

EMPOWERING YOU DISABILITY SERVICES
3/9 BOYS AVENUE, MARYBOROUGH QLD 4650

07 4120 5400



EMPLOYEE HANDBOOK

WELCOME TO EMPOWERING YOU
DISABILITY SERVICES

Welcome

to Empowering You Disability Services

We hope your employment with us will be pleasant and mutually beneficial. We take pride in the fact that we provide an open and friendly environment in which to work.

With our dedicated and committed staff, Empowering You Disability Services works with individuals, families, carers, friends and the community so people with disabilities can live fulfilling, active and celebrated lives. We provide 24-hour care and support, 7 days a week, to people living with a disability.

Our values of **choice, control, honesty and diversity** are at the core of what we do and how we provide our services.

The purpose of this handbook is:

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

This handbook should answer many questions you may have regarding your employment.

It is also a guide to our current practices, policies and procedures, and is not a standalone document. Please contact the Empowering You Disability Services office at any time to see the full policy and procedures.

Let's Begin...

Contact Us

ADDRESS: 3 / 9 Boys Avenue, Maryborough Qld 4650

PHONE: 07 4120 5400

EMAIL: info@eyds.net.au

FACEBOOK: [@empoweringyoudisabilityservices](#)

WWW: www.eyds.net.au

Our Terms

STAFF OR WORKER: Includes Director, management, employees, contractors, volunteers.

PARTICIPANT: Includes the clients or participants, their representative or advocate, and where relevant, members of the public or volunteers who may be impacted by our services.

WORKPLACE: Includes wherever our services are delivered such as, in a participant's home, during transport or within community activities, public spaces or other facilities.

SERVICE: Includes all aspects of the services and activities we deliver, or are associated with, under or related to the participant Service Agreement and Support Plan.

WE, US, OUR: Means the legal entity who is, and highest authority or management of, the service provider and includes both singular and plural meanings of these terms.

EYDS: Empowering You Disability Services

Onboarding Procedures...

Before you begin working with our participants, you will complete an orientation with us which will allow you to familiarise yourself with how Empowering You Disability Services operates. Some of the items covered in the orientation will include working with participants, workplace health and safety, manual handling, emergency procedures, infection control, and staff requirements.

You will gain access to a lot of information including how to manage complaints and feedback, forms in the workplace, reporting requirements, and following a support plan. We will take a photo for your staff identification card which you will receive before you leave your orientation.

This is a good opportunity for you to also ask questions about anything you are unsure about.

This handbook contains an abridged version of our policies and procedures. The full policies and procedures are available to read at the Empowering You Disability Services office at any time in our business hours.

Employee Rights

All staff/workers have rights. You have the right to:

- Receive a Position Description outlining your responsibilities.
- Have any queries, concerns and complaints listened to and responded to promptly.
- Receive relevant ongoing training.
- Be informed of changes to policy and procedures related to your job role.
- Work in a harmonious and harassment-free work environment.
- Have your personnel records remain confidential.

Employee Responsibilities

All staff/workers must act responsibly in undertaking all aspects of their job role. These responsibilities include:

- Respecting the rights of participants to make their own decisions.
- Treating participants with respect and dignity
- Maintaining the participant's privacy.
- Maintaining safe work practices and reporting unsafe practices, environments or equipment.
- Attending mandatory training sessions
- Complete Mandatory Worker Orientation Module and submit a copy of the certificate
- Provide and maintain all relevant State Clearances against current NDIS Worker Screening Requirements
- Follow the NDIS Code of Conduct requirements
- Refer to policies and procedures, as required.
- Performing duties with a high standard of care and professionalism.
- Recording and documenting participant information as required.
- Maintaining all document security (such as not leaving the participant's paperwork on the front seat of the car)
- Being reliable and acting with honesty, integrity and comply with the Code of Conduct.
- Inform Team Leader or Case Manager of work absences as soon as you are aware.
- Report any potential or real risks of harm to the Team Leader or Case Manager.

- Ensure that you maintain your currency in your work practices and knowledge of the NDIS Standards and Rules.

It is your responsibility to maintain up-to-date requirements. These include a working with children check (Blue Card), NDIS screening (Yellow Card), drivers' licence and car insurance (as appropriate).

It is your responsibility to advise management of any changes that may affect your conditions of employment, such as name, address or contact details.

Employee Information...

vWorker App and Email

All staff are required to own a Smart Phone of their own. You are responsible for purchasing your own device as well as for the data use and insurance expenses.

Support Staff are required to log in to the vWorker App on their Smart phone. The vWorker App is how you see your roster, your participant's details and how you log into and out of shifts. We have real time GPS tracking to ensure that staff are at the service, and to monitor correct shift start time and ending. The app is where your shift notes are to be written at the end of EVERY shift. This is a compliance requirement and failure to complete this task will result in performance management.

All staff are required to have a valid email address which is to be checked daily for communication from the Empowering You Disability Service Office.

All participants will have a team chat which can be accessed on the vWorker App. This is a group chat to pass on information that other support workers in the team may need to know. It is also a place to ask other staff if they can cover a shift if you are unable to do a rostered shift, before calling scheduling in the Empowering You Disability Services office.

Shift Notes

Meaningful shift notes are to be written at the end of each shift prior to pressing the completed button on your app. Meaningful shift notes relate to the Participant's goals and are used to map services to funding. Shift notes should be free from spelling errors and only contain information relevant to the shift that took place.

Shift note training is available with your Team Leader or Case Manager. Please contact them to arrange a time if you would like training.

Feedback

Feedback, which may include compliments and complaints from participants, relatives, visitors, or employees are important for EYDS to assess how it delivers support to people. Issues of concern can be explored and addressed in several ways. Please report any feedback immediately by contacting your Case Manager.

Never discuss concerns outside the workplace. Should you be found to have breached a participant's confidentiality we may take disciplinary action.

Continuous Improvement

Staff and participants can give feedback or make a complaint. Our collaborative and person-centred approach means that EYDS will respond to information to improve the services provided. Our policy is to seek feedback from participants and staff. Feedback may lead to changes in procedures and processes. We aim for a high-quality service that meets the need of both our participants and employees. You are an integral part of this, so we will seek information from you and give you feedback on your practices.

Communication

Communication and informing staff, the participant and others is pivotal to providing person-centred and informed support. It is essential that you have a point of contact. The Team Leader of the team you are working in will be your initial contact regarding any work-related tasks. If there is no Team Leader assigned, your next point of contact is the Case Manager leading the team.

The Case Manager may not have the correct or relevant information concerning your employment details so, the Office Manager is your contact about your wages, leave or any related information.

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

- Staff Meetings
- Emails
- Newsletters
- Site visits by the Case Manager

All staff are encouraged to visit the office at any time within office hours with any questions, feedback, or just to say Hi.

How you will be paid...

Working Hours

- Minimum shifts are 2 hours long unless agreed in individual circumstances.
- Your roster will be available at least 7 days in advance. In most cases you will have your roster 14 days in advance.
- If a participant requests for you to leave a shift early, please call your Team Leader or Case Manager for instructions.
- You must log on your shift on arrival and log off your shift once your shift notes are complete and before you have left the participants premises.
- If you are unable to do a rostered shift, it is your responsibility let the team leader or case manager know. The shift can then be re-allocated to another support worker in the team. You may use the group chat in vWorker to ask another staff member to fill your shift first. If another staff member can cover the shift for you, you must let the office know so that the shift can be changed in vWorker. If

you have not had a response in the team chat, you must let the office know that you cannot do the shift as soon as possible to make it easier to find another staff member.

Pay Details

- The pay period is from Monday to Sunday on a fortnightly basis.
- Monies will be cleared in your account by midnight on the Wednesday following each pay fortnight.
- A payslip will be emailed to you each fortnight after your payment is processed as per legal requirements. Your payslip will include hours worked, rate, tax deductions, superannuation details including amount per SGC, allowances or reimbursements, and leave taken details and balances.
- Wages will be deposited into your nominated bank account.
- Mandatory payroll deductions include tax. Optional payroll deductions include additional superannuation.
- Employment records are kept for seven years from the date from which the employee's employment is terminated.
- Employee's must contact the Empowering You Disability Services office to change any personal details relating to employment or payroll.

Wages are as set out in your employment contract and may differ from employee to employee.

Leave

- Please see your employment contract for your individual leave entitlements.
- Empowering You Disability Services asks that you apply for leave at least 3 weeks in advance, and earlier if possible.
- Leave can be applied for up to 1 year in advance.
- We ask that a leave application form be completed, regardless of your employment status. This is so we can maintain our participants rosters and make sure there is enough staff available at any given time.
- Please consider other staff and work rosters when planning your leave.
- School holidays are a priority leave time, and as such, requires more advanced notice. Please apply for school holiday leave 6 weeks in advance.
- Approval of leave is at the discretion of management.
- We suggest you obtain consent for proposed leave before arranging or booking holidays.
- Any leave that is taken and which has not been approved, will be unpaid and may be considered as the abandonment of your employment.
- Bereavement leave – we acknowledge the need for staff to take compassionate leave. Where such leave is necessary, you should contact the office as early as possible. Leave will be granted at Management's discretion using the award as the basis for entitlement.

Superannuation

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

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

Health and Safety Policies and Procedures...

Health & Safety Policy

Empowering You Disability Services is committed to providing a safe and healthy work environment for all employees, contractors, visitors, and other stakeholders. We recognise that the well-being of our workforce is essential to the success of our organisation. Therefore, we are dedicated to preventing workplace injuries, illnesses, and promoting a culture of safety.

Our Health and Safety Booklet outlines how we commit to continuous improvement through: risk assessments, emergency responses, training, incident reporting, and equipment safety. We appreciate regular reviews and feedback from employees and will be used to identify areas for improvement and to ensure our policies remain effective. Non-compliance to health and safety procedures is not tolerated.

First Aid Procedure

- Staff require current certification in First Aid and CPR and is kept on file. This must be renewed before the time of renewal expires.
- When supporting a participant, staff must undertake immediate first aid but must not to move a participant. Call for assistance from Ambulance and then contact your Team Leader or Case Manager.

Drugs and Alcohol Policy

Smoking - Where possible, Empowering You Disability Services will ask participants who smoke to refrain from doing so while our staff are performing their duties. This will be looked at on a case-by-case basis. Empowering You Disability Services is committed to ensuring a safe working environment for our staff. As a staff member, when on shift, you are not permitted to smoke under any circumstances.

Illegal Drugs – The use, possession, sale, or distribution of illegal drugs is strictly prohibited while performing all duties for Empowering You Disability Services.

Alcohol – Consuming alcohol while performing all duties for Empowering You Disability Services is strictly prohibited. Employees are prohibited from reporting to work or performing their job duties while under the influence of alcohol.

Prescription Medications – Employees who are prescribed medication that may affect their job performance must notify management.

Workplace Harassment, Discrimination and Bullying

Empowering You Disability Services will not tolerate any harassment or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Types of harassment include sexual, racial, national origin, religious, disability or age. Harassment may be verbal or non-verbal, physical or non-physical.

Bullying is an ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm. It can involve an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening.

Bullying of any form or for any reason can have immediate, medium and long-term effects on those involved, and will not be tolerated in any way.

Single incidents and conflict or fights between equals, whether in person or online, are not defined as bullying.

Workers must report bullying or harassment when experienced, or observed, to their manager. We will then take appropriate measures to investigate the claim and take action when necessary.

Employee Mental Health Policy

Empowering You Disability Services is committed to providing reasonable accommodations to employees who may require them due to mental health conditions, in accordance with applicable laws. Employees are encouraged to request accommodations through HR or their case manager, who will work together with the employee to find suitable solutions.

In this event, Empowering You Disability Services will provide access to mental health support resources, including counselling services, and external mental health providers. Employees are encouraged to utilize these resources for support, guidance, and counselling when dealing with mental health challenges.

Human Resources Policies and Procedures...

Diversity and Inclusion

We are committed to Equal Employment Opportunity for all where merit requires an objective assessment of a person's abilities, qualifications, experience and performance.

Empowering You Disability Services provide a positive, fair and safe work environment free from all forms of unlawful discrimination or harassment. We aim to treat all complaints about discrimination seriously, quickly and as confidently as is reasonably possible.

Social Media and I.T.

This policy aims to establish guidelines for employees' use of social media relating to Empowering You Disability Services.

Employees must maintain professionalism when discussing matters related to the company or colleagues and must respect confidential information. No negative or defamatory comments about the company, colleagues or participants will be tolerated. All content posted on official company accounts must be accurate, respectful and align with company values.

Dress Code Policy

All employees are expected to present themselves in a professional and appropriate manner during work hours and when representing Empowering You Disability Services to participants or the public. Clothing should be clean, well-maintained, and in good repair. Employees should wear attire that is safe and appropriate for their job duties, adhering to any safety regulations or guidelines. Personal grooming and hygiene should be maintained to ensure a clean and professional appearance.

Identification Badges

All Staff must wear the identity badge provided. These identification badges are to be worn at all times whilst at work.

On some occasions, you may be requested by a participant to NOT wear your badge. You may not wear the badge in this case, but the ID badge must be with you while on shift (in your bag etc). There are times when you may have to show ID when you are supporting your client. Encourage participants to not let anyone into their home unless they have sighted the person's identification badge and matched the photo with the person before opening the door.

Attendance & Absenteeism Policy

Punctual and regular attendance is an essential responsibility of each employee at EYDS. Employees are expected to report to work as scheduled, on time, and prepared to start working. Employees are expected to remain at work for their entire work schedule.

Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided. This policy does not apply to absences covered by leave.

Insubordination Policy

This policy outlines the expectations and consequences related to insubordination within Empowering You Disability Services. Insubordination is a serious breach of the employer-employee relationship and will not be tolerated.

Insubordination is defined as the refusal to follow a reasonable and lawful directive, order, or instruction issued by a supervisor, manager, or other authorised representative of EYDS. It may also include disrespectful, defiant, or confrontational behaviour towards management, peers, and participants that disrupts the workplace environment.

Working with Participants Policies and Procedures...

Risk Management

Each participant's Case Manager will establish and maintain a Risk Assessment and Environment Safety Checklist. These will be available to read in the participant's Home Chart, and reflect any risks associated with the participant and the environment you work in.

If you identify a hazard or risk that you cannot easily rectify, assess it, and report it to your Team Leader or Case Manager. They will evaluate the resolution of the hazard and maintain participant and staff safety.

Code of Conduct

The purpose of this policy is to apply a code of conduct to govern the decision and actions of employees. During orientation, you will learn the procedure you must take when allegations of abuse are made.

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

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

Privacy and Confidentiality

Empowering You Disability Services is committed to protecting and upholding the right of privacy of participants, staff, and management. We protect the privacy of individuals in the way information is collected, stored, and the use of this information. Staff and management are consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

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

When delivering services to participants:

- EYDS provides you with essential information in order for you to provide best practice support to participants.
- Any information provided to you in either written or verbal form MUST remain confidential.
- You agree to NOT disclose ANY information in any format to any other person, organisation, or institution, unless asked to do so (mostly this will be via a legally sanctioned consent document).

All employee records will be confidential to management. You can request access to your file by notifying the Office Manager. All your records are kept on a securely protected database, or in a securely locked filing cabinet in the office of the Office Manager.

Consent

Consent and privacy are linked. You are not able to discuss or give any information about a participant unless the participant has given consent. Staff must always fully understand what a person needs to gain permission for, and if you have any doubt, you should ask your Team Leader or Case Manager for help. In most cases, the participant's Case Manager will ask the participant to sign a consent form, especially if this is consent for the release of their personal information.

Consent may be needed to:

- Be able to read the information provided about the participant, so EYDS can provide any information about the participant to other service providers, their family or advocate.
- Collect data for funding bodies.
- Carry out any training programs.
- Assist the participant to see a doctor or a dentist.
- Give medication to the participant.

A participant is able to withdraw consent at any time.

Handling of Money

Support workers may be required to handle money on behalf of participant, but only if there is clear, written direction as part of the care plan.

A record of money given to you, change returned by you and a record of receipts or other records of any transactions will need to be documented. Under no circumstance are support workers to ask for, use, or record a participant's PIN number. Empowering You Disability Services will not be responsible, legally, or otherwise, should you engage in money handling that has not been authorized in writing by the company. It is prohibited to accept loans or money from a participant for any reason including petrol money or offers of loans for shopping or personal assistance.

Please contact the Case Manager if you have any concerns regarding the handling of a participant's money.

Professional Boundaries

The role of a support worker is to build, strengthen, and support a participant in their NDIS journey to achieve their goals. This often involves being involved in aspects of a participant's private life. The role of a friend is different from that of a worker and can cause conflict of interest when doing your job. At times it can be difficult to set a boundary with a participant because they are often isolated and looking for friendship. A support worker's role is to assist to build friendships, not be the friend. It is important to not blur the line between a personal and professional relationship.

Gifts

Minor gifts of appreciation only are sometimes accepted e.g. a box of chocolates and even in this case, employees are advised to declare it to the Case Manager to avoid any misunderstanding. There have been many instances where employees are mistakenly accused of stealing so we recommend absolute discretion. Gifts of money must never be accepted.

Documents

Empowering You Disability Services does not permit staff to witness or sign any legal documents, including Wills. Should you be asked for assistance in these matters, please contact the Case Manager who will arrange appropriate assistance.

Social Visits

It is not permitted for any staff member to visit a customer outside normal service times and under no circumstances are personal telephone numbers to be exchanged without receiving permission to do so in writing. We ask your support with this policy to ensure that you maintain a professional service to our customers. Communication regarding services and shift information is always managed through the vWorker app.

Keys and Locks

Keys or key lock codes are only provided to support workers for the purposes of service provision when there is no other alternative means of access to a customer's home. Support workers must not enter a customer's property in the customer's absence unless express approval has been granted by the Team Leader or Case Manager. It is best practice to only enter a participants' home with another person. We cannot protect you if you do not abide by this directive.

Advocacy

The purpose of this policy is to ensure that staff are aware of the Participant's right to an advocate.

An advocate is a person who will listen to the participant, help him or her to make decisions about what should happen in his or her life and help him or her to make those decisions work by speaking on his or her behalf. An advocate will make sure that participants are supported, rights are respected and speak out if the participant's needs are not being met. Participants are encouraged to bring their advocate to the initial meeting, for input into the service and signing of the Service Agreement, and to ensure a person-centred care plan. Participants may use an advocate at any time they wish to communicate with us about the services we provide.

Medication Administration Policy

Participants may take medications to support and improve their health conditions. Many participants will manage and take their medications independently, while others may ask for some form of support or assistance.

Medicines make a significant contribution to the treatment and prevention of disease, increasing life expectancy and improving quality of life for people; they also have the potential to cause harm. Inappropriate or incorrect use of medicines can have adverse effects on a person's health.

This policy describes in detail how to support, assist, and administer medications to participants.

Notes

We welcome you as a new member of our team!



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