



STAFF INFORMATION HANDBOOK

**Version 12
3 September 2014**

Please read the information contained within this handbook carefully. It provides you with the foundation for your work with Eskleigh and is also an on-going reference tool for the future.

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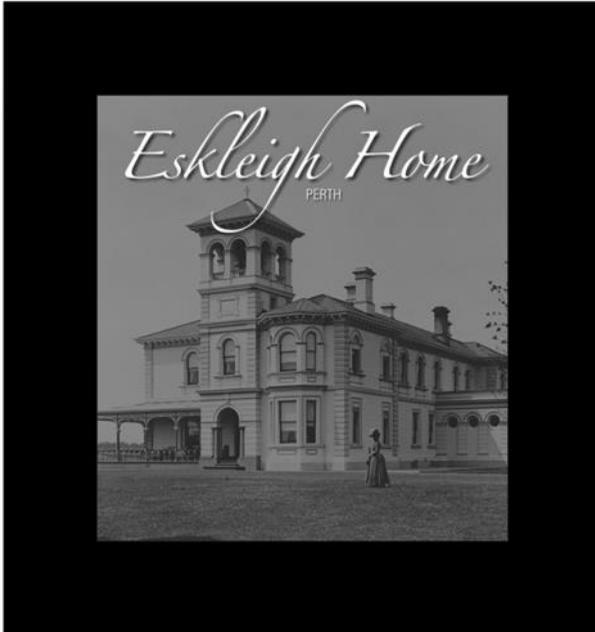
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Doc: HR028_12

Authorised: CEO

Revised: 3 September 2014



Welcome to Eskleigh

You will find that the work here is challenging but also fulfilling and hopefully personally satisfying.

You will discover opportunities for growth, personal development and on-going learning through your employment here. At Eskleigh we provide an environment of love and care, not only for the people we support, but also for each and every member of staff.

Here at Eskleigh problems, joys and sorrows are shared. This requires an open, positive and adaptable attitude from every staff member. We all work as a team with one common goal - to provide a continuously improving level of support and care which will enrich and enhance the quality of life for each of the people we support.

Each member of staff is responsible for their own actions and quality of work, but if you encounter any difficulties, please contact your Manager/Supervisor/Coordinator, their door is always open.

In this booklet we refer constantly to Eskleigh's Policy & Procedures. You can view current versions of each Policy (including our extensive range of forms) via our internal U drive at U:/Policies & Procedures/Document Control Register, or ask your Manager/Supervisor/Coordinator for a copy.



Flower arranging at Esleigh Home

Eskleigh Standards

On the next few pages we have reproduced the Eskleigh Code of Ethics Policy, Quality Policy, and Eskleigh's Values - which have been formed in consultation with all staff and people we support.

You should have received current versions of both the Staff Code Of Conduct Policy (PP236) and Client's Rights Policy (PP244) upon your employment with Eskleigh. You should read and understand both of these very important policies as they form the basis of Eskleigh's values and mission statement.

Eskleigh operates with an 'open door' policy, so should you ever have any queries, please don't hesitate to see your Manager/Supervisor/Coordinator or any member of the administration team.

Code of Ethics (PP225)

Our Vision

To be the leading provider of disability support in Tasmania, delivering a diverse range of services that values and respects the people we support in policy and practice.

1. Public Policy

We will voice our opinions on public matters that may affect the people we support, their families and others with a disability within the Tasmanian community but we will not intervene in party political matters.

2. Communications

We will communicate openly and transparently with all of our stakeholders and any other interested members of the community within the bounds of privacy legislation and regulations.

3. People we support and their Families

We are committed to providing the people we support with unsurpassed service that treats people in a supportive and respectful manner, mindful of individual differences and cultural diversity. We work to promote independence within each individual and support them to reach their full potential.

4. Staff

We are committed to treating all people in a supportive and respectful manner that promotes the principles of equal opportunity employment. We will

provide training and development opportunities to ensure that all staff maintain and continuously improve their skills and competencies.

5. Individual Conduct

It is mandatory for all staff to act with honesty, integrity and fairness.

All staff must avoid any contacts or situations that might lead to, or suggest, any conflict of interest or compromise in their work with Eskleigh and the people we support.

6. Health and Safety

We are committed to maintaining and operating to the highest standards of health and safety for the people we support, staff members, board members, contractors, volunteers, visitors and the community in which we operate.

7. Community Involvement

We are committed to providing quality accredited service to people with disabilities and the Tasmanian community in general. We accept our responsibility to improve and enhance the quality of life in the community in which we live and operate.

8. Suppliers

We will pursue and maintain mutually beneficial relationships with our suppliers that are based on honesty, integrity and fairness.

*Version 4
May 2011*

Doc: HR028_12
Authorised: CEO
Revised: 3 September 2014

Eskleigh Quality Statement

Eskleigh in supporting people will:

- Deliver a quality, efficient and diverse service.
- Value and respect all people we support in policy and practice.

Eskleigh operates to a quality management system. This system complies with the requirements of ISO 9001:2008 and legislative and regulatory requirements relevant to the service.

All Directors and employees shall be made aware of the requirements of this quality policy. Adherence to the systems and procedures defined in the Quality Manual ADM030 is mandatory for all Directors and staff.

All Directors and staff are directly responsible for the quality of their own work and actions.

The quality system shall be systematically reviewed for continuous improvement.

Eskleigh Values

Empathy

We value the opinions and uphold the rights of the people we support. We identify with the people we support and treat everyone equally with dignity, respect and compassion.

Integrity

We approach all of our communication, work relationships and work practices in an open, honest and transparent manner, respecting privacy and trust at all times. We deliver support with high moral principles and professional standards.

Accountability

We are responsible to the people we support to deliver quality evidence based practice. We are committed to manage funding and policy to maximise the opportunities and outcomes for all the people we support.

Community

We value team work, and the involvement and inclusion of all stakeholders with the broader community working and interacting together toward common goals.

Happiness

We recognise and celebrate the efforts and achievements of all. We value happiness as it brings self-esteem and confidence to both the people we support and our staff.

Flexibility

We are ready for and open to change. We demonstrate innovation and continuous improvement to be the best we can be, finding effective, creative and environmentally responsible ways to fulfil our mission.



The Community Shed

1. ADVOCACY

All people supported by Eskleigh Foundation have the right to advocacy. Brochures detailing how to obtain advocacy services are available at each worksite. All staff members will assist the people we support to contact advocacy services as required.

Please see Advocacy brochure for contact details.

2. ALCOHOL AND OTHER DRUG

The organisation has a clear duty of care to its workers, contractors and visitors to maintain a safe place of work. Controls over alcohol and other drugs are considered essential to the effectiveness of ensuring the safety of all workers in the workplace.

Workers must not consume, possess, distribute or manufacture unlawful drugs or consume alcohol while engaged in the performance of their work related duties.

For further information, please refer to:
Alcohol and Other Drug policy (PP305)

3. ANNUAL LEAVE

Annual Leave is granted in accordance with the relevant Award.

Staff will request all leave using the Application for Leave form (HR057). The process for accepting requests for leave are:

- In accordance with the Award you are employed under
- Fair and equitable allocation of leave.

- Leave to be requested a minimum of 4 weeks in advance and as far as possible in advance around Christmas, Easter, school holidays, etc.
- Ensure all staff have equal access to leave at popular times.

Annual Leave will be given and taken in one consecutive period, or if the employer and employee so agree, in any other combination provided that at least one period of leave shall extend for a minimum of seven days.

It is preferred that Annual Leave be taken in one consecutive period. Application for leave in smaller periods will be considered on a case by case basis; however Annual Leave will not be approved for weekends and or single days which fall on a public holiday.

For further information please refer:
Staff Attendance & Rostering Policy (PP298)

4. ATTENDANCE AND TIMEKEEPING

Staff are expected to report to work as rostered and to maintain a satisfactory record of attendance.

Staff who are unable to report to work due to illness must notify their Manager/Supervisor/Coordinator at the earliest opportunity and provide evidence as per their respective award or agreement.

Employees who are unable to fulfil their roster obligations for any other reasons are responsible for arranging a substitute staff member. This must be approved by the Manager/Supervisor /Coordinator or the person in charge and documented on the Roster Changes Form (HR049) and on the master roster.

Staff who are absent without proper notification are subject to a written warning.

For further information please refer to:

Staff Attendance & Rostering Policy (PP298)

5. AWARDS

Copies of all relevant awards which cover your employment at Eskleigh are available at each worksite via our internal U drive at U:/Master Index/Awards, site information folders or ask your Manager/Supervisor/Coordinator for a copy.

6. COUNSELLING

Eskleigh wishes to promote and maintain a safe and healthy employment environment which every staff member has the opportunity to perform at their best by providing a free of charge, confidential support and consultancy service to all employees. This service is known as the Employee Assistance Program. Please speak with your Manager/Supervisor/Coordinator, Business Manager or the Chief Executive Officer (CEO) for details, or contact:

The Blue Door

Deborah Kyle
Mental Health Social Worker
0409 948 172

Andrew Harris
Psychologist
0405 783 217

Ruth Paul
Clinical Psychologist
0477 554 260

For further information please refer to:

Employee Assistance Program Policy (PP229)

7. DISCIPLINARY SYSTEM

In line with legislative requirements, Eskleigh has a disciplinary system in place. This involves counselling, aiming to resolve any problems, verbal and written warnings, etc.

If the matters cannot be resolved in any other way, termination of employment may result.

It is the policy of Eskleigh that any misdemeanour or act of aggression towards a person that we support may result in instant dismissal.

For further information please refer to: Disciplinary Policy (PP228)

8. DRESS STANDARDS

Uniforms

Upon successful completion of your probation you will be provided with a uniform. Staff will be supplied with uniforms on an annual basis. You must ensure your uniform is neat, clean, well pressed and suitable for work. Hair is to be clean, neat and tidy at all times. If your hair is longer than collar length, it is to be neatly tied back whilst on duty.

Whilst on probation staff members must comply with the following dress standards:

- Black/Navy Pants
- Polo Shirt or Similar Plain Coloured Shirt
- Non slip shoes with closed in toe

Appropriate occupational footwear must be worn by all staff. All footwear must be enclosed and have a non-slip sole to comply with the work health and safety and protective clothing requirements for the role.

For information on protective clothing please refer to Work Health and Safety policy (WHS021).

For safety reasons and in order to maintain a professional appearance, minimum jewellery can be worn. Stud style earrings are suitable for pierced ears. The wearing of rings whilst on duty should be limited to a plain band.

As body piercings may be a Work Health and Safety (WHS) risk, your Manager/Supervisor/Coordinator will consider the appropriateness on a case by case basis.

All staff are requested to ensure they are free of body odour at all times, particularly because of the close proximity to people while performing most duties.

Male staff members must be clean shaven unless they are growing a beard.

For employee safety and that of the people we support, nail length should be kept to a minimum.

For further information please refer to:
Code of Conduct Policy (PP236)

9. DUTY OF CARE

At Eskleigh each worker has a legal Duty of Care to take all reasonable steps to report anything that could cause reasonably foreseeable harm to the people we support.

The people we support are protected by law to receive safe care. For further information view the Department of Health and Human Services (DHHS) website at www.dhhs.tas.gov.au.

For further information refer: Client's Rights policy (PP244)

10. EMERGENCY PROCEDURES

At Eskleigh worksites the Emergency Manual is housed in the site information folders. Emergency Contact information sheets are located throughout Eskleigh worksites and within site information folders.

Frequent fire evacuation drills are held so that staff and residents become familiar with the evacuation procedures.

Eskleigh Home

The In/Out board located at in the RN's office at Eskleigh Home is to be used in the event of an evacuation to assist in accounting for all workers and residents that may be off site. It is important that the Chief Fire Warden has immediate access to the whereabouts of all staff and residents at Eskleigh Home.

The following procedures for the In/Out Board must be adhered to at all times:

Please note: You must have authorisation from your manager/supervisor/coordinator to leave site at any time.

- If you are supporting a resident and leaving Eskleigh Home grounds, ensure that you place the coloured toggle under the heading 'out', write your name next to the resident you are supporting and an approximate return time under the heading 'in';
- If you are driving the bus and leaving Eskleigh Home grounds, ensure you write your name next to the allocated 'Bus Driver' section and an approximate return time under the heading 'in';
- If you have been authorised by your Manager /Supervisor/Coordinator to leave Eskleigh Home grounds for any other reason (and are not clocking out) ensure you write your name next to the allocated 'Other' section with the approximate return time under the heading 'in'.

For further information, please see the Clinical Nurse Coordinator.

11. ENTERING A PERSON'S ROOM

You are not allowed to enter a person's room uninvited.

You must knock and listen for the person's response. If a response is not received after an appropriate length of time, you may enter the room, ensuring that you are not invading the person's privacy.

At Eskleigh Home there is a 'presence' bell fitted in each person's room, with a light fitted outside their door. Staff are to press the presence bell when attending to a person's hygiene or if the person in the room requires privacy for a different reason. When the presence light is on, do not enter the room unless in an emergency situation or you have gained permission from somebody in the room.

For further information refer to: [Merlon Call Bell System](#) standard operating procedure (SOP089)

12. FITNESS FOR WORK

The organisation is committed to providing a safe and healthy working environment, which is as far as reasonably practicable, without risk to personal health or safety of workers, visitors and people we support.

Workers are responsible for reporting for work in a fit condition in which they are able to carry out their duties without risk to themselves or others. This includes ensuring that they are not in an unfit state for any reason, including the adverse effects of medical conditions, fatigue, stress, alcohol and other drugs, and are in an emotionally stable state.

It is the responsibility of the worker to notify their Manager /Supervisor/Coordinator of any concerns about, or potential impairment of, their fitness for work.

For further information, please refer to: Fitness for Work policy and procedure (PP304).

13. FOOD HANDLING HYGIENE

This is a highly important part of Infection Control and Eskleigh has two policies which cover the topic – Food Handling PP282 and Food Safety Program PP290. All staff entering the kitchen at Eskleigh Home must fully enclose their hair with the hair nets provided. All staff will participate and undergo three yearly Food Handling training.

14. GRIEF AND LOSS

There will be times when you will experience grief when a resident dies or goes to live elsewhere. This is a normal reaction, particularly in the work you have chosen. From time to time, training and counselling sessions are held to enable you to better understand your feelings and the feelings of others. Private counselling sessions are also available, free of charge. Please see the HR Officer or CEO to arrange this.

It is important to remember that the people we support also grieve and experience feelings of loss. This is particularly apparent when they first come to live at an Eskleigh facility because they may have lost what is familiar to them. It is the responsibility of each one of us to help support residents through any periods of grief and loss they may experience.

15. GRIEVANCE

Regular discussions will take place between staff members and Eskleigh management to identify and alleviate any concerns which may lead to a dispute.

The following procedure shall be observed in the resolution of any grievance or dispute that may arise:

- i. If a grievance or a dispute arises, the staff member shall attempt to resolve the matter in the first instance with his/her immediate Manager/Supervisor/Coordinator or fellow staff member.
- ii. If the grievance or dispute is not resolved in step (i) of this procedure, the employee shall attempt to resolve the matter by discussion with management.
- iii. If the grievance or dispute is not resolved in step (ii) of this procedure, at the request of either the staff member or management the matter will be referred for mediation with a qualified consultant approved by the person and the disputer.
- iv. If a resolution cannot be reached following mediation the CEO will assess the dispute and make a decision which will be binding to each party.

In the event the matter is referred for private arbitration, the decision of the Tasmanian Industrial Commission shall be accepted as final and binding.

16. INDUCTION

Eskleigh operates a comprehensive staff induction and orientation program.

The program includes, but is not restricted to:

- Policy and procedures orientation and familiarisation.
- Work instructions orientation and familiarisation (where appropriate).
- Full explanation of your Position Description.
- Competency standards explanation and sign off.
- Quality awareness training.
- Equipment operation training (where appropriate).
- Manual handling training (where appropriate).

From time to time, re-orientation programs are held for all staff members in order that everyone can keep abreast of changes and ensure that competency standards are maintained.

17. INFECTION CONTROL

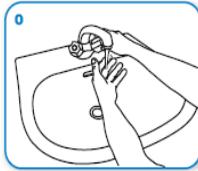
All staff have an important role to play in the prevention and control of infection. National Standards, guidelines and our own policies and procedures guide our practise. The most successful measure for prevention and control of infection is hand washing.

**Always wash your hands using soap and water and alcohol rub after using the toilet, undertaking personal care and nursing activities with residents.
See the following guideline.**

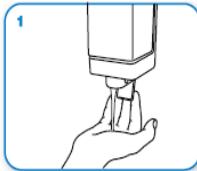
For further information, please refer to: Infection Control Policy (PP252) and Infection Control Management Plan (PP293).

Procedure for Washing Hands

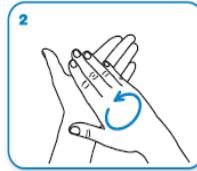
Wash your hands only when visibly soiled or after you have used an alcohol-based rub on five separate occasions. Otherwise use an alcohol-based hand rub. The entire procedure should take 30 seconds.



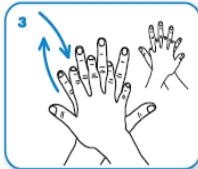
Wet hands with water



apply enough soap to cover all hand surfaces.



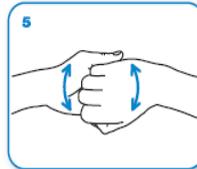
Rub hands palm to palm



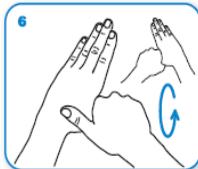
right palm over left dorsum with interlaced fingers and vice versa



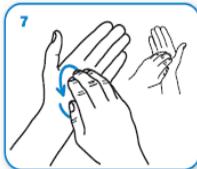
palm to palm with fingers interlaced



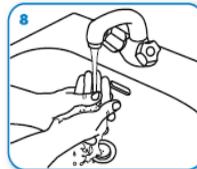
backs of fingers to opposing palms with fingers interlocked



rotational rubbing of left thumb clasped in right palm and vice versa



rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



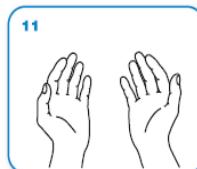
Rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



...and your hands are safe.

18. MANUAL HANDLING

The Manual Handling policy (PP253) forms part of the WHS policies of Eskleigh; the policy is to represent a partnership between all staff to ensure their safety and the safety of all people we support. The overriding concern of the policy is the principle of duty of care to yourself, your colleagues and the people we support.

Staff must comply with individual manual handling plans and the manual handling policy at all times. Manual handling plans are reviewed as part of the overall care plan review process. If the staff member supporting the resident/client feels the manual handling plan has become outdated, they must bring it to the attention of the Manager/Supervisor/Coordinator immediately. All manual handling should conform to the principles of manutention; all transfers are to be performed using manutention techniques.

All staff will undertake **AQF Manual Handling Unit of Competency** training within three months of commencing with Eskleigh. This training forms part of the probation period.

All staff are required to satisfactorily attend manual handling training sessions every three years.

It is the responsibility of Manager/Supervisor/Coordinator (including Prime Movers) to monitor employee compliance at all times.

19. MEDICATION & PHARMACEUTICALS

Only authorised staff may administer medication. Medication and pharmaceuticals shall be kept in a secure, locked and enclosed place at all times.

20. MOBILE PHONES AT WORK

To ensure the effectiveness of our duty of care to the people we support, staff are asked to only access mobile phones during breaks. In the event of an emergency that requires immediate attention, staff may direct calls to their worksite.

21. NAME TAGS

Name tags are provided and are required to be worn in a prominent position at all times whilst on duty.

22. OVERTIME, TIME-IN-LIEU

Overtime

If you are required to work overtime and it has been approved beforehand by the CEO, complete the Overtime/Time in Lieu form (HR038), have it signed by the CEO and give it to payroll with your current timesheet. Please note, you may not accrue overtime, it will be paid in the fortnight you worked it.

Time-in-Lieu

There will be times when you are asked to work extra time by your Manager/Supervisor/Coordinator; this extra time can be taken as time-in-lieu. In this instance you should complete the Overtime / Time in Lieu form (HR038) and have it signed by the CEO.

You may keep this as a running total for as long as you and your Manager/Supervisor/Coordinator agree. It is vital that your Manager/Supervisor/Coordinator must sign against each entry.

Please note: Working extra time not approved by your Manager/Supervisor/Coordinator or CEO does not constitute overtime or time-in-lieu.

23. PERSONAL (SICK) LEAVE

You are entitled to three single sick days per year without producing a doctors certificate or statutory declaration. Should you be absent from work for more than 1 day in a row, OR a day at either end of annual leave or your rostered days off, you **MUST** produce a doctors certificate or statutory declaration.

We're all aware how difficult it can be sometimes to get into a Doctor at short notice, but you can download a statutory declaration online at www.ag.gov.au/statdec and your pharmacist will be able to sign it for you.

24. POLICE REPORT

According to Eskleigh's Service Agreement with the Department of Health and Human Services, all employees are required to provide a clear Police Report.

As a new employee, it is your responsibility to provide a Police Report within six weeks from your date of employment. A police report can be obtained from your local police station or online and you will need to pay any costs involved to obtain this. If you already have a Police Report, it must be current within three months.

If you do not provide a clear Police Report within six weeks of your date of employment, you may be suspended from working any shifts until a clear Police Report is received and signed by the Chief Executive Officer. This may prolong your probation period.

Employee's are required to notify Eskleigh's Chief Executive Officer immediately should there be a variation to their clear Police Report.

Police Reports are required by staff working in the Community or in Group Homes annually, however staff at Eskleigh Home are required to provide a biannual Police Report and a Statutory Declaration in the opposite year confirming that there are no variations to their Police Report.

25. PROBATIONARY PERIOD

There is a minimum 3 month probationary period of employment before an on-going offer of employment can be made.

At the end of this period you will be given the opportunity to talk to a member of management regarding your future with Eskleigh.

26. PROFESSIONAL DEVELOPMENT REVIEW

Staff Development Reviews are carried out with each staff member annually. This provides the opportunity for feedback, goal setting and determination of training and development requirements, as well as the opportunity for you to suggest improvements on work practices in how things are done or managed.

This is your opportunity to spend one to one time with your Manager/Supervisor/Coordinator and should be seen as an opportunity for a two way discussion.

27. QUALITY MANAGEMENT

Eskleigh has always complied with the Disability Standards as determined by the Tasmanian Government and set out to meet the same international standards as multi-international organisations.

Eskleigh have been certified with International Standards Organisation (ISO) standard 9001:2008 since May 2004 and continues to hold current certification confirming that Eskleigh's quality management system complies with the standards.

28. RECORD KEEPING/REPORT WRITING

You must understand why your documentation is so important in the defence of any legal claim if a resident suffers injury.

An example of this is as follows:

Any incident in an Eskleigh facility may be followed by a number of legal responses. For example a medication error which results in an injury or death of a resident could result in one or more of the following:

- A coronial inquest to determine the manner and cause of death
- Coroners also make recommendations on safety issues
- A negligence action by the resident or their family to recover damages in compensation
- A disciplinary hearing by a professional body
- An investigation by the Health Complaints Commission

Please ensure that when documenting in the progress notes that you write clearly, concisely, legibly, objectively, and accurately. Write factually and only information which you have witnessed. You could be called to court as a witness or to give evidence based on what you have written in the progress notes.

Progress notes and reports are legal documents.

Staff Handbook

Eskleigh holds Report Writing training sessions which are compulsory for staff who write progress notes and reports. Please see your Manager/Supervisor/Coordinator for more information.

29. RECORDING TIME WORKED

Staff are required to provide accurate information concerning hours worked and to notify their Manager/Supervisor/Coordinator of any deviation from scheduled hours.

A staff member who reports to work more than five minutes late will be required to make up the amount of time that they are late. Consistent lateness will be subject to disciplinary action in accordance with Disciplinary policy (PP228).

Eskleigh Home

Staff are required to clock on and off at the start and end of each shift using the Eskleigh Home Clock on Clock off Finger Swipe, located in the fire panel room at the side entrance of the building. If you do not clock on or off, you must notify your Manager/Supervisor/Coordinator as soon as possible who will verify your attendance and notify payroll.

Group Homes and Attendant Care

- Timesheets must be completed as indicated on the back of the Employee Timesheet (ADM034).
- Timesheets must be received by Managers/Supervisors/Coordinators no later than close of business on the Tuesday prior to the end of the pay period.
- It is the responsibility of each staff member to ensure that their time sheets are correctly completed. Failure to do so may result in late pay.
- Timesheet entries that require a change must be initialled by their Manager/ Supervisor/Coordinator.

- Falsification of a time sheet is subject to disciplinary action and may include termination of employment.

30. REPORTING OF ABUSE

There are many types of abuse including physical, financial, psychological and sexual abuse, and neglect. For full definitions of abuse please see [Preventing & Responding to Abuse in Services funded by Disability Services](#), policy (DS001), version 0.F, dated July 2009, accessible through the Master Index.

It is the responsibility of every staff member to continuously monitor their work area for any signs of abuse, to monitor the physical and psychological condition of people we support for signs of abuse and to listen to people we support when they talk about anything that could imply abuse. If any type of abuse is suspected staff are to immediately report it to their Manager/Supervisor/Coordinator.

It is the responsibility of every staff member to support clients to understand what abuse and neglect is and how to report this and stay safe.

It is the responsibility of the Manager/Supervisor/Coordinator to investigate the report and ensure that the person concerned is safe from any immediate danger. The Manager/Supervisor/Coordinator will then consult with the CEO, and together determine remedial action.

In a situation of suspected or actual criminal activity, the CEO will immediately contact the police. In a situation where the CEO is unavailable, it is the responsibility of the HR Officer or Manager/Supervisor/Coordinator to notify the police. Eskleigh will report the incident to Disability Services within 48 hours.

31. SALARIES/WAGES PAYMENT

Salaries and wages are paid fortnightly by direct deposit to your nominated bank account. However, you may not commence work at Eskleigh until you have completed all of the required documentation as follows:

- Signed letter of offer
- Tax Form
- Bank Details Form (check your BSB and account numbers with your bank prior to completion.)
- Personal Details Form
 - Superannuation Directives
 - Bank Details
- Deed of Privacy

Please complete these and return to the HR Officer as soon as possible. These forms will be enclosed with your Letter of Engagement.

32. SALARY PACKAGING

As a registered non-profit/charity organisation, Eskleigh staff who have successfully completed their probation are entitled to salary sacrifice a portion of their fortnightly income. Staff can include their mortgage repayment, loans, credit card reimbursements and most day-to-day living expenses. Please talk with the administration staff for further information regarding the benefits of this scheme.

Casual staff please note: you will need a letter of authority from the Chief Executive Officer.

33. SHIFT SWAP

Approval for a shift swap is at the discretion of the Manager/Supervisor/Coordinator. The change must be documented on the Roster Changes Form (HR049) and signed by the person authorising the change and the master roster must be altered accordingly.

34. TRAINING

Eskleigh is committed to the professional development and life-long learning for its staff. We believe it is vital that you are able to keep gaining the knowledge and skills needed to provide the best possible quality care to the people that we support.

Some training is **compulsory** and staff will be rostered to attend.

Staff Payment for Training

Eskleigh will pay for both the course and the employee's time for the following training:

- Any mandatory/compulsory training
- First Aid Refresher training
- Manual Handling training
- Food Safety training
- Medication training

Hours spent during 'practical' training will also be paid.

Eskleigh will only pay for training required for the employee's current position.

If staff do not attend scheduled compulsory training sessions a note will be placed on their personnel file and a written warning may be issued.

Training Plan

An annual training plan and calendar will be drawn up, comprising both compulsory and non-compulsory training sessions. For compulsory training you will be given plenty of notice regarding what, where and when. For non-compulsory, you will be offered the opportunity to attend.

Should you have any specific training requirements or suggestions, please contact the HR Officer or your Manager/Supervisor/Coordinator.

35. WASTE MANAGEMENT

All waste must be disposed of in a safe, proper and ethical manner, having due regard to health and environmental factors, community concerns and government legislative controls and by-laws.

36. WHISTLEBLOWER POLICY

Eskleigh has in place a Whistleblower Policy (PP289). The purpose of the Whistle Blower Policy is to provide a safe framework for staff members to report any concerns without fear of any reprisal or recrimination. The policy outlines Eskleigh's commitment to protect staff who raise concerns, and the process involved. Should you have any concerns, please feel free to contact your Manager/Supervisor/Coordinator, the HR Officer or the Chief Executive Officer.

37. WORKERS COMPENSATION

If you have suffered a workplace injury it is important that you follow the below process to ensure your claim is not delayed or disputed.

For the purpose of the below process, the term 'as soon as practicable' means *that you must report the injury to your m/s/c within a practicable timeframe for example:*

- *If an injury occurs during a day shift you must contact your m/s/c immediately to advise and complete an incident form.*
- *If an injury occurs on a night shift, you must complete an incident report form immediately and contact your m/s/c on the next business day.*
- *If an injury occurs on a weekend shift, you must complete an incident report immediately and contact your m/s/c on the next business day.*

- *If you have access to email, you should email your m/s/c to advise of the injury immediately.*

Process following an injury:

- If you have suffered a workplace injury you **must** notify your manager/supervisor/coordinator (m/s/c) as soon as practicable after the injury happens.
- Injured/ill workers must complete an incident report form as soon as practicable after the injury happens.
- Injured/ill workers wishing to make a workers compensation claim must contact their m/s/c as soon as practicable after the injury happens to obtain a claim form.
- If medical attention is required, injured/ill workers **must** obtain a Workcover Tas Medical Certificate from their nominated treating doctor that clearly states the following;
 - How the injury occurred
 - The date of the injury
 - The diagnosis of the injury
 - Was the workers employment a significant contributing factor
 - A management plan for the injury
 - Current fitness for work
 - Any restrictions on normal work duties
 - A date when fitness for work will be reviewed
- The medical certificate is to be submitted to your m/s/c as soon as possible after the medical appointment.
- Injured/ill workers must advise the m/s/c of all treatment recommended by the nominated treating doctor and when these appointments have been made.
- Requests for scans or specialist appointments must be approved by the Insurer.

- Suitable duties to assist an injured/ill worker return to work will be provided whenever they are available and practicable.

It is the workers responsibility to ensure that the medical certificate supplied has all of the details completed prior to leaving the nominated treating doctor's surgery. Failure to do this may result in a delay in approval for further treatment being granted until the information has been received.

37. WORKING IN PERSON CENTRED WAYS

Eskleigh is committed to provide a person centred approach when supporting persons with a disability. To have a person centred approach means to provide support that is personalised to suit the person. A person centred approach is a way to meet an individual's personal needs, desires and goals.

For more information, please refer to the Working in Person Centred Ways form (HR082).

38. WORKPLACE HARASSMENT

Harassment or discrimination of any kind will not be tolerated at Eskleigh. Eskleigh will not allow discrimination in relation to gender, marital status, age, pregnancy, parental status or family responsibilities (see Section 16 of the Sex Discrimination Act 1994).

Sexual harassment is a form of discrimination and as such is unacceptable behaviour. This includes any unwelcome sexual advance, whether physical, verbal or written from fellow staff members, Board members or residents (see Section 17 (3) of the Sex Discrimination Act 1994).

What is 'discrimination'?

There are two types of discrimination '*direct discrimination*' (or '*less favourable treatment*') and '*indirect discrimination*' ('*differential impact*').

What is 'direct discrimination'? Direct discrimination happens when someone is treated unfairly or less favourably because of the following:

- Age
- Disability
- Gender/sex
- Irrelevant criminal record
- Sexual orientation
- Marital status
- Political activity
- Religious activity
- Race; colour; nationality; descent.
- Association with a person who has, or is believed to have, any of these attributes or identities.
- Breastfeeding
- Family responsibilities
- Industrial activity
- Irrelevant medical record
- Lawful sexual activity
- Parental status
- Pregnancy
- Religious belief or affiliation

What is 'indirect discrimination'? Indirect discrimination happens when rules and requirements exclude certain people or groups. Sometimes these rules appear to be fair – the same

for everyone – but in practice they are not. If it is *not reasonable under the circumstances* it may be discriminatory.

Other conduct which is unlawful

- Sexual harassment.
- Harassment because of a person's marital status; pregnancy; breastfeeding; parental status; family responsibilities.
- Victimization and/or bullying.
- Inciting hatred because of race; disability; sexual orientation or lawful activity; religious belief or affiliation or religious activity.
- Promoting discrimination and prohibited conduct.

For further information, please refer to: [Anti-Workplace Bullying policy \(PP226\)](#)

ACTS

WORK HEALTH AND SAFETY ACT (2012)

To view the above Act, visit www.worksafe.tas.gov.au

WORKERS REHABILITATION & COMPENSATION ACT (1988)

To view the above Act, visit www.thelaw.tas.gov.au

DISABILITY SERVICES ACT (2011)

To view the above Act, visit www.dhhs.tas.gov.au



We pride ourselves on providing the people we support with the activities they enjoy and request.

ESKLEIGH MISSION, VISION AND QUALITY STATEMENT

OUR VISION

To be the leading provider of disability and support services in Tasmania.

OUR BUSINESS PURPOSE

To provide quality, individual support services that enrich the lives of people with a disability.

OUR GOALS

Sustainability

To be sustainable in five years' time with opportunities emerging for growth.

Marketing and communication

To have raised our profile as demonstrated in increased membership, participation, fundraising and partnerships.

Our People

To have a skilled and happy workforce.

Our Clients

To be delivering quality care to an increasing client base, with a higher percentage of satisfied clients and value added services.

We hope you find your employment at Eskleigh fulfilling and rewarding. If you have any difficulties or concerns, please contact your Manager/Supervisor/Coordinator whose door is always open.

Notes

Notes



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Southern Services:	03 6224 3844
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