



Q011 EMPLOYEE HANDBOOK

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Q011

EMPLOYEE HANDBOOK

Contents

In the Event of an Emergency

The Organisation

- About Us
- Vision, Purpose and Core Values
- Types of Services Provided
- Funding Types
- Governance Structure
- Employee Position Summaries

People and Culture

Professional Conduct

- Boundaries
- Code of Conduct and Ethics
- Social Media Use by Employees
- Confidentiality and Privacy
- Communication
- Dress Code and Uniform Policy
- Personal Hygiene
- Gifts
- Drug and Alcohol Policy
- Smoking
- NDIS Worker Screening
- Work Health and Safety
- Duty of Care
- Death of a Customer
- Emergency Procedures
- Return to Work (WorkCover)
- Reporting Incidents to Enhanced Lifestyles
- Reporting or Complaint to NDIS
- Incident Report Form
- Public Liability and Professional Indemnity Insurance

Your Employment

- Expectations of a Lifestyle Assistant
- Brand Champions
- Identification Badges
- Enterprise Bargaining Agreement
- Hours of Work
- Punctuality and Time Management
- Probation Period
- Permanent Part-Time Employment
- Rosters
- Accepting Assigned Shifts
- Process for Limited Shift Re-Assignments
- Performance Management
- Annual Leave
- Personal Leave
- Special Leave of Absence
- Other Leave
- Public Holidays

Payroll

- TeleClock
- Change of Personal Details
- Pay Queries
- Salaries and Wages
- Income Tax and the Payment of Salaries and Wages
- Superannuation
- Salary Packaging
- Expenses (Kilometres)

Quality and Services

Customer Rights

- Rights of Customers
- National Disability Service Standards



Q011

EMPLOYEE HANDBOOK

- Advocacy Services
- Diversity

Dealing with Violent or Threatening Behaviours

Reporting Abuse or Neglect

Child Safe Environment

Service Provisions

- Customer Intake and Assessment
- Individual Support Plan
- Operations After Hours
- Complaints and Grievances (Including Feedback)
- Continuous Improvement

Types of Care Provided

- Personal Care
- Social Support/Community Access
- Transport
- Respite
- Meal Preparation and Assistance with Feeding
 - Food Handling and Preparation
 - Cooking Procedures and Safety
 - Cooking
 - Pre-Cooked Food and Keeping Leftovers
 - Safe Food Storage
 - Thawing Frozen Food
 - Cleaning Food Preparation and Storage Areas
 - Menu Planning
- Medication Assistance/Prompting
- Handling Customers' Money
- Home Cleaning

Health and Safety

- Infection Control and Hygiene Precautions



Q011	EMPLOYEE HANDBOOK
-------------	--------------------------

- Lifting, Manual Handling and Transfers
- Wheelchair Usage and Assistance

Learning and Development

- Training and Development
- First Aid Accreditation
- Further Accreditations

Appendices

- *Lifestyle Attendant Position Description*
- *Contract of Employment*
- *Organisational Chart*
- *Feedback Form*
- *Continuous Improvement Form*
- *Incident Report Form*
- *Responsible Officers*

In the Event of an Emergency

Enhanced Lifestyles is a 24-hour service, and the Service Delivery Team can be contacted any time, day or night, for assistance.

Office Hours:

Weekdays 7am – 8:30pm

Weekends 7am – 5pm

During office hours, please call at 8340 2000.

After office hours, please call at 0433 769 157.

In the event of an emergency, please call at 000. If you do need to call emergency assistance, please alert the office as soon as it is practically possible, unless specifically instructed NOT to do so by the Customer.



The Organisation

About Us

Enhanced Lifestyles is a non-profit organisation, which provides in-home and community support options to children and adults living with disabilities. Our Board comprises of individuals living with disabilities who use our services, which gives the organisation a true understanding of the needs of our members (or Customers). Enhanced Lifestyles has been operating since 1990, when a group of people living with physical disabilities lobbied for and obtained funding to form the association known as Disabled Independent Persons of South Australia. Over the years, the organisation has evolved and grown significantly, including a re-branding and name change, but what has not faltered is Enhanced Lifestyles' commitment to offering its Customers maximum choice and control over their services.

Our services are tailored to each Customer's needs through their selection of services, how and when they are delivered, as well as the selection of their team of Lifestyle Attendants (Personal Care Workers). Customers can create, organise and manage their own rosters or have our Service Delivery Team do it for them. The level of involvement that our Customers have is completely up to them, truly making Enhanced Lifestyles a unique organisation which strives to assist Customers to retain maximum independence within their homes and the community.

Vision, Purpose and Core Values

The vision, purpose and core values of Enhanced Lifestyles underpin all the operational and strategic decisions.

Our Vision: To be an innovative leader within the disability sector, delivering high-quality, member-governed services.

Our Purpose: To enhance independence of our members through maximum choice and control.

Our Core Values

Communication: Being open and honest with all stakeholders of the organisation.

Members: Members will lead and direct their services.



Q011

EMPLOYEE HANDBOOK

Quality: Ensuring Excellency through continuous improvement.

Commitment: Going the extra mile for our members and their needs.

Teamwork: Working together to ensure members' satisfaction.

Types of Services Provided

Enhanced Lifestyles provides services which are tailored to the needs of our Customers, enabling maximum choice and control over the services they receive and how often they are provided, whilst allowing them the flexibility to change their services when circumstances change.

Services provided include the following:

- Personal Care (showering, dressing, toileting);
- Complex Health Support (PEG feeding, ventilation, continence and bowel management including catheter care, medication assistance and pressure areas);
- Community Access (shopping, attending events, assisting with hobbies, holiday travel, workplace or study assistance);
- In-home Respite;
- Domestic Assistance (cleaning, dusting, washing, ironing, vacuuming and other household tasks);
- Transport;
- Meal Preparation;
- Gardening;
- Support Coordination including specialist support;
- Plan management; and
- Individually Tailored Services.

We are a registered NDIS provider and have been approved in both core and capacity support types. Please see our website www.enhancedlifestyles.com.au for detailed information about our services and services types

Funding Types

At Enhanced Lifestyles, we offer Customers a number of ways to pay for our services. These include (but are not limited to) the following:



Q011	EMPLOYEE HANDBOOK
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- Receiving funding through the National Disability Insurance Scheme (NDIS);
- Privately funding our services;
- Commonwealth Continuity of Support (CoS);
- Fee for service or brokerage; and
- Funding through an insurance company.

Governance Structure

Enhanced Lifestyles is governed by a Board that is comprised of Customers of the service who are elected at the Annual General Meeting by the Enhanced Lifestyles Customer base. The Board consists of eight Members with four Members holding executive positions: Chairperson, Vice-Chairperson, Secretary and Treasurer.

Members of the Board, along with operational employees, form the sub-committees of the organisation, with the Chair of the Sub-Committee holding an executive position on the Board.

Employee Position Summaries

Chief Executive Officer – The Chief Executive Officer is responsible for management of the organisation, including executive support to the Board, projects, sector development, association membership, business development and operations management. The Chief Executive Officer manages the key management including the appointment of key personnel, managing operational issues as per the policies developed by the governing body, which include implementation of the strategic plan, development and implementation of organisational strategies and plans by making recommendations to the governing body on significant strategic initiatives and directions. This role reports to the Board.

Chief Operations Officer - The Chief Operations Officer will oversee the day-to-day operations of the organisation including assisting the CEO with the development of the annual operations plan and long term business strategies. The role also assist the CEO in overseeing the organisations achievement and maintenance of a satisfactory competitive position within the industry as well provide high level support to the Marketing team including the development of an annual Marketing and Communications strategy and plan.



Quality, Clinical and Training Manager – The Quality, Clinical and Training Manager is responsible for the development and ongoing management of the organisation's quality framework to align with the vision, purpose, core values and strategic plan. The Quality, Clinical and Training Manager will undertake policy and procedure review, internal audits and document development activities in support of quality and continuous improvement at Enhanced Lifestyles. The Quality, Clinical and Training Manager will be responsible for the development and ongoing management of the People and Culture Officer, the Customer Relations Officer and the Learning and Development Officer ensuring they align with the vision, purpose, core values and strategic plan.

The Quality, Clinical and Training Manager also is responsible for all development, coordination and delivery of training for all employees and Customers. The Learning and Development Officer assists delivering this training and reports to the Quality, Clinical and Training Manager. This position reports directly to the Chief Executive Officer.

Customer and Services Manager – The Customer and Services Manager is responsible for the supervision of Customer Relations and the Service Delivery Team. The Customer and Services Manager coordinates' efficient coordination of Lifestyle Attendants, including rostering and emergency after-hours shift covers. The role is also responsible for annual consultations with Customers and management and efficient coordination of services for allocated Customers in line with service delivery best practices. This role reports to the Chief Operations Officer.

Administration and Return to Work Coordinator – The Administration manager is responsible for the supervision of the administration team and coordinates all Return to Work requirements. This role reports to the Chief Operations Officer.

Executive Assistant - The Executive Assistant is responsible for comprehensive administrative support to the Chief Executive Officer. This role reports to the Chief Executive Officer.

Specialist Support Coordinator - The Specialist Support Coordinator is responsible for working with NDIS Customers to assist with the implementation and achievement of individual goals identified in Customers' NDIS plans. The support offered is time limited and focuses on addressing barriers and reducing complexity in the support environment while assisting our Customers to build capacity and resilience. This role reports to the Chief Operations Officer.

Customer Relations Officers – Customer Relations Officers are responsible for establishing and maintaining long-term relationships with our Customers. As the public



Q011	EMPLOYEE HANDBOOK
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face of our organisation, in person and via all other means of communication, including (but not limited to) telephone and email enquiries, Customer Relations Officers will be the first point of contact for all the potential Customers, providing initial information on Enhanced Lifestyles' service offerings. Customer Relations Officers will also be responsible for facilitating initial enrolment into services as well as conducting initial intake and risk assessments, ensuring new Customers a smooth entry into Enhanced Lifestyles. This role reports to the Customer and Services Manager.

Marketing and Communications Officer – The Marketing and Communications Officer is responsible for overseeing Enhanced Lifestyles' marketing, communications and media exposure in accordance with the strategic plan. This role reports to the Chief Operations Officer.

People and Culture Officer – The People and Culture Officer is responsible for providing high-level human resource management, support and leadership at all levels of management and employees at Enhanced Lifestyles. This role provides employee management and strategic guidance to the organisation in all the areas of Human Resource Management in accordance with our Enterprise Bargaining Agreement, The Fair Work Act and organisational policies and procedures. The role is responsible for ensuring that the employee training records are maintained, and all employees are compliant in all aspects of training in accordance with their respective roles within Enhanced Lifestyles. This role reports to the Chief Operations Officer.

Learning and Development Officer - The Learning and Development Officer assists the Quality, Clinical and Training Manager in the development, coordination and delivery of training for all employees and Customers. This position is responsible for recording all non-mandatory training undertaken by employees. This role reports to the Quality, Clinical and Training Manager.

In consultation with the Quality, Clinical and Training Manager and Service Delivery team, the Learning and Development Officer is also responsible for the management and follow up of all incidents as well as maintaining the Work, Health and Safety register. Work Health and Safety Trends are reported to management for hazard-prevention purposes, to inform future policy and training development.

Communication and Engagement Officer

The Communication and Engagement Officer reports to the Operations team and assists the Marketing Officer in networking and engaging potential customers at expos and member events. The Communication and Engagement Officer assists the Marketing



Q011

EMPLOYEE HANDBOOK

Officer in promoting the organisation and relevant disability news on Facebook and via the Enhanced Lifestyles newsletter.

The Communication and Engagement Officer is responsible for the investigation and resolution of escalated complaints in instances where the complainant is not satisfied with the resolution provided by relevant department or manager. Another function of this role is to provide formal recognition of positive feedback to Lifestyle Attendants. Finally, the Communication and Engagement Officer assists the Administration Officer in ensuring all feedback (compliments, complaints and suggestions) is recorded in the Feedback Register and reports feedback trends to management and the Continuous Improvement Committee for continuous improvement purposes.

Accounts and Billing Officer – The Accounts and Billing Officer is responsible for creating and sending invoices to Customers. A key function of this role is liaising and resolving issues in Customer billing. This role reports through to the Chief Executive Officer.

Senior Administration Officer – This role coordinates the Administration Officers in administrative support to the Enhanced Lifestyles' Head Office team when the manager is not in the office. This role reports through to the Administration Manager.

Administration Officer – Administration Officers are responsible for comprehensive, administrative support to the Enhanced Lifestyles' Head Office team. This role reports through to the Administration Manager.

Service Delivery Officer – Service Delivery Officers are responsible for the provision of efficient coordination of Lifestyle Attendants, including rostering and emergency after-hours shift covers. The role is also responsible for annual consultations with Customers and management and efficient coordination of services for allocated Customers in line with service delivery best practices. This role reports to the Customer Services Manager.

After Hours Service Delivery Assistant – The After-Hours Service Delivery Assistant is responsible for the provision of efficient coordination of Lifestyle Attendants, including rostering and emergency after-hours shift covers. The role is also responsible for annual consultations with Customers and management and efficient coordination of services for allocated Customers in line with service delivery best practices. This role reports to the Customer Services Manager.

Lifestyle Attendant – Lifestyle Attendants provide support and assistance to our Customers through a variety of tasks. Please see the Position Description provided as a



Q011

EMPLOYEE HANDBOOK

handout at the back of your book, for detailed information about the position. This role reports to the Service Delivery Officers.

Please refer to the organisational chart provided as a handout at the back of your book, for more detailed information about the operations team.

People and Culture

Professional Conduct

Boundaries

It is crucial that employees and Customers understand the professional boundaries in a Customer/employee relationship and ensure that Lifestyle Attendants are not seen to be there merely as “friends”.

Whilst we understand that close relationships are formed when working with a Customer (and their family) for a period of time, Lifestyle Attendants must remember that they are not family members. Conflicts of interest can arise, including a negative effect on the wellbeing of our Customers, if you start considering yourself part of the family.

It is essential that you always adhere to the following guidelines:

- Children, family members and pets are not to be taken to the Customer’s home;
- Refrain from becoming emotionally involved with your Customer;
- Inappropriate or unwarranted physical contact is not permitted or accepted;
- Refrain from visiting Customers outside work hours (i.e. when you are not rostered on);
- Refrain from discussing your own personal issues with Customers (e.g. your financial issues, work issues, and family issues, among others); and
- Lifestyle Attendants are strictly prohibited from witnessing any legal documentation related to a Customer. Lifestyle Attendants are not permitted to act as Power of Attorney or act as Executor for Customers. Please direct any queries related to this to the People and Culture.

The following points indicate when professional boundaries have been breached:

Q011	EMPLOYEE HANDBOOK
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- Co-dependence – for example, agreeing to perform additional tasks/duties outside the assessed needs of the Customer;
- Accepting gifts from Customers, giving gifts to Customers, breaching confidentiality and socialising with Customers outside of rostered work times;
- Displaying secretive or possessive behaviours;
- Bullying or being rough;
- Neglecting the Customer and performing minimal care;
- Disapproving of Customer's needs and behaviour (e.g. being judgemental of the Customer); and
- Being exhausted and fatigued.

Code of Conduct & Ethics

Both the NDIS and Enhanced Lifestyles Code of Conduct (Code) supplements the formal policies and procedures of Enhanced Lifestyles, which employees are required to adhere to in the conduct of their roles. Enhanced Lifestyles' vision, purpose and core values guide employee behaviour, ensuring that the highest level of ethical and legal standards, appropriate behaviour and accountability is achieved.

It is the responsibility of all employees to provide a safe environment to the best of their abilities, when working directly with vulnerable persons. Examples of appropriate conduct by employees include (but are not limited to):

- Taking note of any changes in the behaviour indicating that a person is experiencing distress.
- Taking personal responsibility for ensuring that we do not act, in any way, to undermine the person's sense of safety, comfort or control in their lives.
- Ensuring that we do not unnecessarily invade the person's sense of self by undertaking any activities in a manner that is threatening to the person.
- Always recognising the Customer's right for privacy, dignity and respect.
- Modelling positive and professional behaviour in their dealings with Customers.
- Taking personal responsibility for ensuring that we understand the signs of abuse and that we keep our knowledge current.

Through Enhanced Lifestyles' vision, purpose and core values, in addition to its policies, procedures and practices, we pay special attention to making sure that people who are



Q011

EMPLOYEE HANDBOOK

especially vulnerable are fairly treated with kindness and compassion and are protected from any sort of abuse.

Social Media Use by Employees

Enhanced Lifestyles employees must operate with sound judgement when using social media in a private capacity, particularly if they identify themselves publicly as an employee of Enhanced Lifestyles, either directly or indirectly through user profiles or via the content of their postings.

In posting to social media sites in a private capacity, all employees must adhere to the following conduct:

- Obey Australian laws by not posting any material that is prejudicial, defamatory, discriminatory, harassing, obscene or that infringes on any intellectual property, copyright or trademark;
- Never post offensive comments or material about other employees or Customers. This may be considered cyber-bullying, resulting in disciplinary action or criminal proceedings in accordance with the Criminal Code Act 1995;
- Never post comments or material that may bring Enhanced Lifestyles into disrepute or otherwise embarrass the organisation;
- Never use Enhanced Lifestyles' name to endorse products, causes or opinions; and
- Never imply Enhanced Lifestyles' endorsement of your personal views or imply authorisation to speak on the behalf of Enhanced Lifestyles.

**Q011****EMPLOYEE HANDBOOK****Confidentiality and Privacy**

At Enhanced Lifestyles, we are committed to respecting the privacy rights of Customers, employees and others with whom we do business. We have a contractual obligation to ensure that Customer information is collected, stored and used in accordance with the requirements of privacy legislation and that it is not discussed or shared with other Lifestyle Attendants either during or outside of work. Examples of this include (but are not limited to) the following:

- Advising our Customer whom else we provide support for.
- Discussing about Customers with fellow employees or other people, either during or outside of the workplace. No gossiping about your Customers with other employees, Customers or people in general.
- Taking telephone calls discussing Customers in a public setting. If you do need to take a call, remember to remove yourself from the public area and ensure that you are out of the earshot of other people.

We keep the personal information of our Customers secure and do not share it with other employees, unless it is necessary for providing services. We do not share our Customer's personal information with any outsider, unless we are legally authorised to do so. It is imperative that our Customers' confidentiality is always maintained and that you understand the consequences of breaches of Duty of Care, confidentiality and ethical guidelines.

Breaches of confidentiality will be dealt with promptly and may include disciplinary action, if ignored. Repeated breaches of confidentiality may result in termination of employment.

Communication

Employee meetings/catch ups will be scheduled from time to time throughout your employment. These meetings will provide you with an opportunity to be updated on the developments within Enhanced Lifestyles and also the opportunity to give us feedback.



Q011

EMPLOYEE HANDBOOK

We encourage feedback from all employees, especially regarding any changes in Customer status. Please contact the Service Delivery Team immediately to report the following:

- Incidents or accidents;
- Any actual or potential hazards;
- Any change in the condition of a Customer or their home;
- Any concerns that may affect the Customer's care plan;
- When a Customer is not home;
- Availability; and
- Planned holidays (you will need to complete an Application for Leave form).

Dress Code and Uniform

The appearance of employees reflects the general image of our organisation, and it has a significant impact on the way we are viewed by Customers, contractors, suppliers and the public. Enhanced Lifestyles aims to always project a professional image whilst ensuring that the employees' clothing complies with Occupational Health and Safety. While our Customers have indicated that they do not wish Lifestyle Attendants to be identifiable by a uniform, it is an expectation of the organisation that you are present at the work each day in smart, casual attire. All attire must fit appropriately, cleaned, ironed (if applicable), neat and tidy.

The following must always be adhered to:

- Keep long hair tied back or worn up.
- Avoid wearing long, dangling or large hoop earrings as they can get caught or scratch Customers.
- Footwear must be enclosed. **Thongs/Flip-flops are not permitted.**
- Ensure that tattoos where possible are discretely covered.
- Avoid wearing perfume or aftershave as the Customer may be sensitive to scents or suffer from allergies.
- **No smoking during working hours or inside work places.**

Please note that failure to adhere to the above may result in you being asked to go home and return to the workplace in a clean and appropriate fashion.

Personal Hygiene

Maintaining a comfortable environment for all employees is an important part of being an employer. However, sometimes employees' poor hygiene can affect the overall performance of a team or impact on their colleagues and Customers.

Keeping clean is essential for good health. Poor hygiene can cause skin complaints, unpleasant smells and bacterial or parasitic infections; poor dental care can also give rise to bad breath. Unwashed clothes are often a source of undesirable smells.

Employees should always come to work having attended to their personal hygiene with clean clothes and hair, free from unpleasant odours. Hand hygiene is a critical component of personal hygiene. Please ensure that you always follow correct hand-washing procedure when working, including the following:

- Before and after direct or indirect contact with clients;
- Before and after handling food and food utensils;
- After using the toilet; and
- After handling toilet facilities.

Employees should also ensure that nails are always clean and kept short without sharp edges.

Gifts

Lifestyle Attendants are strictly prohibited from accepting gifts or money from Customers or family members. Employees, their relatives and friends are not permitted to benefit in any way from employment with the Customer, except for the payment of wages.

Employees are prohibited from soliciting money or gifts and borrowing money or items from Customers. If you have any query about gifts, please contact People and Culture for clarification.

Drug and Alcohol Policy

Enhanced Lifestyles believes that the safety of employees at work is paramount. To ensure the health and safety of all individuals associated with its operations, Enhanced Lifestyles will take all reasonable steps to ensure that its employees are in a fit and competent state to work safely.



Q011

EMPLOYEE HANDBOOK

Fit for Work: An employee is fit for work only if they have a blood-alcohol content of 0.00 and their drug-use test is negative, in accordance with the levels contained in the Enhanced Lifestyles Drug and Alcohol Policy. If a Manager or Customer believes that an employee is unfit for work, the employee will be asked to consent to drug and alcohol screening and will not be permitted to return to the workplace until such time as Management is satisfied that they are fit for work and they have a blood alcohol content of 0.00.

The unauthorised possession or consumption of alcohol at the workplace will result in disciplinary action.

Drugs

Employees must not consume or be under the influence of any illegal drug anywhere on Enhanced Lifestyles' premises or grounds or at a Customer's home while on duty.

Testing Requirements

Random testing

Random testing for alcohol and other drugs may be carried out from time to time with or without notice at the discretion of Enhanced Lifestyles.

Consent

No employee will be tested unless that employee has given their consent. The person undertaking the test will sign a consent form. This form outlines the reason for testing, substances tested for, confidentiality of information and consequences of refusing to provide a sample or sign the consent form.

Smoking

Smoking is not permitted in any Customer's home.

If you use your vehicle for work purposes, smoking in your vehicle is prohibited.

Employees have the right to work in a smoke-free environment and are not obligated to work with Customers who smoke. Please discuss any queries in relation to this with the Service Delivery Team.



NDIS Worker Screening

Enhanced Lifestyles has a responsibility to protect and remove unreasonable risk from children, the aged, vulnerable adults (including people with disabilities) and employees. In meeting this responsibility, Enhanced Lifestyles must be satisfied that all employees meet the highest standard of integrity and suitability so that the risk of placing anyone in an unsafe environment is minimised.

A current DCSI screening Disability and Working with Children report is a condition of employment for all persons engaged to provide services on behalf of Enhanced Lifestyles. It is the responsibility of the employee to maintain and renew their screening every 3 years. Employees without a current clearance will be suspended from duties until they obtain one.

Enhanced Lifestyles can instigate the screening process for employees, you will need to advise the People and Culture Team at least six months before the current clearance expires. People and Culture will notify you once the process has commenced. You are required to action the remainder of the online screening process.

Further information about screening can be obtained by contacting the People and Culture Team on (08) 8340 2000.

Work Health and Safety

Enhanced Lifestyles is committed to providing a safe and healthy workplace for employees and all other persons, (including Customers) whose health or safety could be at risk through our work.

Enhanced Lifestyles is dedicated to Work Health and Safety (WHS) by ensuring compliance with relevant legislation, including the WHS Act 2012 and supporting regulations. All employees are responsible for ensuring their own personal health and safety and that of others in the workplace and complying with safe work practices provided by the organisation.

Enhanced Lifestyles will ensure the following:

- It establishes measurable safety performance objectives and targets that are reviewed to continuously improve WHS performance. This shall include

Q011	EMPLOYEE HANDBOOK
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regular workplace and home inspections and the prompt control of identified hazards.

- Employees are trained in all health and safety matters relevant to their work.
- Employees and other persons are fully aware of the hazards associated with their work and implement appropriate hazard-control measures.
- All employees will undergo an induction and held accountable for enacting their roles and responsibilities within WHS legislation.
- Effective consultation is implemented regarding health and safety matters, including communication of relevant information, regular employee meetings and reporting and feedback mechanisms including the bi-monthly newsletter.
- The Enhanced Lifestyles' WHS policy will be reviewed annually to ensure it remains relevant and appropriate to the organisation, and it will be displayed at Enhanced Lifestyle's Head Office as well as provided to all employees.
- Employees must cooperate with Enhanced Lifestyles regarding WHS actions taken to maintain health and safety. In addition, employees shall take reasonable care to maintain their own safety and not affect the safety of others in the workplace.

All Enhanced Lifestyles' employees are required to always comply with WHS guidelines. It is therefore essential that you:

- Observe warning signs and notices (including emails and notifications from Head Office);
- Do not intentionally or recklessly interfere with or misuse anything provided in the interest of WHS;
- Set an example to the fellow employees by following all WHS practices and directions;
- Employees are to immediately report any incident, injury, near miss or unsafe situation to the People and Culture Team and/or Return to Work Coordinator (refer to Responsible Officers in the handout provided);
- Do not perform tasks that are not included in your Job Description or unfamiliar tasks for which you have not been provided with an appropriate training;
- Maintain good housekeeping;
- Adhere to hygiene and infection control procedures;
- Cooperate with and participate in all programs designed to make the working and living environment safer and healthier;



Q011	EMPLOYEE HANDBOOK
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- Abide by the Enhanced Lifestyles Dress Code and Uniform policy;
- Actively contribute ideas for the development of a safer and healthier work environment;
- Participate in return to work programs, if required; and
- Cooperate with Enhanced Lifestyles to ensure compliance with the WHS Act 2012.

If a hazard, incident or injury occurs in the workplace, an employee will be required to complete an Incident Report Form and promptly advise the People and Culture and/or Return to Work Coordinator/s.

If a hazard, incident or injury occurs in the workplace regarding a Customer of our organisation, the Lifestyle Attendant on duty will be required to advise the office immediately by telephoning at 8340 2000 and asking to speak to a Service Delivery Officer who will take a detailed incident report over the telephone and ask you to complete one also.

Please refer to the Responsible Officers handout at the back of the Employee Handbook for further contact information.

Duty of Care

Enhanced Lifestyles is committed to ensuring everyone's personal safety. We are also committed to protecting the right of people to live with dignity and security, without fear of threat or harm, and to be free from exploitation and abuse. The organisation provides all the employees with information and training on duty of care.

Death of a Customer

In the event of a Customer passing away, the following process applies:

- To whomever the death of a Customer is informed, they must notify the Service Delivery Officer or On Call staff member;
- The Service Delivery Officers are to call the relevant team of Lifestyle Attendant
- Email Management and Head Office
- Management will then commence NDIS notification.



Q011

EMPLOYEE HANDBOOK

Emergency Procedures

The Management team has the ultimate responsibility for safeguarding the organisation and its personnel, Customers and visitors. It is the responsibility of the Management team to ensure that emergency and evacuation procedures and facilities are established, maintained and reviewed regularly. It is also their duty to ensure that these are appropriate and adequate for the organisation's identified needs.

The Management team is also responsible for ensuring that personnel have the appropriate training, information and instruction for implementing emergency procedures and using emergency equipment and facilities.

Return to Work (WorkCover)

All employees of Enhanced Lifestyles are protected by the Return to Work SA scheme, which protects South Australian businesses and their employees from the costs associated with workplace injuries.

Return to Work SA provides evidence-based treatment, care and support to people who have been injured at work, including the following:

- Income support to cover the loss of wages;
- Reasonable medical treatment and care; and
- Return to work services such as job placement and retraining.

All work-related injuries are to be reported to the People and Culture Officer and/or Return to Work Coordinators. Contact details of responsible officers are provided at the back of the Employee Handbook.

If you are injured at work, you must notify the People and Culture Officer **immediately**. We will provide you with an Incident Report form to be completed and returned within 24 hours.

Claims will be reported to Return to Work SA and managed by our claims agent, Gallagher Bassett. The aim of the Return to Work scheme is to provide services and support that achieves the best possible recovery and Return to Work for employees.

Reporting Incidents to Enhanced Lifestyles

An Incident Report is an official report which provides details about an incident, injury and near miss related to the safety of employees and Customers of the organisation. An incident is an event that may lead to, or has led to, someone (employee or Customer) being injured or that has the potential to cause an injury (or a near miss).

An incident may include (but is not limited to) the following:

- Manual Handling – lifting, pulling or pushing;
- Slip, trip or fall;
- Cuts to a body part;
- A medical emergency;
- Verbal abuse;
- Physical abuse;
- An unusual condition;
- Confrontation (or a time where you felt threatened or made to feel inadequate);
- Contact with electricity;
- Exposure to chemicals;
- Repetitive actions; and
- Breach in procedure or security.

We utilise the information provided in the Incident Report to:

- Provide a safeguard to employees and Customers.
- Alert management/teams so that assistance can be provided to reduce the probability of the incident occurring again.
- Identify gaps in skills and training.

The Incident Report needs to provide information about the following:

- What happened;
- Where it happened;
- When it happened;
- How it happened; and
- Who was involved.

Reporting of all incidents is mandatory and assists Enhanced Lifestyles to monitor trends to ensure continuous improvement and minimise future risks or incidents from occurring.

Incident Report Form

When there is an incident in the work environment, Lifestyle Attendants must produce an Incident Report and forward it to the People and Culture.

When there is an incident or hazard that involves a Customer of the organisation, an Incident Form must be completed on behalf of the Customer. The Service Delivery Team is to be notified immediately in this instance.

Enhanced Lifestyles will keep a register of WHS accidents, incidents and injuries. The register will be maintained by People and Culture and used to record the following:

- All accidents and incidents that occur to employees and visitors while on the premises;
- Any accident and incident, involving employees, that occurs during the journey; and
- All critical incidents irrespective of any actual injury occurring.

Please see the handouts at the back of your book for a copy of the Incident Report form and a list of responsible officers. Please contact the People and Culture team if you require any further copy of the forms.

Making a complaint to the NDIS Commission

Any person or organisation using Enhanced Lifestyles services or who is affected by its operations has the right to lodge a complaint to the NDIS Commission or to appeal a decision of the organisation. They have the right to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

- You can make a complaint to the NDIS Commission by:
- **Phone** on 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- **National Relay Service** and ask for 1800 035 544.
- **Online Form** available at <https://www.ndis.gov.au/contact/feedback-and-complaints>



Q011

EMPLOYEE HANDBOOK

Public Liability and Professional Indemnity Insurance

Public Liability and Professional Indemnity Insurance is provided for all employees of Enhanced Lifestyles.

Public Liability Insurance covers the legal liability for claims arising out of personal injury or property damage, as a result of an occurrence in connection with our organisation. This insurance is separate from Return to Work insurance.

Professional Indemnity Insurance covers the legal liability for claims arising out of an actual or alleged breach of your professional duty.

For further information, please contact the People and Culture Officer.

Your Employment

Expectations of a Lifestyle Attendant

All of Enhanced Lifestyles' vision, purpose and core values guide the expectations placed on Enhanced Lifestyles' employees. Individual behaviour is also supported by the need for sound judgement through careful assessment, consultation with colleagues, a strong sense of obligation and a will to do the right thing. Employees of Enhanced Lifestyles are expected to:

- Perform their role safely, competently, efficiently and in a manner that protects the interests of the organisation, board, employees and other Customers;
- Abide by policies and procedures, instructions and lawful directions that relate to their employment and duties within their role; and
- Provide accurate information, give prompt attention and not discriminate anyone on any illegal grounds when dealing with people in the course of their duties.

Brand Champion

As an employee of Enhanced Lifestyles, you are a Brand Champion of the organisation. Your behaviour, appearance, conduct and attitude are a direct reflection upon the brand of Enhanced Lifestyles. A Customer's experience and satisfaction rate is wholly



Q011	EMPLOYEE HANDBOOK
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dependent on the quality of the service delivered by all employees including operational employees and Lifestyle Attendants.

Key things to keep in mind:

- A valued Customer is a happy Customer! Take the time to treat every Customer as a unique individual and each service you provide as an opportunity to connect and engage with them.
- Our service model is different to other organisations. We take the lead from the Customer on how they want their service to run. This means that all employees need to tailor their actions and behaviours to every Customer. Some Customers have strict boundaries on the relationship between employees and themselves whereas others are more flexible. It is important to establish boundaries with each Customer and stick to them early on.
- We have a long and proud history of delivering individualised services to our Customers. You are now a part of that history too! Enhanced Lifestyles is not just an organisation who provides services to people with disabilities, we support people with disabilities to live their best life possible.
- Understand your value. Without frontline employees, Enhanced Lifestyles would not exist! We care about your experience and appreciate feedback. We are always open to suggestions, so you can have the best working environment possible.
- Word of mouth is the largest generator of referrals for new Customers. This includes referrals from employees' not just Customers.
- If a Customer is questioning their services and whether Enhanced Lifestyles can provide further support, direct them to contact the office. With the introduction of NDIS, we are able to support Customers in more ways than we could before with additional service types. Please ensure you keep up-to-date with our service types so you can better support your Customers in the NDIS.

As well as being a Brand Champion for Enhanced Lifestyles, you are also a Brand Champion individually. Our Customers have choice and control over who they want in their homes, which means that the stronger and more engaging your own personal brand is, the more work and consistent hours you will receive. We highly encourage you to build your brand and identity with Customers, so you are their preferred Lifestyle Attendant of choice. Methods include exceptional punctuality and reliability, providing ample notice and openly communicating with Customers if you are unavailable for shifts, ensuring your presentation is neat and tidy at all times when on shift, refraining from using your mobile telephone whilst on shift and being flexible and adaptable by following the direction of Customers at all times.

Brand Champions are recognised by the organisation through the Lifestyle Attendant of the Month Award. If you receive a nomination from a Customer, you could be awarded



Q011

EMPLOYEE HANDBOOK

Lifestyle Attendant of the Month by head office and receive recognition in either our monthly quality newsletter or bi-monthly newsletter, plus you will receive a gift as our thanks for your dedication and commitment to the organisation.

Identification Badges

An identification badge must be presented by all employees of Enhanced Lifestyles when required to do so. The People and Culture team will provide all employees with an Identification Badge. Lifestyle Attendants are to present their identification badge to the Customer when attending for the first time on shift or any other time as required. This is an important aspect of organisational security.

Enterprise Bargaining Agreement

All employees of Enhanced Lifestyles are paid according to the Enhanced Lifestyles Enterprise Bargaining Agreement (2015). Our Enterprise Bargaining Agreement rates of pay are based on the Home Care section of the Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010. Enhanced Lifestyles is proud to pay all employees above the Award.

The Enhanced Lifestyles Enterprise Bargaining Agreement is reviewed annually.

Hours of Work

Enhanced Lifestyles is committed to the highest quality of service delivery. We are available 24 hours a day, 7 days a week. Hours of work will vary depending on your position within the organisation.

Lifestyle Attendants

Home Care Work is the provision of personal care, domestic assistance or home maintenance to a person with a disability in a private residence. Your hours of work will vary depending on availability of shifts and requirements of Customers. The Service Delivery Team develops rosters for all employees. If your roster is incorrect, or if you

**Q011****EMPLOYEE HANDBOOK**

have a query about your roster, please contact the Service Delivery Team on 8340 2000 or at services@enhancedlifestyles.com.au.

Casual Employees

All casual employees will be paid for a minimum of 1 hour for each period of engagement. The exception to this is that any 2 or more 30-minute shifts within a 10-km radius of the first engagement (Customer's home) will constitute one period of engagement. Casual employees will be paid shift allowances which would be calculated on the ordinary rate of pay, excluding the casual loading, with the casual loading component and then, added to the penalty rate of pay. Pay rates can be obtained by contacting the People and Culture Team at payroll@enhancedlifestyles.com.au.

Head Office Employees

The Enhanced Lifestyles' Head Office is open from 7am to 8.30pm on weekdays and from 7am to 7.30pm on weekends. Hours will be negotiated upon commencement with your Manager. Coverage will be expected during operational hours. Flexibility to assist with coverage will be expected from time to time and your cooperation will be appreciated. Work hours may vary to support the operational requirements of the organisation and consultation with employees will occur if required.

Punctuality and Time Management

Reliable, consistent attendance is a requirement and essential function of all Enhanced Lifestyles employees. Employees are expected to be punctual and dependable in order to meet the needs of the organisation and its Customers.

If your absence can be anticipated, please advise us ASAP. If you are unexpectedly delayed or unable to come to work for any reason, you must advise us immediately to allow us to schedule work priorities for the day.

Lifestyle Attendants: Call at 8340 2000 or at after-hours mobile number – 0433 769 157

Email: services@enhancedlifestyles.com.au

Head Office Employees: Call 8340 2000 or advise your Manager directly.

Probation Period

All employees of Enhanced Lifestyles are subject to a six-month probationary period.



Q011	EMPLOYEE HANDBOOK
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**Q011****EMPLOYEE HANDBOOK****Permanent Part-Time Employment**

If you have been working with us for more than six months and would like to discuss moving from casual employment to permanent part-time employment, please contact the People and Culture Team on 8340 2000 for further information. The benefits of part-time employment include paid personal leave (pro-rata) and annual leave (pro-rata).

Rosters

Rosters are developed by the Service Delivery Team and provided to Customers for informing them of the Lifestyle Attendants assigned to them as well as their periods of assignment. Rosters are also developed for Lifestyle Attendants and sent fortnightly, prior to the commencement of week 1.

Accepting Assigned Shifts

It is an expectation of Enhanced Lifestyles that Lifestyle Attendants will make a commitment to fulfil their assigned shift(s). If there are instances where a Lifestyle Attendant is unable to fulfil their assigned shift(s), please see the process below.

Process for Limited Shift Re-Assignments

1. Lifestyle Attendant – It is your responsibility to contact your Customer(s) and the office to inform them that you are unable to complete your assigned shift. To cover the shift(s) a reasonable notice is expected by the Service Delivery Team; at least 4 hours' notice is expected where practicable, unless there is an emergency.

2. Your Customer(s) may decide to:

- Re-assign the shift themselves;
- Ask you, the Lifestyle Attendant, to re-assign your own shift; and
- Cancel the shift.



Q011

EMPLOYEE HANDBOOK

3. If you, the Lifestyle Attendant, are requested to re-assign your own shift by the Customer:

- You must contact each person on the Customer's rostered team until you find a re-assignment for the shift.
- If you are unable to find a replacement, you must inform the Customer of this fact and that it is being handed over to the office.

The Service Delivery Team will then find a Lifestyle Attendant who is not on the regular roster to fulfil the re-assigned shift.

Failure to follow the above process and/or attend your assigned shift is considered a breach of your duty of care and may result in disciplinary action.

Performance Management

Enhanced Lifestyles is committed to fostering an environment that supports and values the work of all employees as we seek to achieve our shared goals. This applies to all employees, including casual and permanent employees.

We will:

- Create a clear direction for employees by ensuring that work is aligned with the strategic efforts and directions of Enhanced Lifestyles.
- Assist employees to improve their performance by providing them with:
 - Clarity regarding roles, responsibilities and performance expectations.
- Reward proficient performance and provide assistance to improve performance.
- Provide training and development relevant to individual performance areas, professional aspirations and longer-term organisational needs.

Regular bi-annual performance appraisals will form a part of this process.

Incidents/Errors or Omissions

Repeat errors/incidents or omissions involving Customer/Client care will result in retraining of the LA. Retraining and assessment will be required following 2 repeat errors/incidents or omissions. If a subsequent issue occurs following that retraining and assessment the employee will be immediately stood down. This may result in dismissal.

**Q011****EMPLOYEE HANDBOOK****Annual Leave**

All full time and permanent part-time employees are entitled to take 4-week's annual leave (pro rata for permanent part-time employees). Casual employees are not entitled to annual leave.

Requests for leave are to be made on the Application for Leave Form, which can be obtained by contacting the People and Culture Team or via email at payroll@enhancedlifestyles.com.au.

Leave must be approved by the appropriate Manager and People and Culture. Enhanced Lifestyles reserves the right to refuse annual leave if it interferes with the operational requirements of the organisation.

Personal Leave

All full-time and permanent part-time employees are entitled to 10 days personal leave per year (pro rata for permanent part-time employees). Requests for leave are to be made on the Application for Leave Form which can be obtained by contacting the People and Culture Team or via email at payroll@enhancedlifestyles.com.au.

If personal leave is taken due to illness, a medical certificate must be provided for 2 or more consecutive days, and the same should be done if a leave is taken immediately before or after a public holiday.

Personal leave is not paid out on termination of employment.

Special Leave of Absence

Employees may be granted a leave of absence without pay for special reasons. Each application will be considered according to circumstances and requests must be made in writing to the People and Culture Officer.

Other Leave

Other leave is provided as per Fair Work legislation which can be found at www.fairwork.gov.au/leave.

**Q011****EMPLOYEE HANDBOOK**

Other Leave includes the following:

- Long Service Leave;
- Maternity and Parental Leave;
- Compassionate and Bereavement Leave; and
- Community Service Leave.

Public Holidays

Lifestyle Attendants

The Department has confirmed that public holiday rates depend on individual circumstances and the Customer Service Agreement. There are certain services that are not to be provided on public holidays. However, if a service agreement provides for services (like personal care) on those dates, public holiday rates are funded.

If you have any query related to public holiday rates, please contact the People and Culture Team on 8340 2000. If you have a query related to a Customer Service Agreement, please contact us on 8340 2000 or email at billing@enhancedlifestyles.com.au.

Head Office Employees

Permanent Head Office employees will be paid as per normal for public holidays if they are contracted to work on a day that falls on a public holiday. Casual or temporary Head Office employees will not be paid for public holidays.

Payroll

TeleClock

TeleClock is a Telephone Interactive Voice Response system which allows employees to clock in and clock out from their workplace (or Customer's home) as their time clock.

The laws that regulate employees' wages and hours are designed to ensure that employees are paid as specified within these regulations. To ensure WHS compliance, it is essential that all employees of Enhanced Lifestyles clock in and clock out each day. TeleClock ensures consistency of treatment for all employees and their Customers, with the protection of proven technology to record time worked by Lifestyle Attendants accurately.

**Q011****EMPLOYEE HANDBOOK**

ALL EMPLOYEES must record time and attendance using the TeleClock system. It is the responsibility of each employee to clock in and clock out at the beginning and end of each scheduled shift and lunch period (if working over 5 hours in a day) to report and be compensated for the time worked. Under certain conditions, such as attending a training course at an alternate location, the employee shall be clocked in and clocked out manually by the Administration Officer. All employees leaving work for personal reasons during the workday must clock in and clock out when leaving and returning back, respectively.

Please note that employees who consistently do not use TeleClock for non-genuine reasons may experience a delay in their personal payroll being processed. It is the employee's responsibility to advise Payroll if they are unable to use TeleClock.

Any falsification or misrepresentation of time and attendance information may result in disciplinary action, up to and including termination. If an employee legitimately forgets to clock in or clock out, or there are issues with the TeleClock system (because of malfunction), they must immediately email the issue to the teleclock@enhancedlifestyles.com.au with a full description of their hours worked, break times and the reason for not adhering to the Enhanced Lifestyles TeleClock policy. These hours will be audited and checked with the Customer who engaged the employee at the specified time and then, attendance would be provided to the employee.

Change of Personal Details

All changes to name, address, telephone number, email address, marital status or bank account must be submitted in writing at peopleandculture@enhancedlifestyles.com.au.

Pay Queries

Wherever possible, all queries relating to pay advices should be directed to Payroll in the first instance via payroll@enhancedlifestyles.com.au or by phoning the office on 8340 2000.



Q011	EMPLOYEE HANDBOOK
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Payday occurs fortnightly on a **Thursday**. Payslips are generated on a Wednesday. Please refrain from calling the office until you have read your detailed shift report; if you notice any discrepancy, please contact the office immediately.

**Q011****EMPLOYEE HANDBOOK****Salaries and Wages**

Enhanced Lifestyles remunerates its employees fairly and equitably, according to the Enhanced Lifestyles Enterprise Bargaining Agreement 2015. Employees are paid each fortnight on a Thursday via the employee's nominated bank account, credit union or building society account. Your payslip will be emailed fortnightly on a Wednesday, providing full details of your salary and deductions. If, for any reason, you have not been able to use TeleClock, you must notify us in writing of your days and hours worked, on or before midday Monday of the payroll week. If you fail to provide us with this information before midday on the payroll-week's Monday, you will not be paid and payment will be made in the following fortnight's pay. It is **your responsibility** to advise Payroll of your days and hours worked if not captured by TeleClock. Please email at payroll@enhancedlifestyles.com.au.

Income Tax and the Payment of Salary and Wages

Enhanced Lifestyles is required by law to deduct Commonwealth Income Tax from each employee's pay. If you would like additional tax deducted, please contact the People and Culture Officer on 8340 2000 or via email payroll@enhancedlifestyles.com.au.

All employees will be paid their full entitlements under the Enhanced Lifestyles Enterprise Bargaining Agreement 2015 when due. Enhanced Lifestyles will ensure that accrued entitlements are provided for and any deductions or payments to third parties such as taxation, superannuation or child support are paid when due. Income tax will be deducted from your fortnightly wages, and you will be required to complete and return a Tax Declaration Form. Confidential records are kept of all payments made to the employees.

Superannuation

All employees of Enhanced Lifestyles are required to join a complying superannuation fund. The employer superannuation fund is Statewide Superannuation. You are entitled to nominate your own superannuation fund, however, if you do not specify a fund, your company's contributions will automatically be paid to the Statewide Superannuation. Enhanced Lifestyles is required to meet the superannuation guarantee levy (the current minimum amount is 9.5% of your cash salary). You can also choose to allocate more of

your cash salary to retirement savings, by making voluntary contributions. Superannuation contributions will be made on your behalf, in accordance with current legislative requirements. Please note that you are eligible to receive contributions if you earn \$450 or more per month.

Salary Packaging

Enhanced Lifestyles is pleased to offer salary packaging to all its employees. Our salary packaging provider is MAXXIA.

Salary packaging allows you to pay for expenses with money from your salary before tax is taken out, and it's permitted by the Australian Taxation Office.

How salary packaging works

Normally, tax is taken from your salary before you spend it. You then pay all your expenses and are left with the remainder.

With salary packaging, your employer pays you the same salary but instead of paying all your expenses after you're taxed, you pay for selected expenses (amounts you would be paying anyway) before you're taxed. Therefore, you could pay less tax and end up with more spending money.



MAXXIA manages your salary packaging account in exchange for a small administration fee. Additional charges may apply for some additional benefits, such as a novated lease,



Q011	EMPLOYEE HANDBOOK
-------------	--------------------------

venue hire and meal entertainment. Fees are paid out of your pre-tax dollars and do not contribute towards any capping limit and do not attract Fringe Benefit Tax.

Types of expenses you could salary package

Expenses may include mortgage and rent payments, car repayments, personal loans, school fees or work-related laptops/tablets.

If you want further information about salary packaging and minimising the amount of tax that you pay per fortnight, please contact **MAXXIA directly on 1300 123 123**.

Expenses (Kilometres)

A vehicle log will be provided if you are required to commute to your Customer(s) during your shift(s). Please note that not all Customers have funding for transport. The Service Delivery Team can provide you with this information. If funding is allocated, you will be advised, and it is your responsibility to complete the vehicle log and provide it to payroll@enhancedlifestyles.com.au before midday on Monday of pay week to ensure you are paid for your travel.

Quality and Services

Customer Rights

Rights of Customers

Enhanced Lifestyles is committed to developing an organisational culture that supports the legal and human rights of Customers and ensures they can exercise those rights as outlined in relevant legislation, including the following:

- Age Discrimination Act 2004;
- Australian Human Rights Commission Act 1986;
- Disability Discrimination Act 1992;
- Racial Discrimination Act 1975; and
- Sex Discrimination Act 1984.

Enhanced Lifestyles understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an



Q011

EMPLOYEE HANDBOOK

environment free from discrimination, abuse (financial, sexual, physical and emotional), neglect or exploitation.

Enhanced Lifestyles will:

- Provide easily understood and accessible information to all Customers at service commencement, about what the organisation does and how Customers can contact the organisation, Customer rights, the service standards Customers can expect and opportunities to provide feedback or make a complaint;
- Ensure that Customers have access to a fair and transparent system for making complaints and reporting any breach of their rights;
- Support Customers to exercise choice and participate in service delivery and direction; and
- Involve Customers in the development of policies and procedures that impact on their service.

Enhanced Lifestyles' Customer service charter outlines these rights and responsibilities in a way that is accessible and easily understood by Customers. The charter will outline the following:

- What the organisation does;
- The services available to Customers;
- How Customers can contact the organisation;
- The standards of service Customers can expect from the organisation;
- Customer rights and responsibilities within the service.;
- Opportunities for feedback and participation;
- A process for making complaints and, if appropriate, appeals;
- A list of opportunities to exercise choice and to participate in service decisions;
- The support provided to Customers to enable them to make choices and participate; and
- Details of how Customers will be made aware of the charter.

National Disability Service Standards

National Standards for Disability Services (NSDS) are seen as a transitional reform, enabling nationally-consistent quality standards for the disability services sector. They



Q011

EMPLOYEE HANDBOOK

have a greater focus on person-centred approaches and promote choice and control by people with disability. These values are considered critical under the NDIS.

The Australian Government is adopting the NSDS for its employment and advocacy services for people with disability.

Advocacy Services

Advocacy involves representing and working with a person or group of people who may need support and encouragement to exercise and ensure that their rights are upheld.

Enhanced Lifestyles informs the Customer at first contact about their right to independent advocacy and their right to assistance in accessing that independent advocacy, if required.

All Customers and Lifestyle Attendants have the right to involve an advocate of their choice to assist with raising and resolving a complaint. Advocates may be a family member, a friend or some personnel provided from a professional advocacy service.

Should a situation arise where you feel that an advocate may be needed, employees are to first refer the Customer to the Service Delivery Team who will advise and assist the Customer, wherever possible, to access the appropriate service. If the Customer is unsure whether they may want to nominate a person as an advocate, they can be directed to a specialist advocacy organisation listed for South Australia on the following website:

www.dsa.org.au/pages/yourresources/advocacy.aspx

As at the time of printing, these are the current organisations listed on the website:

Mental Illness Fellowship of South Australia (MIFSA)

8378 4100

mifsa@mifsa.org



Q011

EMPLOYEE HANDBOOK

Disability Rights Advocacy Service Inc. (formally known as MALSSA)

Shop 4/80 Henley Beach Road
Mile End SA 5031
PO Box 742 Torrensville SA 5031
Phone 08 8351 9500 Fax 08 8152 0396
Email admin@dras.com.au

Advocacy for Disability Access and Inclusion Inc.

149 Currie Street
Adelaide SA 5000
Phone: (08) 8340 4450 Fax: (08) 7226 1079
Freecall: 1800 856 464
8340 4450

Independent Advocacy SA Inc

99 Frome Street
Adelaide SA 5000
Phone: (08) 8232 6200 Fax: (08) 8232 6255
Freecall: 1800 999 884
indepadv@internode.on.net

Disability Advocacy & Complaints Service of SA Inc. (DACSSA)

33 Franklin St Adelaide, SA 5000
Phone: 08 7122 6030 Fax: 08 8332 5112
admin@dacssa.org.au
www.dacssa.org.au

Diversity

Enhanced Lifestyles understands and appreciates that we are all unique, and we recognise individual differences. We believe that different experiences, backgrounds and ideas can contribute to our organisation's growth and success.

We welcome and embrace difference such as ethnic or cultural background, gender, sexuality, age and disability. Difference also includes different styles, experiences and points of view.



Q011	EMPLOYEE HANDBOOK
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We commit to the following:

- Ensuring that all care plans and reviews identify and support the cultural, spiritual and linguistic needs of our Customers;
- Utilising interpreting services where indicated by The Department and providing information in the language of the Customer;
- Actively engaging with our Customers and families in relation to the influence of culture and religion in personal care services; and
- Aiming to provide our Customers with culturally appropriate Lifestyle Attendants (wherever possible) and ensuring that they comprehend the diversity of our Customers' needs.

Please ensure that you always consider your and your Customer's cultural background before making statements that might be wrongly perceived or misinterpreted or even considered offensive by Customers, even if you didn't intend to be offensive. For further clarification about inappropriate language and communication with Customers, please contact the People and Culture Team on 8340 2000 or peopleandculture@enhancedlifestyles.com.au

Dealing with Violent or Threatening Behaviours

Customer rights and ethical principles should always be considered when adopting any strategy that relates to the management of challenging behaviour.

For people who have ongoing challenging behaviour, strategies, that do more than simply react to the behaviour when it occurs, need to be put in place. Proactive strategies are those that contribute to the maintenance of long-term behaviour change.

When problematic behaviour occurs, Lifestyle Attendants need strategies that they can use to minimise the risk of harm to the Customer or others. These are called reactive strategies. It is essential to remember that when the challenging behaviour is occurs, that is not the time to try to teach the person anything or make a point. At that time, the goal is survival with dignity.

When a person presents challenging behaviour, the following needs to occur:

- In the first instance, the Lifestyle Attendants should conduct an assessment to identify the factors contributing to the behaviour. These factors may include health, lifestyle or environmental issues. Arrangements should be made for the Customer to be assessed by a medical practitioner to investigate any possible health-related issues that may be affecting the Customer's behaviour.
- When possible, causal factors have been identified, the Lifestyle Attendants, in conjunction with the Service Delivery Team and the Customer and/or family/carer/advocate, should develop a plan to address these issues using least restrictive approaches.
- This plan should be implemented and evaluated to determine if it is having a positive effect on the behaviour. If these strategies are not effective, the Customer (with appropriate consent) should be referred to an appropriate behaviour intervention service.
- In situations where the behaviour is of such severity, frequency or intensity that it poses a significant risk to the safety of the Customer or others, referral to a behaviour intervention service may need to occur in the first instance.

Lifestyle Attendants will be expected to record each behavioural incident and report it where there is a threat of property damage, physical injury, or harm to any individuals in the environment at the time of the incident.

Reporting Abuse or Neglect

The following summary is an extract from the current Enhanced Lifestyles Code of Conduct.

Vulnerable Adults

Enhanced Lifestyles is committed to assisting to develop and sustain a community that values and cares for all the people with an emphasis on more vulnerable individuals. It can be assumed that a level of vulnerability exists in the lives of all who access assistance through services provided by Enhanced Lifestyles. Enhanced Lifestyles acknowledges and responds to vulnerability by providing high quality, monitored and coordinated services.

Q011	EMPLOYEE HANDBOOK
-------------	--------------------------

All employees are aware of and respect the power differentials related to this interaction. All employees also have a responsibility to report any concerns about the safety and welfare of a person who is vulnerable. Enhanced Lifestyles is committed to providing an environment where either a victim or employee/volunteer feels able to report sexual abuse. All employees are actively encouraged to report any evidence of sexual abuse.

All past and present allegations, or suspicions of abuse, are to be recorded and acted upon in an appropriate manner (i.e. reported to the relevant authorities and the organisation's insurer), ensuring that all concerns, issues and problems are raised with the relevant manager. All documentation associated with personnel employment, incident and investigation reports, liability insurance policies and other relevant incident-related correspondence is to be retained securely and confidentially by Enhanced Lifestyles for a period of 50 years.

The National Disability Insurance Scheme (NDIS) and Department of Human Services (DHS) guidelines, "Reporting of Incidents to SA Police", exists to inform organisations, like Enhanced Lifestyles, of the expectations and requirements of NDIS/DHS SA, with regard to the reporting of all incidents to SA Police (SAPOL).

An incident must be immediately reported to SAPOL under the following circumstances:

- It is of a serious concern or a criminal offence (e.g. rape, illegal sexual intercourse, indecent assault, aggravated physical assault and significant client abuse, among others);
- There is a need to preserve physical evidence (e.g. medical or scene examination, seizure of clothing); or
- There is a serious risk to the safety/security of any person(s) on site; or where a party has an obvious injury resultant from an offence. Note: An incident is also to be reported if the preceding conditions apply and the client complains of an injury which may not be obvious but is considered reasonably likely to have occurred given the circumstances of the incident.

Any situation involving client abuse by a staff member, which is immediately reported to SAPOL, is also to be reported to NDIS/DHS.

Other incidents of concern – which, after consultation, are felt to require police intervention – should be reported as soon as it is reasonably practicable to do so.



Q011	EMPLOYEE HANDBOOK
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Such concerns may require further intervention include incidents of neglect (e.g., withholding services – no food or drinks for excessive periods, denial of access to basic amenities) or alleged verbal threats/abuse.

Enhanced Lifestyles must inform NDIS of any situation that may involve police intervention, especially when an immediate SAPOL report is lodged or an incident involves some form of client abuse or alleged abuse.

After Enhanced Lifestyles becomes aware of a notifiable incident, NDIS or another delegated ministerial/departmental representative may undertake an investigation to confirm that the due process has been observed as well as identify what has gone wrong and/or any means to ensure there are no similar occurrences.

Enhanced Lifestyles is committed to supporting clients who have been abused or have suffered neglect. The organisation maintains relationships with external agencies that support such clients.

The Service Delivery Team will report to management of any suspected abuse or neglect, and the organisation will subsequently report on to appropriate agencies as required.

Extra coordinators' support will be put into place to monitor and review personal behaviour, health status and outcomes of the Customer involved through scheduled review. Specialised training of staff will be provided to ensure that adequate recovery supports are in place.

Approval can be sought from the Executive Officer for expenditure incurred through such things as allied health specialists like psychologists and/or counsellors.

Child Safe

Enhanced Lifestyles is a Child Safe organisation that is committed to ensuring the safety and well-being of children and young people. We support the rights of children to live in a safe environment, which is free from harassment and danger, and we will act without hesitation to ensure that a child safe environment is always maintained. The responsibility to ensure the safety of children and young people lies with all Enhanced Lifestyles employees.



Q011

EMPLOYEE HANDBOOK

The following employees at Enhanced Lifestyles are Mandated Notifiers within the meaning of Section 11 of the Children's Protection Act 1993:

- Managers;
- Employees who gather and/or process information of Customers who are classified as children and young people; and
- Employees working directly with children and young people as part of their role.

All employees are aware of and respect the power differentials in relation to this interaction. Employees also have a responsibility to report any concerns about the safety and welfare of a child. Enhanced Lifestyles is committed to providing an environment where either a victim or employee/volunteer feels able to report sexual abuse. All employees are actively encouraged to report any evidence or suspicion of sexual abuse (i.e. report it to the authorities and the organisation's insurer). All documentation associated with personnel employment, incident and investigation reports, liability insurance policies and other relevant incident-related correspondence is to be retained securely and confidentially by Enhanced Lifestyles for a period of 50 years.

All child abuse allegations that arise will be reported immediately to the Child Abuse Report Line (CARL) on 13 14 78.

CARL will be notified immediately if a child discloses an incident of abuse or neglect that has occurred somewhere other than Enhanced Lifestyles premises, (e.g., home or school) or if there are reasonable grounds to suspect a child has been or is suffering abuse or neglect.

If the child is in immediate danger, the Police will also be contacted on 000 (in emergency cases) or 131 444.

The employee will then immediately contact their Manager and complete an Incident Report that will be forwarded to the manager in strictest confidence.

If a disclosure of abuse is made, the person who receives the disclosure will maintain appropriate support to the one making the disclosure. This will include the following:

- Treating each allegation seriously and not attempting to deny the allegation or minimise its impact on the alleged victim so that the matter is not overlooked;
- Not pushing the child to disclose details of the alleged assault or attempting to investigate the allegation;



Q011	EMPLOYEE HANDBOOK
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- Ensuring the child understands that their disclosure is being taken seriously, that what has happened is not their fault and that they are correct in disclosing the incident;
- Reporting the abuse to the appropriate authorities (CARL);
- Not contacting the alleged perpetrator. If Enhanced Lifestyles personnel are already providing counsel to the alleged perpetrator, it may be advisable for another person to assume this responsibility for the duration of any investigation;
- If the alleged assault has taken place recently, clothing worn by the Child should be retained and handed to the police for forensic examination; and
- Maintaining confidentiality at all times.

Any disclosure by a child, reports of suspected abuse and all details of the subsequent investigation, will be documented, and the documents will be held by the manager in a secure location where a breach of privacy cannot occur.

Enhanced Lifestyles reserves the right to carry out disciplinary procedures in accordance with its policies and procedures. Where an allegation is made, the accused Board Member, employee or Customer of Enhanced Lifestyles will be removed from all children's activities and programs pending the outcome of all investigations.

Further information about Child Safe can be obtained by contacting the People and Culture Officer on 8340 2000.

Service Provisions

Customer Intake and Assessment

The Customers of Enhanced Lifestyles have a legitimate expectation that the service they receive is of the highest standard that can be reasonably achieved. In order to achieve this high standard of service delivery, Enhanced Lifestyles and its employees are required to:

- Deliver services in the most efficient and timely manner;
- Strive to improve standards of service through continuous improvement; and
- Comply with all applicable legislation and guidelines.

**Intake**

Enhanced Lifestyles is committed to ensuring that everyone who approaches the organisation for service is assisted either with access to the service or with an alternative strategy that addresses their needs. Intake or eligibility criteria will be inclusive of the widest possible group of people who may need to access the service and will comply with South Australia and Commonwealth Anti-Discrimination legislation requirements.

The organisation will:

- Operate with clear criteria for eligibility and priority for service access;
- Apply these criteria in a fair, equitable, ethical and transparent manner; and
- Provide information and referrals for Customers who are ineligible for the service, unable to access the service for other reasons or require the service of other agencies.

Assessment

An initial screening process will be undertaken by the Customer Relations Officer using Enhanced Lifestyles' guidelines to determine Customer service requirements. Screening may also include a preliminary assessment to determine the priority of assessment and/or a Customer's immediate, primary needs (e.g., food, safety and shelter).

The assessment process will gather information on the social, emotional, educational, cultural and health needs of the Customer and develop goals in these areas to improve the overall Customer well-being. An initial/preliminary assessment involves looking at a person's needs in relation to their immediate situation. Ongoing assessment is more comprehensive and involves a holistic approach, incorporating strengths, goals and needs.

Prior to gathering any assessment information from a Customer, the organisation will gain documented consent from the Customer or their guardian/representative for assessment and services. The consent of the Customer or their guardian/representative will also be sought prior to exchanging any Customer information with other services that will be involved in providing services as part of the individual support plan.



Q011

EMPLOYEE HANDBOOK

Individual Support Plan

An individual Customer file will be prepared for each Customer receiving support services. The file will contain details such as Customer referral, eligibility assessment, individual support plan, Customer consent forms and notes from Customer meetings, among others.

The individual support plan will include details such as Customer goals, strategies/steps for achieving goals, other agencies involved in service provision, schedule of services and formal and informal support strategies necessary to achieve these goals centred on the development of the individual support plan.

When the individual support plan has been developed, it will be jointly signed by Customer, with a copy kept in the Customer file. The Customer file will be updated and made available to the Customer for review at any time.

The Customer or their guardian/representative will also receive a copy of the individual support plan once it has been developed, including any updates as they are made.

Operations After Hours

Enhanced Lifestyles is a 24-hours a day, 7 days a week service. Customers may choose to have their services at any time, and therefore, employees are given the opportunity to take shifts at any time.

In addition, the Service Delivery Team is contactable 24 hours a day either via the office during business hours or via the emergency after-hours phone number. All Customers and employees are provided with both the phone numbers to directly contact a Service Delivery Team employee and are encouraged to do so.

Office Phone Number: (08) 8340 2000

After-Hours Phone Number: 0433 769 157

Complaints and Grievances (Including Feedback)

Enhanced Lifestyles is committed to ensuring that any person or organisation using its services or who is affected by its operations has the right to lodge a complaint or to appeal for a decision of the organisation. They also have the right to have their concerns addressed in ways that ensure access, equity, fairness, accountability and transparency.

Enhanced Lifestyles will:

Q011	EMPLOYEE HANDBOOK
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- Consider all complaints it receives;
- Treat all complainants with respect, recognising that the issue of complaint is important to the complainant;
- Maintain the confidentiality of all parties involved, keeping any information private to those directly involved in the complaint and its resolution;
- Ensure that advocacy is available to Customers who make a complaint and require support;
- Resolve complaints, wherever possible, to the satisfaction of the complainant;
- Deal with all complaints in a timely manner;
- Keep parties to the complaint informed of progress of the complaint
- Ensure that Board and Management Group Members and employees are given information about the complaint's procedure as part of their induction and are aware of procedures for managing Customer feedback and complaints;
- Ensure all service users, stakeholders and Members are aware of the complaints policy and procedures;
- Ensure that a complainant is not penalised in any way or prevented from the use of services during the progress of an issue; and
- Ensure that feedback data (both positive and negative) is considered in organisational reviews and in planning service improvements.

Enhanced Lifestyles actively seeks the input of Customers and encourages them to provide feedback, both positive and negative, as a source of ideas for improving its services and activities. The organisation will:

- Foster a service culture that encourages open and honest communication;
- Inform Customers about the standard of service that they can expect;
- Protect the right of Customers to provide feedback and make complaints about service delivery;
- Encourage and make it easy for people to provide feedback.
- Provide anonymity to people providing feedback; and
- Record and analyse information arising from feedback and use it to improve services.
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Q011

EMPLOYEE HANDBOOK

Encouraging Customer Feedback

Employees will be responsible for ensuring that Customers are informed of what they can expect from the service and how they may provide feedback. All employees who are working with Customers are responsible for the following:

- Ensuring that they are familiar with the procedures for Customers to provide feedback;
- Accepting and reporting informal feedback; and
- Offering Customers an opportunity to provide formal feedback when appropriate.

Please see the handouts at the back of your book for a copy of the Feedback Form.

Continuous Improvement

It is an Enhanced Lifestyles business imperative to provide consistent and best practice, product and service delivery to its Customers. The ability of Enhanced Lifestyles to sustain the delivery of quality products and services is essential to its long-term success, and continuous improvement is embedded in all key business strategies, functions and activities.

The Board and Management Team encourages and supports the pursuit of improvements that will stabilise and enhance all key processes across the organisation. Any Enhanced Lifestyles Customer or employee can submit a recommendation for improvement in any process or practice. All submissions must be 'process' focused with as much evidence/supporting information provided as possible.

Please refer to the handouts at the back of your Employee Handbook for the Continuous Improvement Form or contact the Administration Team for a form.

Enhanced Lifestyles has also formed a Continuous Improvement Committee, which makes recommendations for the betterment of the organisation. The Committee is comprised of Customers, Lifestyle Attendants and operational employees. All members of the Committee volunteer their time to assist with creating and implementing strategies for the improvement of Enhanced Lifestyles. If you are interested in finding out more about the Committee and how you could be involved, please contact the People and Culture Officer on 8340 2000.

Types of Care Provided

Personal Care

Enhanced Lifestyles offers a range of personal care services to its Customers, playing a vital role in the lives of people with disability by supporting them in their home. It is through these services that our Customers achieve independence and dignity while maintaining the lifestyle that they choose for themselves.

Enhanced Lifestyles personal care services include (but are not limited to) the following services:

- Accessing recreational activities;
- Accessing community services;
- Assistance with meals;
- Bathing;
- Dressing and grooming;
- Bowel and continence assistance;
- PEG feeding;
- Ventilation assistance;
- Light domestic tasks;
- Preparing meals;
- Respite care so that their carer can have a break;
- Toileting; and
- Transferring in and out of bed.

These personal care services are continually assessed, reviewed and improved to meet the current needs of our Customers.

Social Support/Community Access

Enhanced Lifestyles is committed to empowering and supporting Customers to fully participate in the community by offering social support and community access services. This could mean supporting a Customer in the following areas:

- Gaining and maintaining employment;
- Education and upskilling;
- Leisure;

Q011	EMPLOYEE HANDBOOK
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- Exercise (attend the gym or sport);
- Developing their social lives; and
- Developing links within their community.

It is through social support and community access that we promote greater opportunities for connections and meaningful community participation for people with disability. We support our Customers in the goals and objectives that they wish to achieve and enable their community participation.

Transport

A key component of community access is transport. Enhanced Lifestyles offers a range of transport services for Customers who require transportation for the following:

- Shopping;
- School;
- Appointments (e.g., medical, therapy);
- Leisure activities; and
- Community events.

This list is not exhaustive and transport services may be provided for other reasons or to other locations than those listed above.

In the course of delivering a transport service, a Lifestyle Attendant may, subject to agreement by both Enhanced Lifestyles and the Customer, be required to drive a Customer's motor vehicle. This includes motor vehicles that have been modified to meet the specific needs of the Customer.

During delivering a transport service a Lifestyle Attendant may, subject to agreement with Enhanced Lifestyles, be required to drive their personal motor vehicle. This could include using the Lifestyle Attendant's private motor vehicle to transport a Customer in accordance with requirements for the service delivery.

Respite

Enhanced Lifestyles understands that caring for another can be both physically and emotionally exhausting, as well as it is not achievable under certain circumstances. Enhanced Lifestyles therefore offer a range of respite services to its Customers, which include the following:



Q011	EMPLOYEE HANDBOOK
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- Active and passive overnight;
- Day options;
- Travel options; and
- Emergency respite.

Lifestyle Attendants must follow the agreements made with the Customer and Enhanced Lifestyles when delivering respite services. Lifestyle Attendants must adhere to the agreed:

- Respite locations;
- Times;
- Duties; and
- Any additional requirements.

Meal Preparation and Assistance with Feeding

Meal preparation and assistance with feeding may include any of the following:

- Making hot drinks (e.g., tea, coffee, chocolate, soup);
- Making meals for the Customer;
- Cutting up a meal or preparing a pureed meal for the Customer;
- Adding thickener to drinks;
- Preparation of ingredients for meals (e.g., chopping) for the Customer to cook; and
- General kitchen clean-up after meal preparation is complete.

Food Handling and Preparation

Cross-contamination occurs when microorganisms are passed between people, surfaces or food or from raw to cooked foods. This can be avoided by taking the following measures:

- Wash hands with soap and water for 30 seconds before food preparation and after handling any raw meats or touching pets;
- Dry hands on clean towel or paper towel before handling food;
- Do not handle food if you have gastroenteritis (vomiting/diarrhoea) or until 48 hours after symptoms have gone;

Q011	EMPLOYEE HANDBOOK
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- Use different chopping boards for different foods. For example, one each for ready-to-eat foods (salads), raw fruits or vegetables and raw meats;
- If different boards are unavailable, wash the board with hot soapy water and rinse off between preparing different foods;
- Use separate plates and utensils for cooked and raw foods; and
- Use gloves while preparing food, and change it between handling different food types, e.g., raw meats and raw vegetables.

Cooking Procedures and Safety

- Always wash hands before and after meal preparation.
- Always turn off the stove after use. Take care immediately after turning off the stove as heat can be retained for some time, especially with electric stoves.
- Ensure that pilot light is lit (if applicable).
- Ensure that pan handles are turned away from heating elements and face the back of the stove.
- If cooking with oil or fat, ensure that a splatter guard is used.
- Do not overheat oil, and do not leave it on the stove unattended.
- Do not overfill saucepans, pots, pans and trays.
- Be careful of burns while preparing and transporting food (use an oven mitt when transferring hot food from the oven).
- Take care when lifting lids or opening microwave containers as steam can cause severe burns.
- Ensure that food is not too hot for your Customer to eat safely.
- Ensure that you understand the principles of microwave cooking before using a microwave oven.
- Clean up after yourself.

Cooking

When cooking, the following foods ensure that they are cooked all the way through (no pink meat, must have clear juices):

- Mince;
- Sausages;
- Hamburger patties;
- Rolled/stuffed roast meat; and
- Chicken.

Steak, chops or whole roasts can be cooked to Customer preference.

When microwaving food:

- Always rotate and stir food to prevent uneven heating; and
- Wait until standing time is over before testing that cooking is complete. Food continues to cook even after microwave oven is turned off.

Keep hot foods at above 65°C and cold foods below 5°C to prevent bacteria growth.

Pre-Cooked Foods and Keeping Leftovers

- Temperature danger zone is between 5°C and 60°C;
- Cool food quickly to prevent bacteria from multiplying;
- Maximum cooling can be achieved by dividing food into small containers rather than one large container;
- Place in refrigerator as soon as food stops steaming;
- Place in freezer once food is cool; and
- If reheating food, heat until it is steaming hot.

Safe Food Storage

It is required to keep the food in proper storage to retain its nutritional value and keep it safe. As a general rule, follow the directions on the label and take the following measures:

- Store raw meats, fish and poultry near the bottom of the fridge, so juices do not drip onto other foods;
- Cover any cooked or ready-to-eat foods kept in the fridge to prevent them drying out;

Q011	EMPLOYEE HANDBOOK
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- Freeze any raw meat, fish or poultry that the Customer is not planning on using within 24 hours of purchase;
- Ensure that food to be stored in the freezer is wrapped well to prevent freezer-burn;
- Precooked dishes can also be frozen;
- Fridge temperature should be at less than 5°C; and
- Freezer temperature should be around minus 18°C.

Thawing Frozen Food

Thaw foods in the fridge, under cold running water or in the microwave.

Do not thaw food at room temperature (e.g., on kitchen bench) or in a water bath. Meat should be cooked within a few hours of thawing. Do not re-freeze meat unless cooked first.

Cleaning Food Preparation and Storage Areas

- Wash all surfaces with warm soapy water and allow to dry.
- Dirty dishes should be washed in warm soapy water and allowed to air dry, or dried with a clean tea towel.
- Alternatively, use the dishwasher.
- Bacteria grow in moisture, e.g., wet dishcloths and sponges. Wring out and spread these to dry. Change dishcloths and sponges regularly or disinfect by bleaching or heating (in microwave). Do not use it for other purposes, e.g., cleaning floors.
- Clean the fridge and cupboards regularly and crumbs in cupboards attract pests and bacteria.
- Check the fridge for old or spoiled food and throw out any food that is in doubt. Please ask the Customer first but be realistic about old or spoiled food.

Menu Planning

Always plan meals with the Customer and/or carer, and check their cooking/eating preferences, including the following:

- Not everyone uses salt;
- Some like spicy, others prefer bland; and
- Some like crunchy vegetables, others prefer them well-cooked.

Be aware of the Customer's care plan relating to special diets, food restrictions or allergies. Ensure that the Customer's food is appropriate, as the Customer:

- May be diabetic;
- May have problems eating due to teeth/denture issues;
- May have problems swallowing e.g. after a stroke;
- May need frequent smaller meals due to poor appetite; and
- May have cultural preferences/requirements.

Medication Assistance/Prompting

Lifestyle Attendants have a duty of care to their Customers, and failure to meet this duty of care can result in a claim of negligence.

If possible, a Customer should be encouraged to maintain independence in handling their medication. The Lifestyle Attendant's role is to prompt the Customer to take their medication at the right time, in the right dose, from a dosette or medication pack (such as a Webster pack).

Lifestyle Attendants:

- Must not give an injection or fill a medication pack;
- Must take precautions that the medication is current and that the dosage is as stated on the pharmacy label;
- Ensure the medication is clearly specified in the Customer's care plan; and
- Record medication in the medication notes (if present).



Q011

EMPLOYEE HANDBOOK

Lifestyle Attendants also must not:

- Crush medication unless directed in the Customer's care plan;
- Measure medication doses;
- Fill a dosette box; and
- Administer any medication that has not been prescribed, including over the counter aspirin, ibuprofen and paracetamol.

If a Lifestyle Attendant is uncertain in any circumstances, they should contact the Service Delivery Team immediately.

Customer Refusal

Customers have the right to refuse medication. In this situation, the Lifestyle Attendant must contact the Service Delivery Team immediately so that it can be documented in the Customer's progress notes.

Handling Customers' Money

Unless given specific permission, no employee must have access to and/or handle Customers' monies. An example of an appropriate situation could be a Customer giving permission for an employee to use their money to pay for an item during a shopping trip when it is more practical for the employee to do so for themselves. Whenever such actions are taken, it is imperative that the Lifestyle Attendant secures and retains all receipts associated with the purchase.

All employees working in the Customer's home must ensure that they protect the Customer money and property during service delivery.

Where there is an incident where money is lost or when a Customer's property is lost, damaged or otherwise made unsuitable, it must be reported to the Customer immediately. An incident report must be raised by the employee and forwarded to the Service Delivery Officer who will complete the process as per current policy.

A Lifestyle Attendant must never, under any circumstances, do any of the following:

- Borrow money from a Customer;
- Borrow personal items from a Customer;
- Loan money to a Customer;
- Loan personal items to a Customer;
- Ask a Customer to act as a guarantor for them;
- Act as a guarantor for a Customer; and

Q011	EMPLOYEE HANDBOOK
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- Give advice on financial matters.

Disregard to any of the above will lead to disciplinary action.

Home Cleaning

Home cleaning can be carried out by the Lifestyle Attendant. This may include the following:

- Dishwashing;
- Clothes washing;
- Putting clothes on the line or bringing dry clothes in;
- Vacuuming, mopping, dusting;
- Cleaning the bathroom;
- Wiping down kitchen sink and surfaces;
- Changing bed linen; and
- Ironing.

The Customer should provide all cleaning products and direct how they want the tasks to be completed. If a product is running low, the Lifestyle Attendant should notify the Customer.

General Guidelines

- Familiarise yourself with the Customer's requirements/care plan.
- Ask the Customer what needs to be done.
- Prioritise work to ensure that everything is completed in the allotted timeframe.

Work Health and Safety

- Do not stand on chairs or tables.
- Do not clean floors on hands and knees.
- Do not move heavy objects or furniture.
- Do not use cleaning products which are potentially dangerous, especially homemade ones.
- Always use cleaning products that are in the original bottle/package to prevent chemical burns, breathing and choking hazards.
- Wear well-fitting, enclosed shoes with non-slip soles and low heels.

Q011	EMPLOYEE HANDBOOK
-------------	--------------------------

- Sandals and thongs are inappropriate.
- Do not remove shoes whilst working.
- Report unsafe appliances or work environments to the WHS Officer, Service Delivery Team and the Customer.

Bathrooms

- Place cleaning fluids directly onto the cloth instead of spraying to create fewer fumes.
- Open a window and turn on exhaust fan to minimise fumes.
- Pick up bath mats from the floor to avoid tripping.
- Kneel down to clean the bath/shower to minimise back strain.
- Rinse all cleaning fluids from tiles and bathroom furniture.
- Ask the Customer if towels and mats need washing, and replace them with clean towels and mats.
- Clean toilet inside and out. Use a separate cloth for this and dispose of it after use, or keep in a separate location for next time.
- Wipe mirrors with a damp cloth and use window cleaner if requested by the Customer.
- Clean around taps.

Vacuuming

- Be aware of posture to prevent back strain.
 - To prevent strain, vacuum one room at a time and alternate tasks.
- Do not move furniture.
- Be careful of rugs and cords.
- Always vacuum walking forward to avoid trips or falls.

Dusting

- Dampen dust cloth before use..
- Use a long-handled duster if dusting above eye level.
- Do not stand on stools or furniture to dust.
- Discuss with the Customer if they want any valuable ornaments to be moved and dusted.

Clothes Washing

- Ask Customer about specific preferences:
 - Separate colours vs all together;
 - Washing clothes and household linen separately;
 - Hand washing delicate items;
 - Washing on particular days;
 - Hot vs cold water wash; and
 - Using the washing line vs dryer vs ailer.
- Remember the bed may need to be remade and towels replaced in bathroom.
- Do not take Customer's washing home.
- Be aware of your back when taking wet clothes out for hanging.
 - Use washing basket and trolley, if available.
- Avoid stretching too far.
- Ask Customer regarding their preferences for how clothes are to be hung.

Ironing

- Check with Customer for their preferences, e.g., if they want ironing tea towels and sheets or not.
- Check Customer's preferences regarding ironing shirts and the use of spray starch etc.
- Empty the water out of the iron after use.
- Safety precautions include the following:
 - Don't use the iron if the cord is frayed
 - Take care of using an extension cord as it could be a tripping hazard;
 - Turn the iron off after use and place it somewhere safe to cool;
 - Do not iron for longer than 25 minutes to avoid back strain; and
 - Ensure that the ironing board is at an appropriate level for your height.

Mopping

- Be aware of your posture to avoid back strain.
- Do not kneel to scrub floors.
- Do not use excess cleaning agents as this leaves floors slippery.
- Make sure the Customer is aware of wet floors.
- Do not leave floors wet. Squeeze the mop out thoroughly and use it to dry any wet areas.

Refrigerators and Freezers

- Throw out any food which is stale, out of date or has been in fridge for a long time. Always ask the Customer's consent first.
- When putting away shopping ensure that the older food is placed at front to be used first.
- Wash the fridge's interior with mild detergent. If there is a stale smell, wipe inside with a little vanilla essence on a cloth.
- Do not use abrasive substances to clean enamel surfaces.

Defrosting the Freezer

- Turn off the freezer and take care of the following tasks:
 - Remove frozen food and place in the coldest part of fridge to minimise thawing.
 - Place a bowl of hot water in the freezer and leave the door open; don't chip at the ice.
 - When the freezer is defrosted, wipe the inside with a clean cloth.
 - Put the frozen food back in freezer.
 - Check use by dates as you go, discarding anything if necessary, after discussion with the Customer.

Stoves and Cooktops

- Do not use abrasive cleaners or steel wool on enamel or stainless steel.
- Wipe the outside of the stove to remove spilt food and grease.
- Place a warm, wet cloth over spilt cooked food and leave it for a while. This will soften the food, making it easier to clean.
- Clean up spills as soon as possible.

Health and Safety

Infection Control and Hygiene Precautions

Standard precautions are required work practices for a basic level of infection control. They are designed to reduce the risk of transmission of microorganisms.

Standard precautions include the following:

- Washing hands before and after all care of the Customers.
- Use of personal protective equipment (PPE) such as gloves, aprons, face shields.
- Maintain aseptic or 'clean' techniques as appropriate.
- Appropriate reprocessing of instruments and equipment.
- Safe handling and disposal of potentially infected materials.
- Apply appropriate environment controls where applicable.
- Gloves should be worn if there is any chance of contact with body fluids (such as urine, blood, saliva, wound discharge, faeces).
- If you have a cut or abrasion on your hand, use gloves for both your own and the Customer's protection.
- Always wash your hands after removing gloves.

Hand Washing

Hands are easily contaminated, so thorough hand washing is crucial. Hand washing should occur after each of the following instances:

- Before and after direct or indirect contact with Customers;
- Before and after handling food and food utensils;
- After using the toilet; and
- After handling toilet facilities.

Handwashing should take at least 15-20 seconds using soap and water.



Q011	EMPLOYEE HANDBOOK
-------------	--------------------------

- Have water at comfortable warmth and wet hands; dispense small amount soap into palms.
- Using as much friction as needed, thoroughly clean all surfaces of the hands including between fingers and thumbs.
- Pay attention to nails and nail beds; rub nails of one hand across palm of other to clean underneath nails.
- Rinse hands under running water while holding hands in a downward position.
- Use paper towels or warm air to dry thoroughly.
- Use same paper towel to turn off tap.

REMEMBER TO:

- Cover any broken skin with a sealed dressing;
- Keep fingernails short and clean; and
- Remove your rings before washing your hands.

Lifting, Manual Handling and Transfers

There are aids to assist in lifting Customers, and these are provided in the Customer's home. Lifestyle Attendants are required to have current accreditation in safe manual handling practices.

Lifting and manual handling requires a degree of physical effort and skill. Training regarding manual handling techniques for specific Customers will be provided if required on the job when training with the Customers.

Lifestyle Attendants are not expected to transfer a Customer if the Customer is too heavy for them to handle. If this situation occurs, the Lifestyle Attendant should contact the Service Delivery Team for advice.

Safe transfer conditions include the following:

- The Customer is able to weight-bear; and
- If the Customer is unable to weight-bear/balance alone, a second person is needed to assist with the following:
 - Balancing;
 - Dressing or undressing; and
 - Positioning the Customer at the end of transfer.

General Principles for Manual Handling

- Keep your back straight.
- Keep your feet shoulder-width apart.
- Bend your knees, not your back.
- Use your thighs.
- Wear supportive shoes with low heels and non-slip soles.
- Work with the Customer to make the transfer safer.

Lifestyle Attendants should note that WorkCover or insurance may not be applicable if organisational policies and procedures are not complied with.

Wheelchair Usage and Assistance

Using a Wheelchair

Lifestyle Attendants must not take wheelchairs up or down stairs or escalators. An elevator must always be used.

- When the Customer is moving in or out of the wheelchair, remember the brakes must be on and the footplates up and back.
- Be aware of uneven paving, soft earth, large stones etc. as these may cause the wheelchair to tip forward.
- When going up a kerb, approach the kerb squarely. Place one foot on the tipping level and use the hand grips to lever chair backwards onto rear wheels. Propel the wheelchair forwards until the front wheels are on the pavement.
 - Alternatively, turn the wheelchair around so that the large wheels are in contact with the kerb. Tip the wheelchair back to facilitate taking the wheelchair up the kerb.
- When going down a kerb, approach the kerb squarely. Place one foot on the tipping level and raise from the castors. Tip the chair back and keep it balanced until the road is safe to cross. Move the chair to the kerb edge and lower.

Lifting Wheelchair into a Car

- Assist the Customer into the car first.
- Remove any parts which will make the wheelchair lighter and more compact like armrests and footplates.
- Stand the folded chair parallel to the boot a small distance away from the car to allow for the chair to be tipped into the horizontal position.
- Bend your knees and tuck the chair handles under your left arm. Grip the chair frame on both sides with your right hand. Remember to keep your knees bent.
- Push your left knee forwards into the chair and pivot it upwards onto the edge of the boot.
- On the boot edge, tip the chair horizontally and move it into the boot.

Motorised Wheelchairs

Powered wheelchairs are not suitable for everyone as they do require the user to have adequate visual, perceptual and cognitive skills to be used safely.

Powered wheelchairs generally have two batteries (dry and sealed cell), two motors and gearboxes that turn the wheels on the either side of the wheelchair. A controller (usually a joystick) determines the direction of movement, with buttons or dials to control the speed and to turn the motors on and off.

If the joystick is pushed a little, the wheelchair will move slowly, and if it is pushed further, the wheelchair will start moving faster. In this way, the person using the wheelchair is in full control even when they are travelling downhill.

When the joystick is released back to its neutral position, the electromagnetic brakes automatically engage, bringing the wheelchair to a stop.

Powered wheelchairs come with either an on-board or off-board charger that plugs into a power point to keep the batteries topped up. All powered wheelchairs feature a 'free wheel' mode that allows manual pushing of the chair. Brakes tend to be electromagnetic and automatically engage when the control is released. Some wheelchairs may have additional manual park brakes.

All powered wheelchairs will have an indicator to show the charge left in the batteries. To get the most out of the batteries, it is generally recommended to charge them whenever not in use, regardless of how much charge is left in them, as they do not be overcharged.

Learning and Development

Enhanced Lifestyles is committed to providing opportunities for employees to increase their skills, raise professional standards and improve productivity. Enhanced Lifestyles aims to support its employees in undertaking appropriate training, education, and development activities to enhance their knowledge, skills, job satisfaction and job performance.

The Enhanced Lifestyles performance management process aims to provide an opportunity for employees to identify their on-the-job training needs and to devise, with their managers, a plan to address those needs. Performance is determined by an employee's conduct and their capacity to fulfil the requirements of the position. The performance management process will ensure that an employee has the necessary skills, knowledge, experience and qualifications to do the job.

Training and Development

Enhanced Lifestyles is committed to the philosophy and practice of continuous improvement and encourages the participation of all employees and Customers.

Training and education requirements and ongoing accreditations will be discussed at the Induction Day and at annual accreditations. This will also form a part of your personal development plan.

Employees have a responsibility to maintain and upgrade the knowledge and skills that are relevant to their role. Employees may also have to comply with skills, audits and internal assessments, which will be conducted regularly. Mandatory training is compulsory and all employees must attend these sessions.

Employees are required to present evidence of their qualifications and accreditations to the People and Culture Team at the beginning of their employment and each time any relevant qualification is achieved or renewed.

First Aid Accreditation

All Lifestyle Attendants are required to have a current certificate in Apply First Aid HLTAID003 (previously known as Senior First Aid) as a condition of employment. It is the employee's responsibility to maintain currency and supply the People and Culture Team with their latest certificate.

Further Accreditations

The following skills require re-accreditation on a regular basis.

Annual:

- Manual handling;
- Medication Administration; and
- Provide Cardiopulmonary Resuscitation (Update).

Biannual:

- Child safe environments – mandatory reporting; and
- WHS including infection control.

Triannual:

- Apply First Aid HLTAID003