



Our vision

INCLUSION THAT COUNTS

Our Mission

BURKE & BEYOND provides lifestyle support services to create opportunities for people with a disability to live the life they want.

STAFF HANDBOOK

“Inclusion that counts” –it’s about everything we do!

Burke and Beyond originated in Burke Road Camberwell in 1991 where a group of people visioned inclusion that counts, and to do this, participants and staff needed to go into the community and beyond Burke Rd- Burke and Beyond was born.

WELCOME

Thankyou for choosing to work at Burke and Beyond. We hope that you will enjoy working here and that you will also make a valuable contribution to the lives of the people attending the service, and the organisation.

Burke and Beyond recognises the valuable and enormous contribution our permanent and casual staff members make to the organisation.

The role of each staff member is outlined in their position descriptions. The role of the casual staff member is to complement and support the work of the permanent staff.

The Service Coordinator, or in their absence, an experienced staff member will be responsible for the direction of casual staff members and the allocation of tasks and duties.

Each staff member will be issued with relevant information regarding their position and are encouraged to clarify their roles and responsibilities with their Service Coordinator and/or the Community Services Manager (CSM), prior to commencing work with the participants.

Upon or prior to starting with Burke and Beyond you will be required to complete and return the following forms: a signed copy of your Employment Agreement, signed acceptance of the position description, Tax form, Employee form, “Super Choices” form and provide us with a certified copy of your driver’s license, as relevant working with children, and permission to undertake a police/ CrimCheck and DWES check. As relevant we may ask you to us with a copy of a right to work in Australia and as necessary a declaration of living/ working overseas. There maybe others specific to your role and or responsibilities, these will be discussed and arranged with you.

ORGANISATIONAL INDUCTION

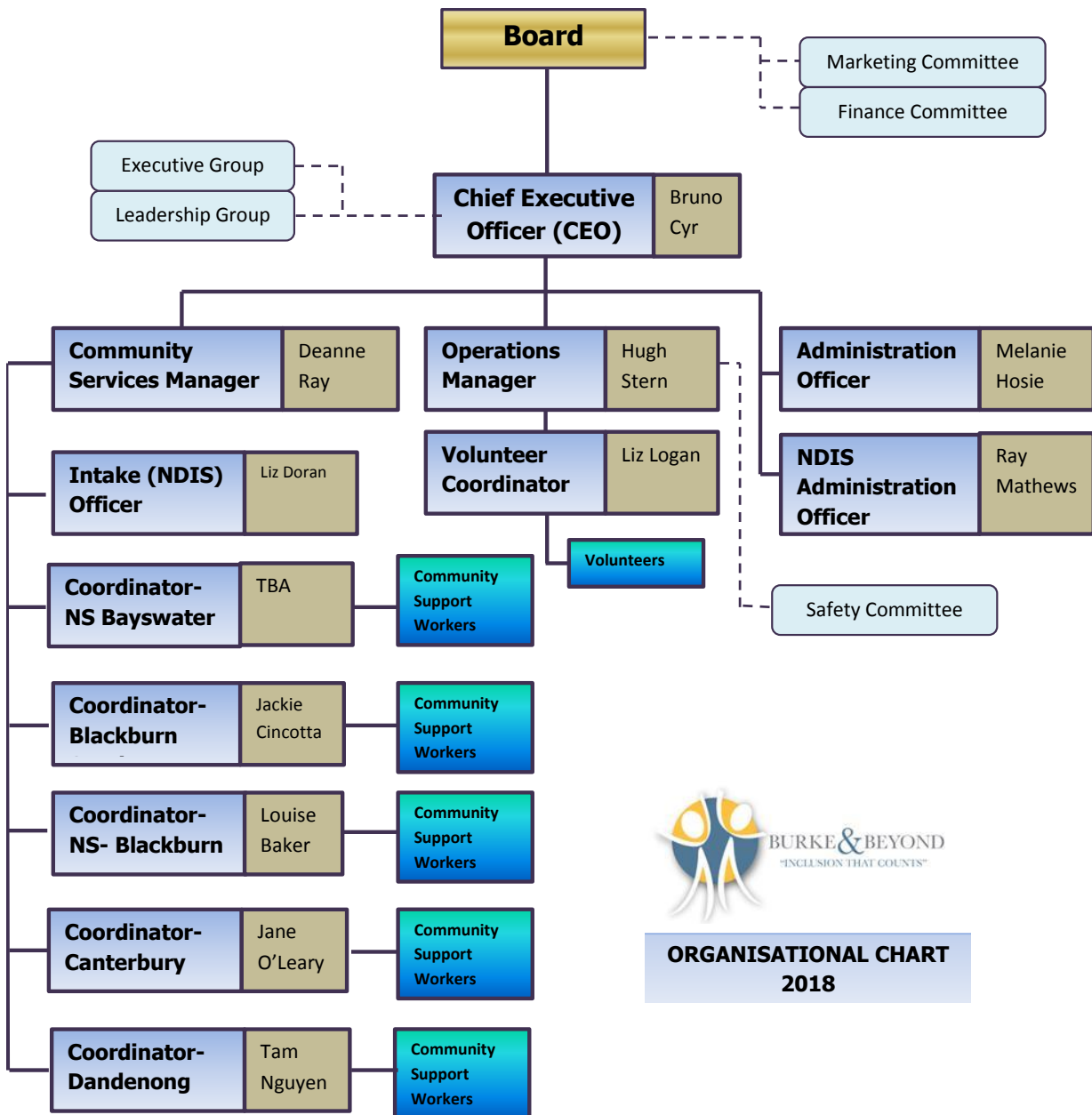
Burke and Beyond provides services from five locations: Bayswater, Blackburn, Blackburn South, Canterbury and Dandenong.

The “**Next Step**” programs at Bayswater, Blackburn and Dandenong focus on learning and development opportunities for young adults with a disability to become more independent and transition to adult life in the community.

The Programs at Blackburn South and Canterbury focus on recreational, social, community and interest activities for **older people** with a Disability.

We also offer SLES- (**School Leaver Employment Supports**. This is a program funded by the NDIS which is targeted at young adults with a disability having finished year 12. This program is supporting young people to develop the necessary skills to increase their chances of open employment in the future.

We also offer **outreach and 1:1 programs** where people with a disability who require more support can access the community and their chosen activities of interest.



NATIONAL DISABILITY SERVICE STANDARDS

Rights- The service promotes individual rights to freedom of expression, self-determination and decision making and actively prevents abuse, harm, neglect and violence.

Participation and Inclusion- The service works with individuals and families, friends, and carers to promote opportunities for meaningful participation and active inclusion in society.

Individual outcomes- Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

Feedback & Complaints- Regular feedback is sought and used to inform individual and organisation- wide service reviews and improvement.

Service Access- The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

Service Management- The service has effective and accountable service management and leadership to maximise outcomes for individuals.

PRINCIPLES AND PRACTICES *(Our code)*

Burke and Beyond staffing principles:

1. **ACCOUNTABLE-** Burke and Beyond fosters an ethos of responsibility, accountability, honesty and transparency.
2. **PROGRESSIVE-** Burke and Beyond will continue to adapt, evolve and be progressive with services provided.
3. **SUPPORTIVE-** Burke and Beyond encourages a culture which is approachable, respects empowerment and supports our people.
4. **PROFESSIONAL-** Burke and Beyond upholds a conduct which is professional, positive and promotes open communication.
5. **TEAM FOCUSED-** Burke and Beyond shares an inclusive and united team approach to our common aims.
6. **INTEGRITY-** Burke and Beyond leads with integrity, trust, reliability and authenticity.

ADMINISTRATIVE INFORMATION

Signing in/out

Upon arrival, each staff member is required to sign into the attendance folder with your name, the date, and time of arrival. When leaving, please sign out and record the time you have finished.

There is a casual staff time sheet available from the CSM. Time sheets need to be sent directly to the Community Services Manager by 9.00 am on the Monday morning of pay week. All time sheets need to be authorised by the Service Coordinators prior to payroll.

Casual staff working only a morning shift, will not receive a meal break. If you work for a full day (9.00am – 3.00pm) you are entitled to a morning tea break (at a negotiated time) and a 30 minute unpaid lunch break.

Salary Payments

Staff members at Burke and Beyond are paid on a fortnightly basis. All pay enquiries should be directed to the Administrative Officer, who is based at the Blackburn South site.

Burke and Beyond is a signatory to the Victorian Not for Profit Disability Sector Agreement that covers the ATSS sector. Your pay level is also dictated by the SCHADS (Social, Community, Homecare and Disability Services) industry awards also known as the Modern Award. This means that your pay is determined by the pay structure set out in that document. Your pay level will be calculated on your previous year's experience and qualifications using the guidelines in both documents.

Induction and orientation

On your first day with the organisation, there will be an official induction and orientation to aspects of your work at Burke and Beyond. This process will take some time on your first day and will continue over the following twelve weeks. Please feel free to ask as many questions as you need to. This process is designed to make your start with the organisation as smooth as possible and will also involve reading and the completion of an Induction and Orientation booklet.

Leave

Permanent support staff are entitled to six weeks paid annual leave as per the current Collective Agreement applying to Burke and Beyond (as referenced in your Employment Agreement) and this is taken during times when services are shut. A calendar of planned closure dates is available at all services and a leave application form will be required for all other leave requested. Study leave and leave without pay requires an application with clarification and rationale submitted to your direct coordinator and/or manager for approval by the CSM and/or CEO. Study leave and leave without pay is not an entitlement, it is restricted and managed through agreement and at the discretion of the CEO/CSM.

Permanent staffs not covered under this award are entitled to four weeks annual leave which can be taken at any time with approval of their manager.

Personal and Carers leave

As part of the agreement and working conditions permanent staff are entitled to an amount of paid personal and carers leave. If you are unwell and/or unable to come to work please contact your Coordinator/ manager before 7.00 of the morning of your shift. Please make sure you obtain their mobile phone number when you commence work.

Staff amenities

Staff amenities and facilities to store and prepare staff meals are available at all our services. Burke and Beyond provides tea and coffee for staff. All our sites are within close proximity to shops should staff wish to purchase lunches and/or alternative refreshments.

Dress Code/ Staff Attire

Maintaining a functional but professional appearance is very important to the success of Burke and Beyond.

Regardless of staff's interaction with participants, fellow staff members, others agencies and the community, each employee projects the reputation and professionalism of the organisation. An employee or volunteer's choice of clothes and their appearance forms part of the impression people and the community have of Burke and Beyond.

At Burke and Beyond we have chosen a dress environment which is functional however promotes a professional appearance. Employees are expected to use good judgment and to show courtesy to participants and co-workers by dressing in a manner that is presentable, appropriate, respectful and suitable to their role and tasks they are involved with.

As part of this respectful and professional appearance staff and volunteers are expected to wear:

- Closed toe shoes
- Jewellery which does not pose a risk to self and others
- Shorts and dresses where the length is just above knee
- Neat and clean clothing which is not revealing, including exposed chest areas, singlets and clothes which are tardy, faded, frayed and with holes
- No hats are to be worn indoors
- Clothes when representing Burke and Beyond at meetings, interviews, expos and other public occasions which promotes the professionalism of our organisation.

Any clarification and/ or requests to not comply with the dress code due to the nature of program activity must be discussed with your manager and/ or CSM.

Staff not adhering to the dress code may be asked to change prior to commencing their shift or have it addressed through supervision with their manager

Car parking

There is limited car parks at all our services and most parking is either in local streets or commercial car parks. Staff park at their own risk and cost. Public transport is available within close proximity of all our sites.

Security

Depending on hours worked and the need for it, staff members will be issued with a key to the building and provided with an access code. The staff room also has a security code to access the area, which is closed during program hours. An area will be provided for you to lock away any personal belongings

Computer network

Each staff member has access to our computer network. There are a number of computers at each of our services. All of the computers are connected to a central network and are accessible to staff from any of our locations. The server is hosted at Blackburn South. Access for tablets can also be arranged by request if needed. Staff members are encouraged to report problems with their computers, software or mail as soon as they arise. We have contracted a company called the Virtual IT Department. You can contact their helpdesk directly from 9 am on 1300 101040 and discuss the issue with them.

A user account will be set up for you when you start work with Burke and Beyond and the user name and password will be provided to you. Please keep this information confidential. You may change your password once you are in the system.

A lot of information is passed on through the E-mail system; please ensure that you check your mail daily. Access to all working files in through My computer/N:/(name of service)

Personal use of the internet is to be kept to a minimum and only during breaks or lunch time. Keep in mind that the system is monitored and that any inappropriate use will be reported to management by our IT providers in line with our Internet Policy.

KEY POLICIES & PROCEDURES

“Policies, procedures and work instructions are designed to influence the decisions, actions and activities outlined within the boundaries set out by them. Together, they ensure the point of view of an organisation is translated into steps which result in the expected outcomes.”

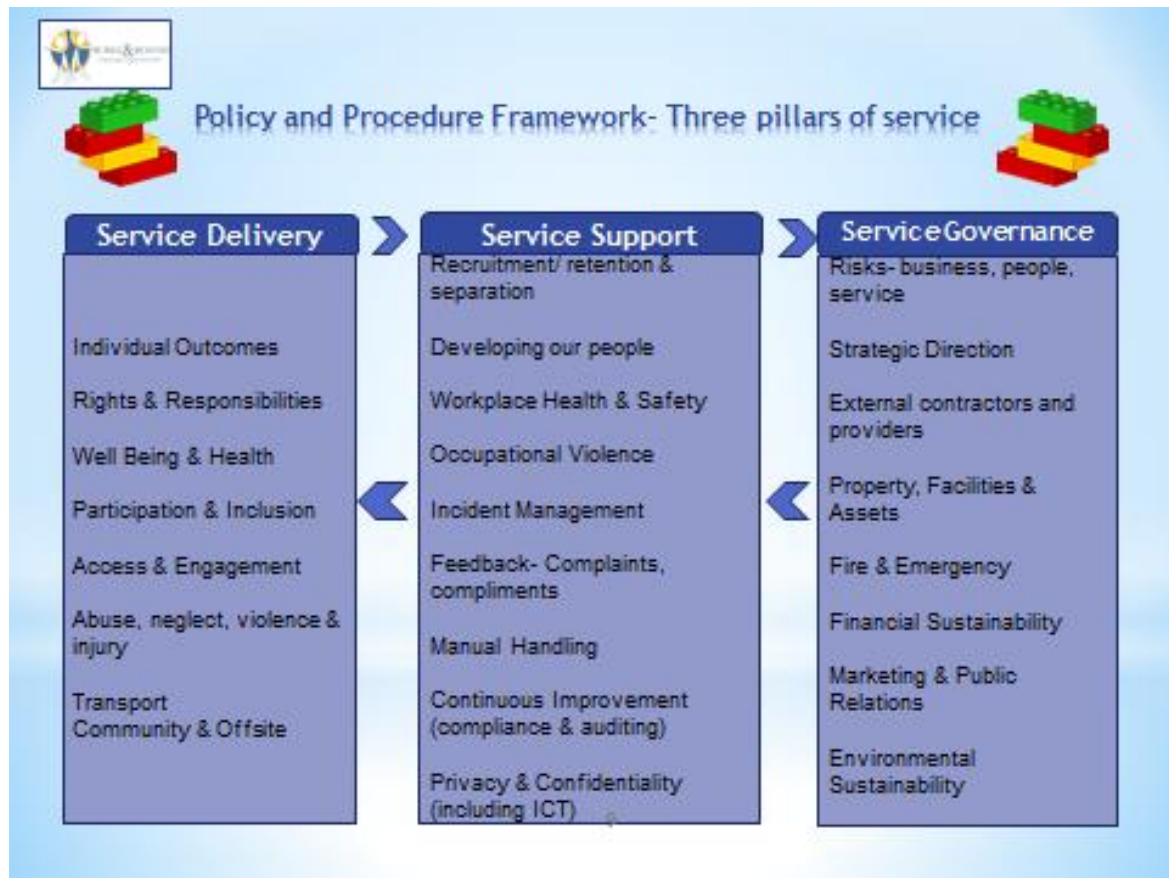
Policies are the stance an organisation takes on a particular subject. They are usually rules and/or statements outlining the position or objective the organisation is committed to.

Procedures are the specific and required steps undertaken to put policies in action. They outline the expected actions, responsibilities and timeframes which deliver the desired outcome being sought.

Work instructions are recommended practices and/or tasks, however do allow some choice or leeway in their interpretation and implementation

Manuals are a reference book with a collection of information or selection of policies, procedures and work instructions which describe the key practices or expectations of the service or site where you are working.

Our Policy and procedure framework is broken into three pillars.



Policies, procedures, work instructions and forms etc. are located on the Supportability software under Documents. Information on how to locate and log in will be provided to you. However to assist you here is a brief on some key policies and procedures. However, you will need to read the full version and others as part of your induction and orientation. These are set out in your Induction and Orientation Booklet.

Health & Safety

It is the intent of Burke and Beyond to ensure that we offer a safe and secure workplace to all of our participants, employees, volunteers and visitors. We will:

- Facilitate consultation and communication of safety
- Provide safe buildings and systems of work
- Provide written procedures and instructions to ensure safe systems of work
- Ensure compliance with legislative requirements and current industry standards
- Provide information, instruction, training and supervision to employees, contractors, participants and visitors to ensure their safety
- Provide support and assistance to employees

Each of our services has a designated person for health and safety issues, please ensure you are introduced to them.

Staff should be vigilant and report any potential safety issues to the Service Coordinator on site.

Manual handling

Reducing and eliminating the use of manual handling at Burke and Beyond is our policy. Our processes aim to ensure appropriate identification, assessment and control of all manual handling tasks performed by staff to minimise risks and maximise safety for all involved. Where tasks involve a potential manual handling risk, appropriate assessment and control plans/instructions have been developed- please ask and ensure you receive relevant training and/or education.

Smoking

We aim to provide staff, participants and visitors with a healthy environment, and as such are committed to being smoke free at all its locations. This policy aims to promote health and well being for all people and facilitate the elimination of exposure to environmental tobacco smoke (passive smoke) to workers, participants and the public. Designated smoking areas have been identified at all our work based sites. We also foster encouragement and assistance to staff wanting to cease smoking in order to improve their health.

There is no smoking in any company vehicle and or around the vehicle or around our participants.

Drug and Alcohol

Burke and Beyond is committed to providing a safe, healthy and productive workplace. Alcohol and drug use can affect the ability to perform tasks safely and puts our participants, volunteers, fellow staff and yourself at risk. Burke and Beyond recognises that drug and alcohol-related issues can affect anyone at work, and is committed to addressing these issues in a way that is supportive and fair to everyone whilst ensuring safety for all. Being under the influence of alcohol and/or illicit drugs whilst at work is unacceptable.

Diversity

We are committed to providing an environment and culture which is fair, inclusive and where diversity is accepted, respected and valued. Our commitment to diversity means that Burke and Beyond continuously strives to provide an environment that is supportive of equal opportunity, equal treatment and equal access for participants, their families, staff, volunteers and those who may visit our services. We believe that the wide array of perspectives that results from such diversity promotes inclusiveness, innovation and business success. Managing diversity makes us more creative, flexible, productive and competitive.

Inappropriate Behaviour (Bullying, Harassment & Equal Opportunity)

At Burke and Beyond we are committed to providing an environment free from bullying, harassment, intimidation whilst promoting a culture of equal opportunity. Bullying, harassment and intimidation is not tolerated and/or accepted part of our work culture. Whilst it is illegal it can also harm a person's health and well being.

Occupational Violence

Occupational violence is any incident where staff are physically assaulted or threatened in the workplace. Burke and Beyond is committed to ensuring staff are safe and free from occupational violence and encourage staff to report incidents, potential incidents and assist us in preventing opportunity for it to occur.

Staff Grievances

Should you wish to raise a concern or feel you have been subjected to bullying, harassment, intimidation and/or unfair treatment, either contact your immediate Service Coordinator, the Community Services Manager or the CEO

Code of Conduct & Professional Boundaries

It is an expectation of all staff that you would treat people professionally and in a manner that you would like to be treated yourself. This includes respecting them, their space, belongings and view points. We expect staff to act in a way that promotes integrity, care, accountability, respect and equality.

Working with participants requires both a professional and personal approach where a relationship, friendship or dependency can develop. Staff are reminded to be conscious of their professional boundaries and the acceptance of gifts and monetary gestures from participants and/or their families is prohibited unless prior approval from the CEO. Involvement outside of your working role must be discussed with management prior to any arrangements being made.

Privacy & Confidentiality

Protecting the privacy and confidentiality of participants, their families, staff and community partners is paramount to us. Burke and Beyond Association Incorporated respects the individuals right to privacy, and any personal information provided by the participants and staff to the organisation will be held in confidence. The information contained in all program and organisational files at Burke and Beyond is private and confidential. All folders and files must be returned to the designated cabinets where they are locked. Participant, staff and the organisation's files must not be removed from the premises, copied or used for any other purpose other than Burke and Beyond business. Identifying and/or personal information regarding participants, fellow staff and the organisation should not to be discussed outside of the organisation without consent and/or permission.

All files and documents produced during work remain the intellectual property of Burke and Beyond and can not be copied or taken off our premises without expressed permission from the CEO.

Consent

Everyone has the right to consent to their personal information, images and stories being shared with other agencies and/or used for marketing and promotional material. Participants and staff are provided this right and as such should we wish to tell or use your information and/or image, this will be discussed with you prior.




Take home message:



- Nothing about me, without me
- Check before you share or act
- Ensure information is secure
- Record consent




- Only obtain, share what is necessary
- Ask yourself- how would I feel?

Model of Support

Burke and Beyond is committed to providing a participant model of support that fosters person centred approaches which promote an individualised pathway for people to achieve and connect. Our participant pathway is transparent, fair and equitable to all participants and their families. We use the following four milestones as key stages and steps for achieving and ensuring people participating at Burke and Beyond receive seamless and appropriate services:



- Access
- Planning
- Provision
- Review

Assault, Abuse & Neglect



Assault, Abuse & Neglect

Burke and Beyond has a zero tolerance for assaults, abuse, neglect and commits to ensuring the rights of participants are respected, their well-being is safeguarded, and they are not exposed to any form of assault, abuse and/or neglect. This includes instances of emotional abuse and assault.

Restrictive practices

We are committed to reducing and eliminating the use of restrictive practices in our services. Our focus is on preventing or reducing the behaviour that causes harm through providing opportunities for the person to participate in activities of interest, develop relationships and engage in the community.

We employ processes and practices which:

- establish positive alternatives to restrictive practices through the use of a Behaviour Support Plan agreed to by the person and their supporters
- educate and skill staff and other support providers in the use of evidence-based alternatives to restrictive practices

Feedback

We are committed to providing high quality support and services, where participants, their families/carers, staff, visitors and the community are encouraged and enabled to participate in providing feedback to improve our services. Feedback whether a comment, compliment, complaint and/or a suggestion provides opportunity to observe the quality of services and effectively assist in making improvements to the support and services provided. The feedback and continuous improvement processes encourages and fosters openness, fairness, opportunity to learn and issue resolution. Feedback and suggestions can be provided through completing a suggestion and improvement form and/or talking with your coordinator

Incident reporting

To assist in promoting safety and minimising risks we have a robust incident management process which encourages people to report incidents and near misses.

Should an incident occur remember these three key steps:

1. Contain the situation, attend to any first aid and restore safety
2. Alert others, let your colleagues, coordinator, management and as relevant emergency services know
3. Complete an incident report as soon as practicable,- outlining what actually happened not what you think happened

First Aid

First Aid Kits are located at each of our sites, please enquire at the site as to its location. Travel kits are also placed in each bus and in all evacuation packs. Additional gloves, where required, are located in each of the male and female toilet wall cabinets. All permanent staff members are trained to Level 1 First Aid. This training is done in-house on an annual basis.

Fire & Emergency

In the event of a fire and or emergency all our services have an emergency evacuation plans displayed, evacuation packs, emergency equipment, first aid kits and trained staff to direct activities. Familiarise yourself with these, talk to your fellow staff members, read the relevant procedures and work instructions and make sure you feel confident with the actions to be taken in the event of an emergency.

WORKING WITH PARTICIPANTS

Key worker role:

Burke and Beyond has a key worker system in place. Each staff member has the responsibility of supporting their allocated participants with the following:

- Organise a service program and activities
- Contact care givers and/or significant people to discuss ongoing issues
- Advocate on your participant's behalf when needed
- Update your participant's details in the emergency folder
- Assess that their objectives and strategies are being met
- Raise issues about your key person at staff meetings

A more comprehensive list of associated tasks will be made available to you.

Program profiles

At Burke and Beyond, each staff member will continue develop and maintain a program profile that contains all of the documentation required for the program that they are responsible for running. The profile needs to contain a full description of the program, risks and controls, alerts, who is involved, where it is, what aids are required, duty of care and behavioural issues, individuals goals and other important information. These folders are blue and located in the staff room. As all of our services are relatively small, it is likely that some of the permanent staff members would have run the program in the past and may be able to assist you with any questions you may have. The Service Coordinators or the CSM will also be able to assist you.

Each participant attending the service also has a general information folder that provides you with a brief profile, the participants likes and dislikes and duty of care requirements. It is important to update the profile on a regular basis. Profiles of all the participants that you support must be read before you start working with them.

Personal care

Many of our participants need support for their daily routines such as eating, attending to personal care and going out in the community. A Participant Profile is available which outlines the support and care each participant may require and any assistance required regarding their access and mobility.

Medication

There are some participants who may take medication whilst attending Burke and Beyond. Only suitably qualified and competent staff can handle and administer medications. We follow the five R's for medication administration: Right participant, right drug, right dose, right method and at the right time.

Where PRN medication is available to a participant for specific reasons, it can only be given under clear advice from that participant's Medical Practitioner. You also need to get authorisation from the CEO or CSM who both are Authorised Program Officers (APO's).

Refer to our medication procedure for more information and detail regarding storage, administration and recoding of medications.

Duties

Each staff member has rostered duty times. Casual staff members are expected to assist this person to complete their duties or to be responsible for them if the regular staff member is away. Rosters and duty statements are located in the general information folders as well as staff folders and on the wall in the kitchen. Staff also support participants with their transport arrangement and ensure that at the end of the day each driver has the right person and address. Check also that each of the toilets is flushed at the end of the day and the dishwasher emptied by the designated people.

Lunchtime assistance

Duty rosters for supporting participants at lunchtime are usually displayed in the staff room. First roster is from 12.00 to 12.30pm and the second is from 12.30 to 1.00pm. Staff support participants to heat, toast or cut up their lunches, make drinks and to provide general support where required. Some participants require specific support whilst eating their lunch. Please check participant's profiles and mealtime details.

Transport arrangements

Burke and Beyond does not provide transport to and from home. Participants arrive at the centre by a range of means. Taxis and CRU vehicles are the primary modes of transport. In order for casual or new staff to assist participants and to be aware of who travels by what means, as well as where the participant is travelling to, there are lists of participant names and addresses in the front of the program folders and/or the general information folders. Permanent staff will always support casual and new staff to assist participants with transport initially.

Transport fleet

Burke and Beyond own several vehicles which are located across our services. Some are fitted with a hoist, safety harnesses for walking frames and a folding step for easy access/egress. Most have handrails and electric steps fitted, do not operate these without training and/or education.

Staff members are expected to respect the speed limits and all the road rules. Any infringement notice will be passed on to the vehicle's driver. Repeated offenders will be officially counselled.

Where two staff members are in a community together, it is expected that one will travel in the rear section of the vehicle to act as a chaperon/conversation starter and to give the opportunity to participants to sit at the front.

At the end of each trip, staff members are expected to fill the log book. All information relating to accidents and incidents is also included in the log book. Any vehicle which shows $\frac{1}{4}$ of a tank or less should be refilled immediately. Some vehicles are fitted with gas as well as petrol (both unleaded and Diesel) and we request staff to use mainly gas when available due to the increasing costs of petrol. Please take extra care in regards to Diesel as putting in the wrong type of petrol will incur very high repair costs.

Where staff are required to use private vehicles to provide transport with participants, prior approval and arrangements must be made with management. Where staff use private vehicles to either transport participants and/or for work purposes, staff can apply for re-imburement of travel costs using the approved re-imburement form.

Mobile phones

Staff members can use their own phone and will be reimbursed (on presentation of call details) should they need to use them for Burke and Beyond related business.

Personal mobile calls and accessing the internet whilst supporting participants and during program times should be limited to emergencies only, and not used during these times for personal pursuits. Mobile phones should be left in staff room and preferably on silent or vibrate mode. Burke and Beyond Landline numbers can be given to family and friends for emergency purposes.

Staff members are able to make personal calls and check their social media during breaks, lunch breaks, before and after program hours.

Please switch your mobile phones to vibrate or silent during staff meetings and program times.

Dealing with Media

Any requests and/or contact with media must be directed to CEO and ensure any contact must be cleared with the CEO first.

OTHER INFORMATION

Board of management

Burke and Beyond is a not for profit independent organisation which is governed by a Board of Management. This Board is made out of community volunteers and family members and meets regularly to discuss business, policies and strategic related issues.

Policy and Procedures

Burke and Beyond's policies, procedures and forms are readily available for staff and can be accessed through the computer system. Documents downloaded and/or printed may not be the most up to date and are therefore uncontrolled once downloaded. On induction, you will be instructed on how to access the system and be given a password. You will be required to read the Mandatory policies and procedures in this system within the first few weeks of employment. Following reading and acknowledging our mandatory policies and procedure, you will be required to go on to read and acknowledge other policies and procedures related to you position and work.

Staff meetings

Staff meetings are regularly held and at a time which is appropriate for the team members at each location. It is the responsibility of the Service Coordinators to ensure that agenda items are noted, minutes taken and made available. Chairing of the meetings is usually rotated and all staff can add items to the agenda. There are also a few staff meetings throughout the year for the whole staff group. These will be advertised internally. Some staff training may also at times be held after hours by arrangement.

Employee Assistance Program

Burke and Beyond provides a counselling service which staff can use anonymously. This voluntary and confidential counselling is fully subsidised by your employer for a

capped number of sessions per year. These sessions can be used for work related or personal reasons and we encourage all staff to take advantage of this service as needed.

Just ring 1300 668 256, state that you are from Burke and Beyond and you can organise a time to meet. This service is confidential.