehicle keys are located on the hooks on the whiteboard near reception and should be returned to this location upon return to the centre if the building is still open.

After hours, the keys may be picked up from or deposited into the key box in the wall of the Lalor St carport. Please ask Reception or a Team Leader for the padlock combination, if needed.

It is important to return all vehicles by the recorded time for which others have booked them, as other groups also are reliant upon their use.

Please fill in the motor vehicle logbook when using Kyeema vehicles and refuel them before returning if under half a tank.

Driver's Responsibilities

Drivers of Kyeema vehicles are responsible for following normal road rules i.e. if fined for speeding it is the driver's responsibility. It is an expectation of the Kyeema Management that all vehicles be treated in a manner that minimises wear and tear and the potential of damage.

All damage to vehicles is to be reported immediately to a manager or CEO. Whilst on approved outings in Kyeema vehicles, insurance for damage to Kyeema vehicles or other vehicles is covered by Kyeema insurance. The Transport Accident Commission covers any medical expenses for the Kyeema employee, or any other people injured, if it was the result of using the Kyeema vehicle.

Priority of access to Kyeema vehicles is given to those working with participants who may cause damage or hygiene concerns during use, therefore making them unsuitable to be transported in a staff member's vehicle.

Prior to driving any Kyeema bus (all staff must first complete the Bus Safety Worker Induction).

Drivers' Licenses

All staff who drive vehicles are to hold current drivers' licenses appropriate to the type of vehicle driven.

It is imperative that casual staff inform management and administration as to whether their particular license is for manual driven or automatic only vehicles. This will address issues which may arise where Kyeema vehicles may ONLY be manually operated. This information will be included in the Casual Staff List available to Team leaders.

Employees who carry a probationary license must adhere to all Vic Roads restrictions.

If there is a change to your license status (eg loss of license or restrictions) you must inform your manager immediately.

Fuelling Vehicles

A Fuel Card is stored in each vehicle's centre console (or glove box for vehicles without a centre console). When paying for the fuel, please use the pin number – located on the vehicle's key tag. You must print the fuel receipt and put the printed copy in the pocket with the fuel card for that vehicle.

If the tank is near half capacity, kindly fill it before returning to the location to which it is to be returned. It is important to consider the next person to use the vehicle.

First Aid kits and Emergency Procedure Sheets are provided in each vehicle.

Using Your Own Vehicle

From time to time, you may be required to use your own personal vehicle for work purposes. If you are required to use your vehicle during work hours for a work-related purpose, you will be reimbursed at the cents per kilometre rate as outlined in your industrial agreement.

The cents per kilometre allowance is inclusive of all running costs associated with running the vehicle including the purchase of petrol.

You are personally responsible for any traffic or speeding fines incurred by you and for any costs associated with damage you may have caused to your vehicle or any other person's property as a result of your negligence.

Staff members must ensure:

The vehicle is in a safe and roadworthy condition prior to driving;

- You maintain adequate 3rd party insurance covering loss or damage caused by you (Kyeema also strongly recommends you maintain comprehensive car insurance)
- You maintain a valid driver's license
- You strictly comply with all road rules and traffic regulations.

The above conditions are put in place for your and Kyeema's protection.

Any staff member who does not comply with the above rules is acting without authority and is placing their health and safety and/or their ability to access compensation in the event of an injury at risk.

Vehicle Maintenance

Advise an Admin worker or CEO if vehicle services are required and of any damage to a vehicle. Form SF-13 Vehicle Incident Form needs to be completed.