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ACKNOWLEDGEMENT OF COUNTRY

Paying respect to the first peoples on whose land we are. Acknowledging the loss of lands, culture and treasures. Knowing the consequences for people, communities and nations. Believing that we can walk together to a better future. We meet today, taking it on.

ORGANISATIONAL INFORMATION

WELCOME

Congratulations on joining (name of organisation). As a volunteer we look forward to your participation in whatever your role may be. We anticipate that you will have an interactive and productive experience with us and we wish you all the enjoyment and satisfaction you can get from being a member of our team.

The Induction Manual has been designed to provide you with a quick and easy reference to some of the organisation policies, operation, facilities, programs and services. A policy is a statement that clearly defines an organisation's point of view and processes on issues related to its goals and mission. Policies are a set of rules for the daily operations and decision-making. Policies provide a reference for staff and volunteers in understanding the functioning of Flexible Living and act as a guide for their conduct within the organisation.

ABOUT (name of organisation)

XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

MISSION STATEMENT

XXXXXXXXXXXXXXXXXXXXXXXXXXXX

ORGANISATIONAL INFORMATION

PHILOSOPHY

VALUES STATEMENT

OUTCOMES

PROGRAMS AND SERVICES

All Policies and Procedures throughout (name of organisation) cover all areas of business. All staff and volunteers of (name of organisation) have access to and are to abide with all policies and procedures.

ORGANISATIONAL STRUCTURE

INSURANCE

STAFF RELATIONS

TRAINING POLICY AND ACCESS TO TRAINING

HOME CARE COMMON STANDARDS

These standards are listed in the *Quality of Care Principles (CWLTH) 2014, Schedule 4 – Home Care Common Standards* and are made under Section 96-1 of the *Aged Care Act (CWLTH) 1997*. (Name of Organisation) is bound under its funding agreement to adhere to these standards when delivering its programs and services.

Part 1 – Effective management

- 1. Standards relating to effective management.** The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

Item	Matter Indicator	Expected Outcome
1.1	Corporate governance	The service provide has implemented corporate governance processes that are accountable to stakeholders.
1.2	Regulatory compliance	The service provider has systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.
1.3	Information management systems	The service provider has effective information management systems in place.
1.4	Community understanding and engagement	The service provider understands and engages with the community in which it operates and reflects this in service planning and development.
1.5	Continuous improvement	The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.
1.6	Risk management	The service provider is actively working to identify and address potential risk, to ensure the safety of service users, staff and the organisation.
1.7	Human resource management	The service provider manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to service users.

1.8	Physical resources	The service provider manages physical resources to ensure the safe delivery of care and services to service users and organisation personnel.
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Part 2 – Appropriate access and service delivery

2. Standards relating to appropriate access and service delivery. Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representatives.

Item	Matter Indicator	Expected Outcome
2.1	Service access	Each service user’s access to services is based on consultation with the service user (and/or their representative), equity, consideration of available resources and program eligibility.
2.2	Assessment	Each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity,
2.3	Care plan development and delivery	Each service user and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan.
2.4	Service user reassessment	Each service user’s needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the service user’s needs. Each service user’s care/service plans are reviewed in consultation with them.
2.5	Service user referral	The service provider refers service users (and/or their representative) to other providers as appropriate.

Part 3 – Service user rights and responsibilities

3. Standards relating to service user rights and responsibilities. Each service user (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

Item	Matter Indicator	Expected Outcome
3.1	Information provision	Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.

3.2	Privacy and confidentiality	Each service user's right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information.
3.3	Complaints and service user feedback	Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution
3.4	Advocacy	Each service user's (and/or their representative) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/or their representative) to access an advocate.
3.5	Independence	The independence of service users is supported, fostered and encouraged.

ORGANISATIONAL POLICIES AND PROCEDURES

CODE OF BEHAVIOUR FOR EMPLOYEES AND VOLUNTEERS

PROBLEM RESOLUTION – sample text

GRIEVANCE PROCEDURE

STAFF AND/OR VOLUNTEER RESPONSIBILITIES IN GRIEVANCE PROCEDURE

GROSS MISCONDUCT

DISCIPLINARY PROCEDURES

MANAGEMENT

BUSINESS ETHICS AND CONFLICT OF INTERESTS

EQUAL EMPLOYMENT OPPORTUNITY

ADVOCACY

CONFIDENTIALITY

NON-DISCLOSURE CONDITIONS

STAFF PHONE NUMBERS

SECURITY PROCEDURES

WORK HEALTH AND SAFETY

GENERAL HEALTH AND SAFETY IN THE WORKPLACE

SUN SAFE

MEDICATION

INFECTION CONTROL

ELECTRICAL EQUIPMENT

DRUGS, SMOKING AND DRINKING POLICY

WORK HEALTH AND SAFETY OFFICER AND REPRESENTATIVES

The names of our Work Health and Safety Officer and Representatives are also displayed

OBLIGATIONS OF WORKERS AND OTHER PERSONS AT A WORKPLACE

We all have obligations under the *Work Health and Safety Act 2011*.

DUTY OF CARE

Whilst working as a staff member or volunteer, you have a duty of care towards the consumers, other staff members, volunteers and yourself.

WORKPLACE BULLYING AND HARASSMENT

The sorts of behaviours considered as workplace bullying include:

- Yelling, screaming, verbal abuse, angry outbursts, offensive language, name-calling, hostility, rudeness;

- Ridicule, insults, belittling opinions, patronising titles or nicknames, inappropriate comments about a person's appearance, life or lifestyle, slandering a worker or his/her family, spreading adverse information about a person through rumour or gossip or slander;
- Malicious teasing or being made the brunt of pranks / practical jokes;
- Unwanted physical contact, threatening or intimidating non-verbal behaviour, intruding into someone's personal space; and
- Excessive or harsh criticism of work or abilities, accusations of wrong-doing, blame for errors.

(Sources: Work Health and Safety Act 2011; Prevention of Workplace Harassment Code of Practice 2004; www.deir.qld.gov.au/workplace/harassment/whatis harassment/index)

THREATS

WHEN VIOLENCE OCCURS

ACCIDENTS

All accidents, critical and non-critical incidents are to be recorded in the Injury Register. "**Accident/Incident Report Forms**" are available from the Program Coordinator/Manager who will help record all relevant details. This is extremely important as it allows management to analyse all factors involved to prevent future accidents or incidents.

REPORTING AN INCIDENT OR ACCIDENT

It is necessary to report and record all accidents or incidents if /when they occur.

FIRST AID

DISPLAY OF FIRST AID OFFICER NAMES

FIRE SAFETY AND EVACUATION

FIRE EVACUATION PLANS

MANUAL HANDLING AND BACK CARE

Manual handling means lifting, lowering, pushing, pulling, carrying, moving, holding or restraining any object, animal or person.

MANUAL HANDLING

MANUAL HANDLING INJURIES

Injuries can occur in two ways:

- **Gradual wear** and tear caused by frequent periods of muscular effort associated with repeated or continuous use of the same body parts, including static body positions; and
- **Sudden damage** caused by intense or strenuous activity or unexpected movements such as when materials being handled move or change position suddenly.

HANDLING WHEELCHAIRS

When handling wheelchairs staff and volunteers should:

If you are unsure if you are using the correct techniques in manual handling, training is run throughout the year by Volunteering Service. Should you wish to attend please contact Volunteering Service.

OFFICE ERGONOMICS

COMPUTER MONITORS

POSTURE

TEN TIPS FOR BACK CARE

- Try to alternate between standing and sitting.
- Place a support in the small of your back when driving or sitting at desk.
- Exercise by walking or swimming regularly.
- Try to lose weight to reduce the load on your spine and back muscles.
- Stretch regularly to reduce stiffness and increase mobility.
- Watch your posture; try not to slouch or slump.
- Be careful when lifting; make sure the load is not too heavy.
- Try frequent gentle stretches to reduce the strain on your back.
- Keep moving, even if you have an episode of back pain.
- Consider whether your bed is providing the support you need at night.

(Name of Organisations) VOLUNTEER INFORMATION

GENERAL INFORMATION

VOLUNTEER RIGHTS AND RESPONSIBILITY

VOLUNTEER RIGHTS

- A job description clearly stating the aim of the job and tasks to be undertaken by the volunteer;
- Be interviewed and employed as a volunteer in accordance with equal opportunity and anti-discrimination legislation;
- A suitable position with consideration for personal preference, temperament, abilities, education and employment background;
- Be treated as a co-worker not just free help;
- A healthy and safe working environment;
- Be protected by appropriate insurance (see staff insurance);
- Be Reimbursed for approved out-of-pocket expenses;
- Say no if you feel you are being exploited;
- Know as much about the organisation as possible, its policies, its people and its programs;
- Be informed and consulted on matters which directly or indirectly affect you and your work;
- Orientation and on-going training to do your volunteer work;

- Continuing education on the job as follow-up to initial training, providing information about new developments; and
- Sound guidance and direction by someone who is experienced and well informed and who has the time to invest in giving support and supervision.

VOLUNTEER RESPONSIBILITIES

- Be reliable;
- Respect confidentiality;
- Carry out the specified tasks defined in the job description;
- Be accountable;
- Be committed to the organisation;
- Undertake training as requested;
- Ask for support when you need it;
- Give notice before you leave the organisation;
- Value and support other team members; and
- Carry out the work you have agreed to do responsibly and ethically.

WORK RELATED INFORMATION

WORK HOURS

ATTENDANCE AND PUNCTUALITY

ILLNESS OR DISEASE

SICK LEAVE AND HOLIDAYS

BREAKS

CODE OF DRESS

TRAINING

SUGGESTIONS AND INTERNAL COMMUNICATION

VOLUNTEER INDUCTION PROCESS

VOLUNTEER EVALUATION PROCESS

THANK YOU