

# **Staff Handbook for Trikki Kidz**

**Trikki Kidz Pty.Ltd**

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## **Welcome and Information about the Staff Handbook**

Welcome as a staff member to Trikki Kidz Pty Ltd Our Service is an organisation that is client focused. This means cooperating, working together, assisting and supporting one another in a concerted effort to achieve organizational goals. As a member of staff I am sure that you will make a vital contribution to the success of our organisation. The Staff Handbook is designed to help you succeed in your “job” as a Trikki Kidz Pty Ltd employee. We hope this information is helpful in assisting you to understand and become familiar with the organisation.

The Handbook will help and assist you to settle in and feel positive and comfortable with the commitment you have made in becoming a staff member of our organisation. It will also provide you with a clear understanding of the expectations that Trikki Kidz Pty Ltd has of its employees and the commitment that the service has in ensuring that appropriate training, information, support and recognition is proved to its staff.

As a team member you can expect that the environment that you work in will be supportive, encouraging and one that recognizes and appreciates your own uniqueness. This is a reciprocal arrangement between everyone who works for the service, whether as paid staff or in a voluntary capacity. It is an environment that recognizes that all members of the team have mutual obligations in supporting and encouraging one another in the fulfilment of their respective roles, as well as facilitating each other’s personal growth and development and furthering the aims of the organisation.

The Handbook will provide a useful resource in helping you to understand the aims and objectives as well as the policies and practices of the organisation. This will ensure that your experience as an employee with Trikki Kidz is both rewarding and satisfying.

If you have any further questions regarding your work at Trikki Kidz Pty Ltd, please do not hesitate to discuss these with your Team Leader or one of the members of management.

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## **OVERVIEW OF Trikki Kidz Pty Ltd**

### **Mission Statement**

To Provide High Quality & Effective Health Services. Trikki Kidz will support people who needs assistance to achieve their desire and incorporation in the community in today's world.

### **Vision**

To Excel as a Community Health Provider. Our vision is a world where people with disability are equal citizens. Our mission is to provide quality, sustainable and rights and create opportunities, empowering you to live the life you choose.

### **Values**

Willingly being Accountable. Our values guide our day-to-day actions, behaviors, decisions, communications, performance conversations and the capabilities we are developing to successfully deliver the NDIS. They were developed for us, by us and are unique to our work.

### **Valuing People**

Achieving Results through Teamwork. Communicating and connecting organization's purpose with their team members grows a culture of trust. Our most precious resources must understand why we do what we do.

### **Integrity in all we do**

Respect for Others at all Times.

We practice honesty and show a consistent and uncompromising adherence to strong moral and ethical principles and values.

### **Strategic Aspirations 2019 -2023**

1. Make the Greatest Possible Positive Impact on Our Communities Health
2. To Achieve Continual Financial Viability
3. To Develop and Utilize Partnerships that add Value to Our Efforts
4. To Develop Strong Operational Practices throughout the Organisation
5. Build a Workplace for the Future

Services provided to the Community the NDIS provides funding to participants to purchase a range of supports aimed at increasing their independence, inclusion, social and economic

Participation. Importantly, the supports delivered will be chosen, and paid for, by individual Participants.

## **Urgent Care**

Provide outpatient treatment for minor emergency and/or trauma.

## **Allied Health Services and Community Support Services**

- Counsellor
- Community Physical Activity Programs
- Planned Activity Group (PAG)
- Health Promotion/Education Program
- Occupational Therapy
- Physiotherapy Diabetes Education
- District Nursing Service
- Dietetics
- Podiatry

## **Strategic Relationships/Partnerships**

Trikki Kidz Pty Ltd has developed strategic relationships with the following organizations:

## **THE INDUCTION PROCESS**

The induction and orientation process is a team effort between your Manager, Team Leader, colleagues and you. Induction and orientation is an ongoing process, which can take several months. The program will be developed specifically to meet your needs taking into consideration your relevant work experience and background and the requirements of your position as documented in your Position Description.

### **Aims of the Induction Program**

1. To promote confidence to assist you to become familiar with your new environment.
2. To establish in you the feeling of “belonging” and to promote loyalty to Trikki Kidz Pty Ltd.
3. To give you the information and knowledge of the expectations that Trikki Kidz Pty Ltd has of you in the work that you have been engaged to undertake.
4. To provide Trikki Kidz Pty Ltd with informed staff members, and valued team members.
5. To assist you to understand how you and the role that you perform fits within the organisation
6. To provide information about communication channels, details of support and supervision, training, insurance, rights and responsibilities, health and safety issues.
7. To provide an understanding of the organizational structure, the varying responsibilities of paid staff and voluntary workers and how they complement one another.

### **Rights and Responsibilities**

#### **Rights**

As a staff member you have rights to:

Receive orientation to Trikki Kidz Pty Ltd and to the department in which you will be working.

To be informed of relevant policy and procedure changes within Trikki Kidz Pty Ltd and the Department of Health.

To work in an environment that complies with the OH & S Act and Australian Standards.

Cooperatively achieve performance development.

## **Responsibilities**

As a staff member, Trikki Kidz Pty Ltd expects you to:

Have any queries, concerns and complaints listened to and responded to by management in a timely manner.

To receive relevant ongoing education within Trikki Kidz Pty Ltd resources.

To work in a harmonious and harassment free environment.

Confidential personnel records.

Conditions of employment as per your Industrial Award

Respect the rights of clients, patients and residents to make their own decisions, to be treated with respect, and to enable clients to maintain their dignity at all times whilst maintaining their privacy.

Receive a position description outlining your responsibilities.

Be loyal to the Trikki Kidz Pty Ltd and supportive of its goals, policies and practices.

Actively participate in and/or develop Quality Improvement Activities.

Maintain safe work practices and report unsafe practices, facilities and equipment.

Adhere to Trikki Kidz Pty Ltd requirements of confidentiality regarding patient and Trikki Kidz Pty Ltd matters. Perform required duties with a high standard of care and professionalism.

Be reliable and act with honesty and integrity and comply with the Trikki Kidz Pty Ltd Code of Conduct policy.

Care for Trikki Kidz Pty Ltd equipment and facilities and patient's/client's belongings.

Wear an official identification tag and name badge at all times whilst on duty – that is visible.

Maintain competencies outlined in position description.

## **GUIDELINES AND POLICIES FOR STAFF**

### **Confidentiality**

Through the course of performing your duties you may have access to client details, medical histories, staff records or other information. This should be treated with the strictest confidence. As you have agreed to employment with Trikki Kidz Pty Ltd, you are required to abide by the Code of Conduct policy and all existing operational documents of Trikki Kidz Pty Ltd.

### **Police Checks**

All staff and volunteers employed by Trikki Kidz Pty Ltd are required to submit their name for a police check prior to commencing work at Trikki Kidz Pty Ltd.

### **Position Descriptions**

All positions within the organisation have position descriptions. Please ensure that you are provided with this on commencement of employment and that a signed copy is returned to your supervisor. This will be placed in your personal file, you will be provided with a copy.

### **Client & Customer Focus**

Trikki Kidz Pty Ltd embraces the concept of Customer Focus. As such, all staff are required to display an attitude and behave in a manner which is in keeping with the Trikki Kidz Pty Ltd philosophy on customer focus, that is, to provide a service to clients which is courteous, friendly and supportive and professional to both customers of Trikki Kidz Pty Ltd and work colleagues.

As a member of our team you are expected to take pride and an interest in all the work that you undertake. Your attitude towards your work and your relationships with clients, fellow staff members and volunteer workers of Trikki Kidz Pty Ltd is a key aspect in ensuring that you have a rewarding and satisfying employment experience. Act in the interest of the patient/client/resident.

Undertake regular education updates.

Be aware of trends relevant to your area of employment.

Foster harmonious working relationships.

Be an active member of the Trikki Kidz Pty Ltd team.

Ensure there is no conflict between an employee's private activities and official duties.

## **Feedback – Comments, Complaints & Compliments**

Residents, patients, clients and their significant other using Trikki Kidz Pty Ltd facilities have the right to make Comments, Complaints or Compliments.

It is preferred that complaints are received in writing; however, verbal Comments, Complaints & Compliments can be made to the Registered Nurse in charge of the shift or the Nurse Manager, this feedback shall be recorded and forward to relevant executive.

Brochures labelled 'Comments, Complaints and Compliments' are located at the entrance to Trikki Kidz Pty Ltd and also at other key places throughout the facility. Suggestions are encouraged as they help us to improve our care. Staff can assist in the completion of these forms.

Direct contact can be made to relevant Department Executives or the Director if this is the residents, patients, clients and their significant other preference.

For further information refer to Comments, Complaints & Compliments Policy

## **Participants Abuse**

This policy aims to minimize Participants abuse while upholding the autonomy and decision making rights of older residents at Trikki Kidz Pty Ltd.

## **Personal Mail**

Please do not arrange for any personal mail to be sent to Trikki Kidz Pty Ltd. Please do not use our mailing service for personal postage unless appropriate postage stamps are affixed. Mail without stamps will not be mailed.

## **Use of Telephone**

Telephones (including Trikki Kidz Pty Ltd mobile phones) are provided as a tool for service delivery and a communication mechanism between staff, volunteers and the stakeholders of Trikki Kidz Pty Ltd. When answering the telephone, a business-like approach is essential. When answering an outside call staff are requested to state "Trikki Kidz Pty Ltd, this is (name)". If you are receiving a call from the Reception Desk please state, "This is (Name)".

If in the performance of your work you are required to make a telephone call to someone outside Trikki Kidz you should advise the person you called off your name and that you are from Trikki Kidz Pty Ltd prior to engaging in conversation with the person you have called.

It should be noted that telephones are not provided for personal calls. If it is necessary for you to make a call to your family or home because you will be later than expected or for an urgent situation, please keep the call as brief as possible. You are requested to use commonsense and not allow personal calls to interrupt your work. No long distant personal calls are to be made from any Trikki Kidz Pty Ltd telephones. Personal mobile phones should be switched off during working hours.

## **Faxes and Photocopying**

Trikki Kidz Pty Ltd offers a personal faxing and photocopying service from the Reception desk at a minimal cost. Staff are not to use the Trikki Kidz Pty Ltd fax or photocopiers for personal use, but should utilize the paid service for these facilities. All such faxes and photocopying is to be arranged with Reception staff.

## **Email and the Internet**

Staff should only use Internet and E-mail services for those purposes which are within the responsibility and defined within each staff member's Position Description Statement. The Internet may be used for study purposes in relationship to the workplace but under no circumstances is this technology to be utilized for private purposes.

## **Dress Code**

All employees of the Trikki Kidz Pty Ltd are expected to present a professional appearance at all times whilst at work or when representing this organisation.

All Employees are expected to maintain a high standard of personal hygiene at all times, adhering to the health service's uniform policy whilst on duty.

It is a condition of employment that:

(M.a) You must wear sensible, safe, enclosed and clean shoes appropriate to the risks you are exposed to at work.

(M.b) You must wear any personal protective equipment where provided and directed by your team leader, and where infection presents a risk.

(M.c) Presentable standards of dress and grooming are required including cleanliness of clothing and Shoes.

(M.d) You abide by the uniform and Identification policy.

## **Identification Tags and Name Badges**

Each staff member is issued with an identification tag with photograph and a name badge, they must be worn at all times at work. These are issued for personal identification and security reasons. If you lose your tag or badge please advise your manager or delegate immediately.

## **Smoking**

Trikki Kidz Pty Ltd is a smoke-free environment. Smoking is not permitted on the grounds, in any buildings, vehicles or other environment or areas owned or operated by Trikki Kidz Pty Ltd.

## **Drugs and Alcohol**

Staff are not to bring non prescribed drugs of dependence onto the premises. Alcohol may be brought onto the premises only with the approval of management. Health professionals must ensure that they comply with the requirements of their registration board.

## **Staff Health and Immunization**

If you are unsure of your current immunization status or would like information regarding immunizations please contact the Practice Nurse at the Our Designated Medical Centre for advice.

## **Unfit for Work**

If you are unwell for your rostered work day – please contact your manager/delegate as soon as possible. In some circumstances you may require a clearance certificate to return to work. Any staff member having gastroenteritis cannot return to work until 48 hours after they have experienced the last symptom.

Please check with department manager / delegate.

## **Communication and emergency Systems**

Becoming familiar with emergency systems and equipment should be your first priority. This will be discussed and implemented as part of your physical orientation checklist into the facility.

## **Operational Documents (Policies, Procedures, Guidelines)**

An electronic version of the operational documents can be located on P Drive/Operational Documents; policy; procedures; position descriptions; terms of reference; and also located J Drive/policy manuals, J Drive/procedures.

All staff will be informed of developed and updated policies.

Computer shortcut access - Click on the 'star' icon for policies or procedures located on the computer desktop to access the PDF version of these folders.

## **THE WORK ENVIRONMENT**

### **The Work Environment**

The way in which staff members behave can have a direct effect on the working environment and certain behaviors and attitudes are unacceptable in the workplace. Trikki Kidz Pty Ltd has developed policies and procedures designed to make a positive contribution to creating a happy and satisfying work environment.

### **Equal Employment Opportunity**

Equal Employment Opportunity (EEO) is about making sure that for any vacant position, people with an equivalent chance of job success have an equal opportunity of being hired or promoted.

EEO refers to the right to be considered for a job for which you are skilled and qualified. All positions are filled on a merit principle, which means that appointment is based on qualifications, experience and ability to undertake the work involved and achieve the outcomes required.

EEO aims to ensure that employment conditions and benefits are available and can be used by all employees.

Trikki Kidz Pty Ltd is committed to Equal Employment Opportunity principles.

## **Harassment and Discrimination – Description of – refer to policy**

Trikki Kidz Pty Ltd is committed to providing a work environment free from unlawful discrimination and harassment. In Victoria, the Equal Opportunity Act 1995 prohibits discrimination on the grounds of:

- Age - Pregnancy
- Impairment - Race
- Industrial Activity - Religious Belief or Activity
- Lawful Sexual Activity – Sex
- Marital Status - Status as a Parent or Carer
- Physical Features - Political Belief or Activity

## **Grievances**

If you have a grievance you should, in the first instance, raise this with your Manager/ Team Leader before it may be considered by senior management. In circumstances when this is not possible the grievance shall be considered by senior management –See Grievance policy.

## **Staff Amenities**

A general dining room is located \_\_\_\_\_.

A microwave oven is available for reheating meals.

Each department has established break times. Please identify these on commencement of work.

## **Code of Conduct**

Located around the facilities you will find a Code of Conduct poster. This code is to be read in conjunction with relevant Health Service Policies and Procedures. Any perceived breaches of this Code of Conduct must be reported to the relevant Manager for investigation.

## **Media – Making a Public Comment**

The only personnel who are eligible to speak to the media are the Director and the President of the Board of Management. All information/articles for the media must be approved by the Director prior to publication.

## **Witnessing of Personal Documents**

Health Service employees are not permitted to witness the signing of wills or other personal client–related Documents.

## **Attendance at Court**

Work related – Inform your manager that you have been requested to attend and the reason for this. Unless otherwise exempted by the court, attend the court or inquiry as specified.

If attending in an official capacity, under a subpoena or order, to give evidence or to produce papers in any court, you are required to pay any fees you receive to Trikki Kidz Pty Ltd prior to receiving your normal wage entitlement for the time spent at court. Provide an account and vouchers of all the necessary expenses, if any incurred in the performance of such duty to the Director.

Personal – Attending court for personal reasons should be undertaken as specified by the court. If a staff member is summonsed, subpoenaed or called as a witness or juror at a court of law or any legally constituted inquiry, they should inform their department manager as soon as practicable. Leave arrangement can be made as per the leave other than long service leave or annual leave.

## **STAFF RESPONSIBILITIES AND CUSTOMER SERVICE**

### **Your Responsibilities**

#### **In General**

In the eyes of the patients, residents, clients and visitors, you are a representative of Trikki Kidz Pty Ltd. People tend to judge the whole Service by your manner, dress and attitude. Therefore, please always be courteous. If you cannot assist an individual, refer him/her to the appropriate person. Always remember that a smile costs nothing.

#### **To Our Clients, Patients and Residents**

Observe the following points:

- (a) Respect their rights to make decisions
- (b) Respect their right to dignity
- (c) Be supportive and enable clients
- (d) Keep noise to a minimum
- (e) Everything is confidential
- (f) Good standard of personal appearance and hygiene
- (g) Punctuality in your duties
- (h) Positive attitude on your part
- (i) Honesty, loyalty and
- (j) SMILE!

#### **Child Abuse or Suspected Child Abuse**

Where an employee forms the belief on reasonable grounds that a child has been, or is in danger of being abused, it is necessary for you to advise the Department of Human Services (DHS) on the following numbers:

- DHS (during business hours) on 02 60557777
- The Child Protection after Hours Service (State-wide Vic) on 13 12 78

You are encouraged to discuss the matter with your Manager/Team Leader prior to reporting, to enable management support to be provided to you during this process.

## **Security**

We should always be security conscious. A few rules to associate yourself with would be:

- (a) Always wear your identification badge.
- (b) Recognize intruders, but do not take action. Contact the Police on 0000 if safely able to do so, and keep the phone line open.
- (c) Secure your valuables.
- (d) Remove confidential material from open view and secure it in its proper place.
- (e) Make sure all files and drawers are secured.
- (f) Lock all doors and windows and turn off lights in your area when leaving.

## **FACILITIES AND SERVICES**

### **Interpreter Service**

If you or one of your clients requires the services of an interpreter during business hours please contact Operations Manager or out of business hours officer in charge. (ON-CALL)

### **Meeting Rooms**

There are a range of Meeting and Activity Rooms throughout the facility. These rooms are able to be booked through reception. Computer and internet access is provided for personal use within Trikki Kidz Pty Ltd guidelines and relevant break period allocations.

### **Keys**

The key register is located in the Administration department, if it is necessary to access areas outside of normal working hours; keys are available at. If you are collecting a key, it will be necessary to be wearing your Trikki Kidz Pty Ltd Identity Badge. Keys need to be signed for on collection and return. Please ensure all keys are returned before leaving the premises.

### **Quality Improvement / Risk Management**

Trikki Kidz Pty Ltd is committed to an ongoing Quality Improvement Program for all our activities, tasks and Programs. To assist in Quality Improvement we participate in service wide Accreditation Program that will ensure that we consistently improve the quality of our services.

The Quality committee is responsible for ensuring the organisation is governed by a committee proactive in promoting continuous improvement in care and service provisions.

Enquiries should be directed to the Quality & Risk Manager or Director of Trikki Kidz Nursing.

### **Accommodation**

N/A

### **Parking**

Street parking

### **Gym**

N/A

## **Trikki Kidz Pty Ltd.'s PERSONNEL**

### **PRACTICES Personal Records**

All employee records are securely maintained. It contains information related to your employment. It is the property of Trikki Kidz Pty Ltd. Information of a disciplinary nature may be placed on an employee record if any counselling has been followed by a letter confirming those discussions.

### **Changes of Personal Detail**

Change of Information Form is available from the Payroll Department and is to be completed by the employee. This is essential for payroll and group certificate/ Payment Summary purposes for the correct recording of your personal details. Examples of change include:

- Name or address
- Telephone number (indicate if a silent number)
- Driver's license number
- Any change to "next of kin" or emergency contact' details.
- Banking details

### **Access to Human Resource Personnel Record Procedure**

The Director have access to all Human Resource files. Department Managers have access to their own staff personnel files only.

Timesheets are securely filed in a separate file from your personal records.

Staff may have access to their personnel files but must arrange a mutually convenient time with the Human Resource Manager. At this time a staff member may peruse the file but is not under any circumstances permitted to remove any documents.

Should staff members wish to have copies made of any documentation on their Human Resources file, the approval of the Director must be given.

### **Professional Registration**

For some professions it is essential to maintain current registration with the appropriate Professional Board.

It is each employee's responsibility to ensure that a copy of his or her current Registration is provided to the Manager/Team Leader each time Registration is renewed.

### **Staff Development and Career Planning**

Your professional development is your responsibility and if possible financially, some consideration may be made by Trikki Kidz Pty Ltd to support staff with education. All requests for external training/conferences should be made on the Study Leave Request and Training Request Forms, in accordance with the policy. All requests should reflect priorities identified in your Personal Development Plan.

Mandatory education to be completed annually.

## **Performance Appraisal**

### **Guidelines**

Performance Appraisal requires commitment, honesty, caring and time. The results of an effective Performance Appraisal system assists in achieving employee job satisfaction, productivity gains and more effective working relationships. Trikki Kidz Pty Ltd is committed to a staff performance appraisal system which will reduce any negativity and perceived threat by employees and use a team building approach to achieve an outcome that will benefit both the employee and the Service.

Performance Appraisals are to be completed at 3 months and annually thereafter

### **Private Practices**

Any staff who have a private practice in the same or similar area of professional expertise for which they are employed by Trikki Kidz Pty Ltd should notify their Manager/Team Leader or Director. A confidential discussion with the Manager/Team Leader concerning codes of conduct, possible conflicts of interest etc., is recommended. This work may not be performed at times when you are expected to be working for Trikki Kidz Pty Ltd and the resources of the service may not be used to support your private business. This involves telephone, facsimile, photocopying, internet/e-mail, motor vehicle or other resources.

### **Union**

Union membership is not compulsory, but a matter of individual choice. Trikki Kidz Pty Ltd is obligated to inform relevant unions when orientation of new employees occurs. Our orientation program provides reference and contact details.

## **OCCUPATIONAL HEALTH & SAFETY PROGRAM AND PROCEDURES**

Trikki Kidz Pty Ltd is committed to providing a safe and healthy work environment for staff and suppliers, in accordance with the Occupational Health and Safety Act 2004 Victorian Legislation. This commitment extends to ensuring a safe and healthy living environment for clients, residents and visitors, and meeting moral and legal responsibilities toward local communities.

Each employee is responsible, as a condition of employment, for observing safety rules and policies and taking care in the performance of their duties. Please bring to the notice of your manager any matter affecting safety or any potential safety hazard; reporting is through VHIMS.

## **Employers Duties**

As an Employer, under the Act, Trikki Kidz Pty Ltd is required to provide and maintain, so far as is practicable, a work environment that is safe and without risk to health.

Specific duties include:

- Provide and maintain safe plant and systems of work
- Arrange safe systems of work in connection with plant and substances
- Provide a safe working environment
- Provide adequate welfare facilities
- Provide information, instruction, training and supervision to enable employees to work safely.
- Monitor the health of employees
- Keep information and records
- Engage or employ suitable people to provide advice on health and safety in their workplace.
- Nominate appropriately senior person/s to act as the employer's representative.
- Monitor conditions at the workplace
- Provide information to employees (in appropriate languages)

## **Employee's Duties Include**

While at work, employees must:

- Take reasonable care for their own health and safety and for the health and safety of anyone else who may be affected by their acts or omissions
- Cooperate with their employer on any actions taken to comply with the requirements of the OHS Act.
- Complete the Register of Injury Form as soon as practicable.

Staff shall follow all Health and Safety Policies and Procedures when working on and offsite. Staff shall report all observed potential or actual hazards to their direct supervisor and document on appropriate forms. Forms can be accessed from the General Administration area.

When an injury or near miss occurs at work the Occupational Health and Safety Representative needs to be informed as soon as practicable. An investigation of the incident will occur and the necessary process put into place to address the issues.

## **Employees Must Not**

- Willfully or recklessly interfere with or misuse any safety equipment provided for their use
- Willfully put at risk the health and safety of others in their workplace

## **Injuries at Work**

If you suffer an injury arising out of or in the course of employment, you may be covered by worker's compensation. You should report the injury to your Manager immediately and complete the Victorian Hospitals

Incident Management System (VHIMS) Incident Report Form located on the VHIMS computer software system. If it is a Work Cover incident, you may also be required to complete a Work Cover form.

A copy of this incident is placed on your personnel file to serve as a record should there be a future recurrence of your injury. You should also be given a copy for your records.

It should be remembered that completion of the report form does not constitute a claim for worker's compensation. Any claims will require further documentation and should be discussed with your Supervisor.

## **Return to Work**

Trikki Kidz Pty Ltd recognizes and accepts its obligations to assist employees to stay at work or return to work if injured or ill because of their work. As a consequence:

All the actions to assist employees to stay at or return to work are commenced as soon as possible in a manner consistent with medical advice

Any employee injured or made ill because of their work is returned to work in the shortest possible time, provided it is safe and practicable to do so.

All employees have a moral and legal obligation to inform their supervisor about any injury or health issue that may compromise their ability to undertake their full employment responsibilities. All information disclosed remains confidential and may only be made public knowledge or consent of the individual. Refer to Return to Work Policy.

## **Incident Report Procedure for Clients and Visitors**

### **Guidelines**

Our service is insured for Public Liability / Malpractice. We have an obligation consistent with the disclosure requirements of the Insurance Contract. Failure to comply with this obligation could prejudice our rights to indemnity under the contract.

### **Aims of Incident Reports**

1. To ensure that all known incidents, no matter how minor or trivial, have been advised to the Insurance Company.
2. To comply with the requirement of our Public Liability / Malpractice Insurance.
3. To ensure that corrective action is taken to prevent the incident occurring again.

### **Infection Control**

#### **Standard Precautions**

Staff must use standard precautions as part of their daily routine.

This means staff should assume that all residents and staff are potentially infected and therefore should use basic infection control measures when there is potential to come into contact with:

- Body fluids, excluding sweat
- Moist body surfaces
- Non-intact skin
- Mucous membranes
- Dried blood and body substances.

#### **Personal Protective Equipment (PPE)**

PPE should be worn and regular hand washing should occur for all situations where staff may be in direct contact with blood or body substances. Refer to P Drive/Operational Documents Policy/Occupational Health & Safety Policy.

## **ADMINISTRATIVE PRACTICES**

### **Petty Cash**

Should you wish to make a purchase using petty cash, please make prior arrangements with the Finance Manager.

A limit of \$50 applies to all petty cash claims and receipts must be provided along with a completed Petty Cash

Request form signed off by the Director. Purchases made first may not be reimbursed as a matter of process.

## **Ordering Goods Procedure**

### **Guidelines**

The general philosophy of Trikki Kidz Pty Ltd is that all goods and services must be obtained at the lowest cost, consistent with acceptable quality, quantity and availability. In addition, no goods or services will be purchased without agreement on price, prior to the supply of goods or services. Where this is not possible, then a firm written agreement on the basis for calculating price must be obtained.

### **Fax Cover Sheet**

A standard fax cover sheet is used throughout the Service. This cover sheet can be obtained at each fax machine.

## **LEAVE ENTITLEMENTS AND SALARY**

### **Annual Leave**

Annual Leave conditions are applicable to staff at Trikki Kidz Pty Ltd in accordance with the relevant Award or Agreement under which you are employed. Accrued Leave is made up of Annual Leave Credit and Pro Rata Annual Leave.

The leave contained on your pay slip is not accrued leave and staff should consult the Payroll staff for their Accrued Leave Credit.

Annual Leave should be taken within a period of six (6) months after the date upon which the leave becomes due. This will depend on the availability of relief staff and should be negotiated with the Manager / Team Leader. However, that taking of leave may be extended for up to a further six months by mutual agreement between the employee and the Manager / Team Leader. Annual Leave entitlements must be taken no later than twelve (12) months from the anniversary date.

No staff member may have more than SIX WEEKS accrued leave and Manager / Team Leaders have a responsibility to ensure all leave is kept below five weeks at any given time. Negative Annual Leave balances will not be approved, except if authorized by the Director for exceptional family circumstances.

At least 4 weeks' notice of leave is required.

All leave application forms must be approved by Managers prior to lodgment with the Human Resource Manager. Leave applications are to be attached to timesheets up to and including the leave period and submitted to the Department Head / Team Leader.

Alterations to the period of Annual Leave may be directed to the Department Head / Team Leader.

Queries regarding entitlement to Annual Leave may be directed to the Payroll Officer.

Leave without pay will not be granted if you have accrued annual leave available. All Leave without Pay must be applied for in writing to the Director. The Director must approve any Leave without Pay.

## **Absence from Duty**

If you are ill or some emergency arises which prevents your attendance at work, it is essential that you contact your Manager during business hours or afterhours supervisor (out of hours) as soon as possible.

## **Allocated Day Off (ADO's)**

Full-time staff whose award provides for a 38-hour working week are provided with one allocated day off every four weeks if the Supervisor has agreed to this arrangement or in accordance with your Award. Time for the allocated day off is made up by working 40 hours each week, thereby building up a credit of 24 minutes a day. After working 19 days sufficient time is accumulated to have a day off work with pay. Time does not accrue towards an allocated day off where a staff member is on leave without pay, long service leave or unpaid maternity leave. However, time does accrue whilst staff are on paid sick leave or leave accrued for working Sundays and / or public holidays. Where an employee's allocated day off falls during a period of sick leave, the employee's available sick leave shall not be debited for that day; that is, the allocated day off is not to be taken at a sick day, nor is it to be taken on an alternative day.

An employee's allocated day off is determined by mutual agreement between the employee and the Supervisor having regards to the needs of the Program. Permission from your Supervisor will be needed to accrue any ADO's and this is discouraged. Permission will only be granted for exceptional circumstances.

## **Time In Lieu (TIL)**

Some staff are able to accrue Time in Lieu (TIL) for additional hours worked above your daily total.

Time in Lieu, like overtime, must be approved by your Manager / Team Leader PRIOR to it being accrued.

- No more than 8 hours balance of TIL is to be accumulated.
- No more than an 8 hour block of TIL is to be taken at any one time.
- TIL should be taken only after consideration is given to levels of service delivery - ensure your work can be completed and others are not employed to do your work.
- TIL should be kept to a minimum by coming to work 1-2 hours later than your normal start time or going home early where possible.
- If TIL is accrued because you have worked a day of the weekend, it is appropriate to plan your schedule so that you can take the next working day off.
- Remember: there is no liability to pay TIL if you leave the organization.
- If you plan to arrive late or leave early, your supervisor must be notified.
- If TIL is accrued in a manner in which it is accrued constantly, then work practices/contracted hours of work need to be reviewed for the individual, and either work practices adjusted or hours of employment increased and paid accordingly.
- Generally, TIL is not applicable to travel to and from Trikki Kidz Pty Ltd funded training sessions. On such occasions travel should be treated as part of the standard working day.

Please refer to the Time in Lieu Policy for more detail.

## **Compassionate or Bereavement Leave**

All staff are entitled to compassionate or bereavement leave according to the relevant awards. Further details can be obtained from payroll.

## **Long Service Leave**

Long Service Leave is accrued according to the various Industrial Awards. Long Service Leave may be taken at any time it becomes due but the period of leave must be for a minimum period of four weeks. Long Service Leave can also be negotiated to be taken and double pay over half the time or 1/2 pay over double the time. Ask Payroll for more information.

## **Pay Information**

### **General**

Payday is fortnightly on every alternative Wednesday. All staff are paid up to and including the Sunday immediately prior to the payday. Therefore, the pay period begins on a Monday and ends on a Sunday. Your salary will be transferred directly your bank. Enquiries regarding your pay should be made to your Supervisor or the Payroll Office.

### **Time Recording**

It is your responsibility to ensure that your timesheet is delivered to your Manager / Team Leader by the nominated time (Wednesday prior to the end of the pay period). The Manager / Team Leader must then check and authorize all timesheets and deliver to Payroll. This requires you to estimate your hours for the remainder of that week. Alterations to the previous week's timesheet must be given to your Manager / Team Leader by 10 am on the Monday of the pay week. Alterations are usually related to additional hours worked or sick / emergency leave.

### **Methods of Salary Payment**

Pay is only by direct deposit to the following financial institutions:

All Banks

All Building Societies

All Credit Unions

If you wish to change the account or financial institution where your pay is credited you must supply the Payroll Office with the following information on a Bank Deposit Details Form:

Employee Name, Employee Number, Name of Bank,

Bank Address, BSB Number, Account Number,

Account Name

Payroll needs a minimum of seven working days to process any changes.

### **Salary Packaging**

Salary packaging is available for part time and full time staff. For further information contact the Payroll Manager.

## **Automatic Deductions**

The payroll system is able to make certain deductions from your pay automatically. These are:

Bank / Building Society Savings – as well as having your fortnightly pay credited to the account of your choice, you can have a set amount(s) credited to a Bank / Building Society / Credit Union account for special savings.

Insurance premiums for policies with AMP, MLC

Staff Social Club and Departmental Social Clubs

Extra Tax

Superannuation

Higher Education Contribution Scheme (HECS). To have HECS deducted from your pay, the employment declaration will need to be completed correctly.

## **Health Insurance**

All staff make fortnightly contributions to Medicare by tax levy which is not shown as a separate item on pay envelopes, but are included in each taxation payment.

## **Recognition of Previous Service for Incremental Salary Purposes**

If you have previous service in the health industry (e.g. a hospital or community health center) in a position directly related to your job at Trikki Kidz Pty Ltd your service may be recognizable for incremental purposes. The bonus is on employees to prove previous service and letters are required from former employers to determine your

Eligibility. The letters should state;

- (a) Period of Service
- (b) Whether the service was part-time or full-time. If part-time, should state hours per week.
- (c) Whether there were any periods of leave without pay
- (d) Award Classification.

For nursing staff, your Service Record is generally sufficient proof of previous recognizable service.

## **Superannuation**

Trikki Kidz Pty Ltd offers membership to either Health Super Pty Ltd or Hesta Superannuation Funds to all employees. As a part of the Federal Government's Superannuation Guarantee (SG) requirements, SIMPLICITY CARE contributes an amount as per Government directives. Employees may also make additional voluntary contributions either by a fortnightly deduction from their pay or by lump sum payments by cheque into their account.

The Superannuation Fund offers a base death and disability cover and this may be increased on request.

Enquiries about superannuation should be directed to the Payroll Coordinator.

## **Overtime**

In general, overtime is worked only in exceptional circumstances with prior approval of your Manager / Team Leader required.

## **Conclusion of Employment**

### **Resignation**

Each award allows for a minimum notice of resignation by the employee. The period varies from one week to one month. Each employee must obtain a clearance for keys, books, identification badge and their individual computer password and other Service property before a final pay will be issued. Staff should make themselves aware of the notice resignation required under their award.

## **Termination of Employment**

This differs from resignation in that it is employer originated. The general categories are;

- (a) Having completed the period of employment or training for which a person was engaged.
- (b) Dismissal

### **Dismissal**

The Workplace Relations Act 1996 sets out the obligations upon employers and employees in relation to dismissal. The Act ensures that both the employer and employee are accorded a “fair go” when dismissal of an employee is considered.

Please refer to Human Resource Manager for further information.

### **Retirement Age**

There is no compulsory retirement based on the grounds of age. The Services Superannuation Contribution terminates when a person has their 70th birthday. Your Voluntary Superannuation Contribution terminates when you have your 65th birthday.

## **USING THE SERVICE’S MOTOR VEHICLES**

### **Motor Vehicle Pool**

If you are required to use a Trikki Kidz Pty Ltd.’s vehicle as part of your job you should contact Reception to ascertain booking procedures, log sheet requirements, copy of current driver’s license etc. Please bear in mind that private use of Service vehicles is not permitted even when you are on call.

All use of vehicles (other than program allocated) must be requested using the vehicle booking form, in accordance to the Motor Vehicle Policy and Booking Form. If staff need a vehicle at night, a specific vehicle is allocated and should be returned after the meeting. All bookings for vehicles should be made via Reception.

### **Motor Vehicle Policy**

Motor vehicles are provided by Trikki Kidz Pty Ltd to ensure the efficient and effective operation of the Service and responsive service delivery. The CEO, DON and DCS have private use of a vehicle as part of his/her salary package. All vehicles are available for the use of staff in carrying out their responsibilities to the Service.

Vehicles required for work purposes should be booked by the staff member with Reception. Vehicles should not be returned with less than 1/2 a tank of fuel. All vehicles are equipped with a fuel card and wherever possible, the local supplier of fuel should be used.

Vehicles should be treated with respect and left clean and tidy, with all rubbish removed. The no smoking policy of the service extends to all Trikki Kidz Pty Ltd vehicles. Staff using a vehicle should report any problems with the vehicle (e.g. accidents, overheating, broken lights etc.) to the DCS on return.

## **EVALUATION: Staff Handbook**

Name: (optional) Date: \_ / \_ / \_

Designation: (optional)

Department: (optional)

1. As a new staff member what was not in the book that you needed or wanted to know about?

2. The design of the new staff handbook is:

Appropriate Too Big Easy to follow Confusing

Other:

3. When reading the Staff Handbook what did you think about the layout?

4. From your point of view, how useful was this handbook in developing your knowledge?

5. Your ideas / comments for future editions

6. Do you want more information? Please provide details

Thank you for your feedback. It is important to Trikki Kidz Pty Ltd in maintaining employment/employee satisfaction.

Once completed, please forward to Quality and Risk Manager within two weeks of commencing employment.