

Ezyas@Home Pty Ltd

Policy and Procedure

Handbook



Ezyas@Home Pty Ltd: Policy and Procedure Handbook

Section 1: Introduction

What is a Policy and Procedure Handbook

A Policy and Procedure Handbook is a written record of the agreed policies and Procedures of an organisation. It must be readily available to all team members involved in the management or work of an organisation and should be kept in a loose-leaf file so it can be amended to, as policies and Procedures are reviewed. The aim of maintaining a Policy and Procedure Handbook is to ensure a consistent and high quality service is provided to clients and team members. This Policy and Procedure Handbook contains policies and documents Ezyas@Home Pty Ltd (Ezyas@Home) requires to effectively manage its business.

Client Service

clients should:

- Know about the services available
- Receive fair, equitable and reasonable assessment and treatment
- Be aware of their responsibilities to the service
- Be informed of decisions made by the service and the reasons for making them
- Receive appropriate services
- Be assured of continuity of service
- Be aware of the complaints procedure and their rights to use it
- Be confident of privacy and confidentiality

How to Use This Handbook

The policies and procedures in this Handbook have been separated into three sections.

Service Management

Staff Management

Service Delivery

Each section is divided into different policy topics. To achieve quality outcomes for our clients we need to develop good practices in the areas of service management, staff management and service delivery.

About Ezyas@Home

The owners have business, human resource management and community services backgrounds, combined with a considerable flair for innovative project management. Their proposal is to establish a new business providing exceptional in-home services, which are tailored to match the client's needs.

The emphasis will be on high quality services, and the reinvestment of profit in business growth and development. Their aim is to provide the client a service that promotes, privacy, respect and independence on a non-discriminatory basis. To provide clients with a range of options, taking into account the client's preferences. The service will be responsive and able to be modified to meet changing client needs over time.

Services Provided

We provide exceptional in-home services. We can match our services to meet the clients needs.

- To provide a range of in home services to achieve holistic health care, safe lifestyle and independence for all individuals of all ages.
- Promote independence giving the clients more control and ability for determining their own needs.
- We aim to provide an efficient, flexible and responsive service within an affordable fee structure.

The focus of our services should be “**a commitment to quality outcomes for our clients**”. All of our team members are committed to developing quality services. Team members are hard to get and difficult to keep. We have developed a service that will help us to assess, train, motivate, recognise and promote the value, and recognise the skills of our team members.

Section 2: Service Management

Service management policy and procedures cover the way in which a business is managed. The policy and supporting documents included in this section should ensure that the service is accountable and well managed and is providing effective and efficient services to clients.

Documents included:

- Service Purpose
- Legal Responsibilities
- Programme Planning and Evaluation
- Insurance
- Privacy Policy
- Financial Management
- Use of Equipment and Vehicles
- Occupational Health, Safety and Welfare

Service Purpose

Statement of Purpose

The purpose of Ezyas@Home Pty Ltd (Ezyas@Home) is to provide quality services, promote the quality of life, dignity, and independence of its Clients, as well as complementing other support and allied health services.

All our clients and staff will:

- Have their rights to confidentiality and privacy respected
- Participate in decision making that affects their lives
- Be treated with respect and dignity
- Have their contribution valued and acknowledged
- Be provided with a safe and supportive environment
- Share an environment that respects cultural and religious diversity

Target Group

All members of the community wishing to access our services.

Legal Responsibilities

Ensure that:

- Ezyas@Home Care has adequate insurance cover
- Staff employment agreements are complied with, that proper tax is deducted, and safe working conditions provided
- The services operate within relevant Federal, State and Local Government laws and regulations

Policy and Planning

Ensure that:

- Ezyas@Home has clear goals
- Plans are developed and evaluated on an annual basis
- High quality and effective services are delivered to clients
- Policy and Procedure are reviewed and kept up-to date and are put into practice

Financial

Ensure that:

- Ezyas@Home has an annual budget for the year, and that expenditure is within the budget
- Ezyas@Home has sufficient income to meet the budget requirements
- Funds are properly accounted for and a financial audit is completed every year

Staff

- Ensure the recruitment of the appropriately skilled staff
- Provide staff with support, direction and supervision

Other Management Responsibilities

- To deal with service issues and problems as they arise and to provide the necessary support and assistance

Ezyas@Home Structure

The structure of Ezyas@Home in the organisational chart below.

Insert chart:

Planning and Evaluation

Ezyas@Home has a commitment to ongoing planning and evaluation of the service to make sure that the needs of the clients are being met effectively and efficiently.

Participation in Planning

The planning and evaluation of the service is the responsibility of the management.

They will ensure that the process includes:

Ongoing monitoring of the service
An annual presentation of data
Participation of other local relevant agencies including indigenous, ethnic and Cultural organisations

Participation from clients of Ezyas@Home
Participation from staff

The Planning and Evaluation Process

Ongoing Monitoring

Ongoing monitoring of the service will occur through the collection of appropriate client statistics using the following:

- Self Management Teams will compile ongoing reports and reviews on a regular basis
- Using the Client Review Form, the teams and Team Support Group should keep a record of all requests for services, new clients and clients who cease to access services.

Annual Presentation of Data

At the end of the financial year the management will collate all service data for the twelve-month period.

This report will include the number of:

Requests for services; assessments and reviews
New clients; clients ceasing to access services
Referrals to other agencies
Households and individuals serviced, hours and range of services provided

Total number of clients; number on the waiting list
Requests for assistance not met and reasons for refusal of service
Staff hours

In addition, the Management will, once a year obtain data from the Australian Bureau of Statistics.

Collate up-to-date relevant demographic data including
Age and sex of population
Rate of population change
Ethnic composition and languages spoken

Indigenous population
Number of persons with disabilities
Main illnesses and types of disability
Income levels

Client Feedback

Client feedback will include:

A client feedback questionnaire is available to clients at all times and reviewed regularly
Informal client feedback given verbally to staff, Clients are to be encouraged by all staff to provide informal feedback on Ezyas@Home services
Number of people refusing services and the reason why
Number of client complaints/disputes and outcomes

Feedback from Other Services

Participation in services planning of other services and allied health services to survey and gain feedback.

Ezyas@Home Planning

Teams and Team Support Group will meet throughout the year in a formal and informal form to highlight issues facing the business and to develop directions and strategies for the coming year.

Implementing the Plans

The Teams and Team Management Group are responsible for developing detailed action plans.

The tasks to be completed

Who will complete them, and

When

<i>Insurance</i>

Insurance Policy

Ezyas@Home will comply with all legal requirements with respect to insurance.

Staff and Vehicles

The Management will ensure that the vehicles of any staff are covered through their own registration/insurance policy.

Insurance Register/file

The Register must show the policy number, the insurance company, what it covers, the premium, the date paid and the expiry of the cover.

Privacy Policy

The Federal Government has extended obligations under the privacy legislation to the private sector this requires Ezyas@Home to satisfy National Privacy Principles (NPPs). Ezyas@Home will adopt consistent compliance practices and procedures on the collection, handling and use of personal information. Policy included below.

Financial Management

Principles of Financial Management

The following principles apply:

The Team Support Group in consultation with Directors should develop an annual budget.

The financial management of Ezyas@Home is the responsibility of the Team Support Group.

The budget for the current year is included below;

Monthly financial report collated and quarterly financial statements should be reviewed and services managed accordingly;

The Team Support Group in accordance with the policies and procedures laid down by the Group should approve all transactions carried out by staff members of Ezyas@Home.

Ezyas@Home Bank Accounts

Categories of Receipts and Payments

Quickbooks Accounting Package

Use of Equipment and Vehicles

Equipment

The following policy applies to all staff members who are required to use equipment in carrying out their duties:

- The occupational health and safety policy must be followed. This is described in the next section
- If the staff member is inexperienced in using a piece of equipment, appropriate training must be provided
- Any hazards/faults must be reported immediately

Register of Motor Vehicles

The Team Support Group is responsible for keeping the Register of Motor Vehicles in their programme up-to-date. A copy of the Register is included below.

Vehicle Policy

The following policy applies to the use of Ezyas@Home vehicles:

- Staff must have an current relevant drivers licence before using a motor vehicle
- All Ezyas@Home vehicles are to be used solely for purposes necessary to the provision of Ezyas@Home services
- The primary user of the vehicle will ensure that the vehicle is maintained to the appropriate standard by:
 - cleaning the vehicle inside and out on a regular basis (at least once a month)
 - making sure that the vehicle has petrol and oil and water at all times
 - reporting when the vehicle is damaged, or when repairs are required
 - making sure that the required servicing and maintenance is carried out
 - emergency breakdown service through the RACQ
- Emergency telephone numbers are to be displayed in all Ezyas@Home vehicles. These include the hospital, police, and local general practitioners
- Emergency Procedures and First Aid Kits should be in all vehicles and regularly maintained.

Motor Vehicle Accident Procedures

Staff Members who have a car accident while driving an Ezyas@Home vehicle should follow the procedures outlined below:

- Stop at once
- As much as possible, ensure that the vehicle is not posing a further traffic hazard
- Offer assistance to anyone who might be injured
- Get the names and addresses of all witnesses to the accident
- Report the accident to the police

If another vehicle is involved make sure you obtain and keep a record of the following information:

- The owner's name, address and telephone number
- The driver's name, address and driving licence number or other identification
- The name of the owner's insurance company
- The make, type and registration number of the car

Identify yourself to the other driver, together with your name, address and registration number.

If the police attend, make sure you:

- Provide the police with all relevant information about yourself and the other driver
- Obtain and keep a record of the attending police officer's name, rank, number and station

As much as possible try to recall and commit to memory (or write down) the details of the accident while they are still fresh in your mind.

Do not discuss the accident with anyone other than the police or Ezyas@Home insurance company representative.

If personal injury or serious property damage is involved:

- Phone the Team Support Group at once.
 1. Judith Allen
 2. Lynette McIntyre
 3. Wendy Wall

Complete an Accident Report Form and give it to the Team Support Member as soon as possible after the accident.

Workers' Compensation

Under the terms of the Worker's Compensation Act 1987, Ezyas@Home staff members are insured for any injury they might sustain in the performance of their duties and, if they are not at fault, while travelling to and from work.

Occupational Health, Safety and Welfare

Ezyas@Home is committed to providing a safe and positive working environment for its staff members acknowledging that staff members well-being is a major factor in enabling them to perform their duties to the best of their ability.

The Occupational Health and Safety Act, 1995

Consistent with the requirements of the Occupational Health and Safety Act, 1995, Ezyas@Home, as an employer, has an obligation to provide safe working conditions and work practices.

These include:

- Provide or maintain equipment and systems of work that are safe and without risks to health
- Make arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- Provide the information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- Maintain places of work under their control in a safe condition and provide and maintain safe entrances and exits
- Make available adequate information about research and relevant tests of substances used at the place of work
- Employers must not require employees to pay personally for anything done or provided to meet specific requirements made under the Act or associated legislation

Under the legislation employees must take reasonable care of the health and safety of others. Employees must co-operate with employers in their efforts to comply with occupational health and safety requirements. They must:

- Take reasonable care to protect their own health and safety and the health and safety of others
- Co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation at the workplace that could constitute a hazard
- Follow the instruction and training provided by their employers, use the personal protective equipment provided and not interfere with anything set up in the interests of health and safety

The legislation also recognises that employees have certain rights with regard to health and safety in their workplaces. These include the right to:

- Be informed, i.e. to know about potential hazards
- To be represented on matters relating to occupational health and safety

Health and Safety in Ezyas@Home

In accordance with the requirements of the legislation, information and relevant orientation training will be provided to all staff on the causes and prevention of work related illnesses and injuries.

Furniture and Equipment

Staff will be provided with relevant training prior to the use of any equipment. Ezyas@Home will purchase furniture and equipment, which minimises the risk of injury or strain - particularly for staff working on keyboards. It is the responsibility of staff to ensure that they use equipment appropriately and follows the procedures recommended to protect keyboard users from muscle fatigue and repetitive strain injury. Staff should ensure that they protect their eyes from the light emitted by the photocopier, and should take care when filling the machine with toner.

Visual Display Units and Eye Strain

Staff whose duties require them to use a visual display unit for most of the time it is recommended to have an eye test (at their own expense) prior to their appointment. Do not position screens directly towards windows or fluorescent lights. Ideally, computer screens should be positioned at right angles to the windows and parallel to overhead fluorescent lights with a maximum tilt of 5° upwards.

Stress

Ezyas@Home recognises that stress is an occupational hazard and aims to minimise stress for staff by:

- Making good staff working conditions a priority
- Clearly defining job responsibilities and accountability structures

Developed and edited by J Allen and L Mc Intyre 11/10/16

- Establishing support systems for all staff
- Ensuring work plans and timelines are realistic

Abusive Client Behaviour

Staff members are not expected to tolerate abusive or violent behaviour from clients. If clients become extremely difficult, they should be referred to a person's immediate supervisor for attention.

Smoking

Ezyas@Home recognises the dangers of passive smoking and has made the office a smoke free environment. Staff members are not permitted to smoke in vehicles, a client's home or whilst on Ezyas@Home business.

Hazards

Staff will be trained to identify any health or safety hazards in the workplace and the client's home, and should report, in writing, any hazards to the Team Support Group as soon as possible. Please report any 'near-miss' accidents as they may identify potential hazards.

Accidents

An accident report form as provided by Workcover Authority must be completed by any staff involved in an accident (however minor) either at work or on the way to or from work and given to their supervisor as soon as possible. A copy of the Accident Report is included below.

Insert Accident Report Form

Communicable Disease

Staff should be trained in and observe basic hygiene and infection control measures in their work with clients in order to avoid communicable diseases. Staff who suspect that someone in their work place (office or client's home) has a communicable disease should report this immediately to the Team Support Group who will advise them of the appropriate action.

First Aid

In line with the First Aid Regulation of the Occupational Health and Safety Act, 1995, the following policy in relation to first aid applies in Ezyas@Home:

- It is the responsibility of the staff members to make themselves familiar with the locations of first aid kits in their workplace;
- The Team Support Group is responsible for ensuring that a Register of Injuries and Treatment is maintained up-to-date.

The Register must include:

- The industry in which the person was working
- The name, age, address and occupation of the injured person
- The operation in which the person was engaged at the time of injury
- The date and time the injury occurred
- A brief description of the type, cause and location of the injury and the treatment given
- The name of the first-aid person in attendance
- Any referral for further treatment if required
- The register must be kept as legislated.

Employee Rehabilitation Program

Ezyas@Home Pty Ltd recognises that helping workers to stay at work or make an early and safe return after an injury minimises the impact of injury on them and their families. We expect that all injured workers will return to work on suitable duties as soon as it is medically safe to do so. As part of our system of workplace rehabilitation we are committed to:

- providing a safe and healthy work environment
- encouraging the early reporting of injuries
- making suitable duties available to injured workers as soon as possible after an injury occurs

Developed and edited by J Allen and L Mc Intyre 11/10/16

- consulting with injured workers to develop their suitable duties program
- respecting the confidentiality of our worker's medical and rehabilitation information
- reviewing our workplace rehabilitation policy and procedures at least every three years

Other relevant documents;

Privacy Policy

Workplace Health and Safety - General Policy and Procedure

Work Injury/Incident Report

Employee Feedback Form

Guide to working safely in peoples home (Qld Gov) on web site.

Section 3: Staff Team Support Group

Staff team support group policy and procedures cover the ways in which staff are recruited, employed, supported and supervised in an organisation.

The documents included in this section would be used by the Team Support Group of Ezyas@Home and staff to ensure that staff are employed and managed in a way that meets *Efficient and Effective Team Support Group*. Included are example of policy statements, agreements, forms and other documents relating to all aspects of employing staff including material on:

- Job Descriptions
- Agreement of Employment
- Staff Accountability
- Staff Code of Behaviour
- Recruitment of Staff
- Staff Supervision and Support
- Performance Appraisal
- Staff Development, Education and Training
- Staff Performance Dispute and Grievance Procedure
- Exit Procedure

Staff Accountability

It is important for the smooth running of Ezyas@Home that all staff are clear about who they are responsible to, and that there is a set procedure for reporting.

Role of the Team Support Group

Responsibility for the day-to-day team members of Ezyas@Home is the Team Support Group.

This includes responsibility for:

- Planning, coordinating and evaluating the standard of service delivery of the programmes that operate from within the Ezyas@Home
- Manage the human, financial and physical resources and conduct regular performance, planning and review of both staff and the programmes
- Ensure the recruitment of quality staff members, provide supervision and ongoing professional development
- Develop and maintain networks of community services and other service providers
- Adhere to the policies and procedures of the business and oversee the compliance by other staff members
- Facilitate continuous quality improvement processes to ensure a high standard of practice and service delivery
- Plan and evaluate any future developments or projects and investigate any funding possibilities (submission writing)
- Develop, regularly monitor, and operate within, the Ezyas@Home budget.

Role of Other Team Members

All other staff members are required to fulfill the requirements of their job as specified in the job description. All staff members are employed by Ezyas@Home.

Staff Reporting Procedures

The team members are directly responsible to the Team Support Group.

Other Staff

Team members should be involved in regular (minimum fortnightly) group meetings and reporting and review of staff activities, Team Support Group will review and evaluate in a ongoing process.

Employee Information

A file will be kept on each employee in the files/database.

It will include their signed Agreement of Employment, individual electronic files will be kept by managers for all staff. These will include their job description, notes on their performance and any other relevant information. Employees are entitled to see their file at any suitable time to be arranged.

A sample of the Employee Record is included below.

Copies of other documents can be found in the sections following.

Job Descriptions

All staff should have a job description, which specifies their roles and responsibilities

- Job descriptions should be reviewed and updated when a staff member leaves and/or every two years to ensure that they are appropriate. (Updated copies of job descriptions must be included in this Handbook)
- Each staff person should be given a copy of their job description prior to their commencing employment and whenever their job description is changed

Conditions of Employment

The conditions of employment for Ezyas@Home staff are specified in the Ezyas@Home Agreement of Employment. This agreement is based on the relevant awards. The following points apply to the Agreement:

- All staff should have an Agreement of Employment, which is to be signed by the staff person and the Management prior to their commencing work (See also, Recruitment of Staff)
- Ezyas@Home policies on staff conditions of employment are specified in the Agreement of Employment
- Each staff person shall be given a copy of his or her signed 'Agreement of Employment' prior to commencing employment

Probationary Period:

The initial term of employment for a new worker should be three (3) months (permanent employees). If the Manager is not happy with the person's performance during the probationary period, their employment can be terminated on the day the agreement expires by giving at least 14 days notice in writing and after the appropriate procedures have been followed (see Staff Supervision & Support). Alternatively counselling and retraining could be implemented and probation extended to six months.

Subsequent terms of employment are on a full-time, permanent part-time casual or a specified contract and should be negotiated in consultation with the Team Support Group and the employee.

Review of Job Descriptions:

Job descriptions should be reviewed whenever the Agreement of Employment is due to expire. If the job description needs to be changed the Agreement of Employment should be terminated by giving not less than 14 days notice in writing to the employee that their employment will cease on the expiry of the current term of their employment.

A new Agreement of Employment should then be signed in relation to the revised job description. The employee must agree to changes to the job description within a current term of employment.

A copy of the current Agreement of Employment is included below.

NOTE: BEFORE A CONTRACT OF EMPLOYMENT IS SIGNED BY AN EMPLOYEE, THE MANAGEMENT MUST CHECK IT AGAINST THE RELEVANT AWARD OR SEEK LEGAL ADVICE TO ENSURE THAT IT COMPLIES WITH THAT AWARD.

Code of Conduct for Employees

The staff code of behaviour is a set of rules outlining standards of acceptable behaviour at work. It makes it clear to all people what is expected, and reduces confusion and possible conflict. A copy of the code of behaviour should be made available to staff on recruitment. Failure to abide by the Staff Code of Conduct may lead to dismissal from Ezyas@Home.

Code of Dress

Employees should wear clothes appropriate to the type of work and not offensive to the clients and/or other staff, or uniform if designated.

Recruitment of Staff; Recruitment Policy

- All staff members are recruited according to Ezyas@Home Equal Employment Opportunity
- All permanent vacancies will be advertised internally/externally
- The Team Support Group are responsible for the recruitment of Ezyas@Home staff

<i>Equal Employment Opportunity and Affirmative Action Policy</i>
--

Equal Employment Opportunity

Ezyas@Home aims to choose the best person for the job regardless of:

- | | |
|---|--|
| ➤ Race, colour and national origin | ➤ Parental status (including pregnancy, when safety is not an issue) |
| ➤ Physical, intellectual or psychological impairment including HIV and AIDS | ➤ Religious or political beliefs, activities or practices |
| ➤ Gender | ➤ Sexual orientation |
| ➤ Marital status (including de facto) | |

Ezyas@Home will establish and monitor all employment policies, practices and procedures to ensure that equal opportunity principles are followed in all areas of staff team support group including:

- | | |
|---|---|
| ➤ Advertising for positions | ➤ Staff training and development |
| ➤ Job descriptions and selection criteria | ➤ Transfer, promotion and higher duties |
| ➤ Interview questions and processes | ➤ Discipline and dismissals |
| ➤ Selection panel composition and practices | |
| ➤ Appointment procedures | |

To find the best applicants for the position, Ezyas@Home will focus on the requirements of the job rather than questions or assumptions about the applicant's circumstances or background. Ezyas@Home will provide information and training to all staff and team support group involved in the staff advertising, selection and appointment process.

Affirmative Action

Many clients (internal and external) of this service have one or more disabilities. Ezyas@Home has therefore adopted an affirmative action policy to promote equal employment opportunity for people with disabilities; this complements the existing equal employment opportunity policy. Applicants for positions will not need to meet all of the essential skills and experience requirements for appropriate positions (when safety is not an issue). Appropriate training will be provided for staff with disability where necessary to ensure they have the skills required for their position.

Recruitment Process for Staff

The application is to include a brief employment history or curriculum vitae, police checks, documentary evidence of any required qualifications, contact details of two referees, and responses to the key selection criteria outlined for that particular position description.

- | | |
|--|--|
| 1. Clarify the need for, and role of, the worker and develop or review the Job Description | 5. Shortlist applicants on the basis of their relevant skills and experience |
| 2. Decide who will be involved in the short-listing and interviewing | 6. Interview |
| 3. Advertise the position | 7. Select the most suitable applicant |
| 4. Send applicants a copy of the job description and selection criteria | 8. Advise the successful applicant in writing |
| | 9. Sign an Agreement of Employment |
| | 10. Write letters to unsuccessful applicants |
| | 11. Orientate the new worker |

Advertising Positions

Positions should be advertised internally, online and in the local newspapers in the appropriate areas. A copy of the most recent advertisement for all positions must be kept in this Handbook at the end of this section. This will make the compilation of future advertisements much easier.

Developed and edited by J Allen and L Mc Intyre 11/10/16

Shortlisting

The interview panel should carry out shortlisting of all applicants.

The panel should decide on the basis of the job description and selection criteria, what skills and experiences are essential in order to do the job, and which skills and experiences are desirable.

Applicants who, on the basis of their written application, appear to have the essential skills and experiences should be shortlisted for an interview. (In line with the affirmative action policy, People with a disability who have most of the essential skills and experience may be shortlisted if the selection panel considers that the other skills/experiences can be developed through training and on-the-job support).

The Shortlisting and Interview Panel

For the employment of the shortlisting and interview panel will comprise of:

- Member of Team Support Group
- Another agency if appropriate

For the employment of other staff, the shortlisting and interview panel will comprise of:

- A member of Team Support Group
- One other member of staff if appropriate

Interviewing

The selection panel should draw up a list of interview questions relating to the selection criteria prior to the interviews. All applicants should be asked the same questions. The questions will aim to explore the applicant's relevant skills and experience to perform the duties.

Procedure When a New Staff Person Joins

When a new staff person is appointed to Ezyas@Home the following procedure applies:

- An Agreement of Employment specifying all the terms and conditions of employment is signed by the staff person and the Manager and a copy given to the staff person
- Ensure the person has a copy of their job description
- The appropriate documentation has been obtained, completed and returned to the Manager (wages cannot be processed until all paperwork is returned including super)
- The employee is given time to read the staff information kit, and the opportunity to ask any questions
- When practicable, a handover is arranged with the previous occupant of the position
- Contents of this Policy and Procedure Handbook relevant to the person's position are explained to them
- Workplace Orientation

Staff Orientation Kit

A staff Information kit will be maintained by the Team Support Group and given to all new staff members on recruitment. The orientation kit will include:

- | | |
|--|--|
| ➤ Business name, address, phone numbers, and email | ➤ Code of behaviour |
| ➤ Agency philosophy and objectives | ➤ National Code of Conduct Health Workers |
| ➤ Team Support Group model | ➤ Occupational health and safety information |
| ➤ Organisation chart | ➤ Other useful information relevant to the role |
| ➤ Staff roles, rights and responsibilities | ➤ Dates to remember |
| ➤ Pay day and method of payment | ➤ Client rights |
| ➤ Agreement of Employment | ➤ Information on the function of and location of the Policy and Procedure Handbook |

Staff Supervision and Support

Supervision and support are important to ensure that staff members are supported in their work and that their work is carried out effectively. Additionally, supervision sessions provide an opportunity to follow through on staff development

issues noted in staff performance appraisals. All staff will be provided with regular supervision, mentoring will be provided for initial shift, more if needed . This will include an annual performance appraisal.

Staff should contact their Team Support Group if issues arise that need to be dealt with urgently.

The Team Support Group are responsible for providing support to all other staff.

Supervision sessions will cover the following points:

- Review of performance since last session
- Major activities planned before next session
- Organisation issues
- Identification of strategies for staff development especially in addressing staff weaknesses
- Feedback on performance including identification of strengths and weaknesses
- Provide statement of strategies for improvement

Performance Appraisal

Ezyas@Home is committed to supporting staff to improve their own efficiency and effectiveness. Staff are expected to perform their duties to the best of their ability and to show a high level of personal commitment to providing a quality, professional service at all times. The Team Support Group will conduct performance appraisals annually for all paid staff, linked with any salary increments. Performance appraisals are based on job descriptions and agreed work plans.

The aims of the staff performance appraisal are:

- To allow free and confidential discussions about work between employee and Team Support Group
- To discuss the employee's job performance, in comparison with set standards
- To discuss any work problems and search for a solution
- To discuss means of improving work performance including identification of training and development needs

The Performance Appraisal Process

The person conducting the performance appraisal should:

- Review the job requirements so they are fully aware of them
- Review the goals and objectives or job expectations previously agreed to with the employee (These may have been agreed to in the last performance appraisal)
- Inform and arrange a session time
- Review the employee's history:
 - skills
 - training
 - experience
 - past performance appraisals;
- Using the Performance Appraisal Form, assess the employee's job performance against the expectations of the position using all sources of information available to you. Rate each area or duty from unacceptable to outstanding
- Note performance issues, which need to be discussed with the employee. Include strengths, weaknesses and opportunities for development. Provide specific examples, especially where performance is poorly rated
- Meet with the employee. Be open and honest. Try to be positive even when dealing with negative issues. Keep in mind that this is a positive meeting for the benefit of the employee and yourself
- Write up the performance appraisal
- Include all issues covered, actions to be taken, time lines and employee comments and provide a copy to the employee

Developed and edited by J Allen and L Mc Intyre 11/10/16

Staff Development, Education and Training

All Ezyas@Home staff will receive training appropriate to their position. By providing opportunities for staff development and encouraging staff to expand their knowledge and skills, Ezyas@Home believes that the improved abilities of its staff will be reflected in continuing improvements to services. Staff development, education and training are tied into the performance appraisal and staff supervision process.

Basic Training Requirements

The training needs of staff should be discussed with the Team Support Group on recruitment, at the annual staff performance appraisal and at supervision sessions.

The Team Support Group is responsible for ensuring that the basic training needs of staff are met. This may be through:

- The provision of a staff orientation kit and/or procedures Handbook
- Referral to an external training course
- The provision of 'in-house' training sessions or on the job training

Basic training for staff will ensure that:

- All new staff has induction training through an orientation session. This will cover the Staff orientation kit and the content and use of this Policy and Procedure Handbook
- Staff receive training on occupational health and safety issues and in the use of equipment
- Staff receive training regarding the legal responsibilities associated with their work
- Staff receive training related to the needs of the client group

Staff Development Opportunities

Ezyas@Home will support its staff in staff development, education and training activities, which are relevant to, and will benefit the organisation. Support may include:

- Flexibility of working hours to participate in an accredited course of study part-time or externally at a recognised educational institution

Staff should report back to the Team Support Group about any training activities, which they have attended and the value of the activity to their work. Any staff wishing to participate in staff development opportunities should discuss these with their immediate supervisor at least (14) days prior to the activity. This will allow for the rostering of a person's work.

Staff Performance Dispute and Grievance Procedure

Staff Performance Dispute

The staff performance dispute procedure is the procedure for dealing with issues of poor performance by a staff member. The procedure provides staff with an opportunity to improve their performance through training and trial periods.

The following is the procedure for dealing with a staff performance dispute not involving misconduct, which would result in instant dismissal.

(Permanent Staff Members)

Step 1: Initial Counselling Session

The employee will be told as soon as possible of any complaint concerning the performance of his/her work and will be provided with an opportunity to discuss the complaint. A witness for the organisation will be present and the employee undergoing counselling may have a witness if they wish.

Developed and edited by J Allen and L Mc Intyre 11/10/16

If appropriate, the Team Support Group Manager and employee, outline how the employee must improve his/her performance. Any assistance needed by the employee to improve his/her performance will be identified and provided where possible. A date to review the employee's performance will be set if required.

Step 2: First Written Warning

If at the time of review set in Step 1, the employee's performance is still unsatisfactory, there will be further discussion with the employee. This will include the employee, a representative of their choice and the Manager. The complaint against the employee and plans for improvement will be recorded in writing and a copy given to the employee clearly stating that a lack of improvement by a given time will result in a final written warning.

Step 3: Final Written Warning

If at the date set in Step 2, the employee's performance has not improved, there will be further discussion with the employee. This will include the employee, a representative of their choice and the Manager. The complaint against the employee and plans for improvement will be recorded in writing and a copy given to the employee clearly stating that a lack of improvement by a given time will result in termination of employment.

Step 4: Termination of Employment

If the problem still persists after the final written warning, the employer may terminate the employment of the employee. The Manager is the employer and has the authority to dismiss staff. Detailed notes of these meetings will be recorded on the Staff Performance Interview Note Sheet.

A copy is included below.

Staff Grievance Procedure

The staff grievance procedure specifies the procedures staff can follow if they have a grievance about their employment conditions, their Coordinator or the team support group of Ezyas@Home.

Step 1

The employee may approach the Team Support Group for discussion and advice on the issue. The discussion is confidential.

Step 2

If the problem is not resolved in Step 1 the employee may put the issue in writing to the Team Support Group and request that the issue be raised as soon as possible (not more than five working days (5)).

The Team Support Group will make a decision on the issue or mediation and advise the employee within seven (7) days this decision is final.

Appeal

The Team Support Group will ensure that their decisions are in line with the relevant Acts of Parliament, which govern the employment of staff. If an employee feels that they have been unfairly treated, they may consult with the relevant Union or the Fair Work Commission.

If an employee feels that they have been unfairly discriminated against on the grounds of sex, race, etc. they may refer the issue to the Equal Opportunity Tribunal. Staff should be made aware of their rights to consult with the Fair Work Commission.

Misconduct

Misconduct includes very serious breaches of the organisations rules, which warrant the instant dismissal of an employee.

Examples of misconduct include:

- Theft of property or funds from Ezyas@Home or clients of Ezyas@Home
- Willful damage of service property
- Intoxication through alcohol/other substances during working hours
- Verbal or physical harassment of any other employee or clients particularly in respect of race, sex or religion
- The disclosure of confidential information regarding the organisation to any other party without prior permission
- Misuse of ezyas@Home funds
- The disclosure of information concerning the clients of the organisation other than the information that is necessary to assist clients and to ensure their safety
- Falsification of any organisation's records for personal gain or on behalf of any other employee
- Failure to comply with the Staff Code of Behaviour
- Direct breach of State or Federal legislation

Employee Exit Procedure

When an employee leaves Ezyas@Home, the following procedure applies:

- Arrange an exit interview or termination interview. The exit interview is conducted by a member of the Team Support Group and provides useful feedback about Ezyas@Home for use in planning and evaluation.

A copy of the Exit Interview Record is included below:

- Notify the Financial Team Support Group of the termination of employment
- Prepare the employee's termination payment
 - calculate ordinary wages due or wages in lieu of notice
 - calculate annual leave due to the date of termination. This is paid at the employee's current rate of pay
 - calculate leave loading in accordance with the employment contract
 - check if the employee is entitled to pro-rata long service leave
 - check if any allowances are owing (e.g. travel, meals)
 - check if the employee owes Ezyas@Home any monies
 - prepare a written statement showing the detailed calculation of all monies to be paid to the employee
- Make sure there is a letter of resignation from the employee if they resigned, or a letter of termination from the Management if they were dismissed. (Copies of these letters should be kept on file with copies of employee contracts etc)
- If requested, prepare a written statement of employment detailing the period of employment and type of work performed
- If appropriate, prepare a reference
- Complete a Centrelink Employment Separation Certificate and give it to the employee
- Make sure that property belonging to Ezyas@Home is returned, including keys, badges, identification cards, files and equipment

Related Documents

Contract of Employment

Letter of Engagement

Staff Info Pack

Clinical Handbook

Medication Competency Assessment

Management of Medications Guidelines (on the web site)

Developed and edited by J Allen and L Mc Intyre 11/10/16

Section 4: Service Delivery

Service delivery policy and practices cover the way in which services are delivered by a business. Policy statements and guidelines for service delivery practice ensure that service staff takes a consistent approach and that the minimum standards for service delivery are met. Clients should be made clearly aware of what to expect from the service in relation to assessment, reviews, development of service plans, fees and so on. Service clients are then more likely to receive a service that meets their needs in a responsive and effective way and which recognises their rights (and responsibilities) as clients.

Management and staff are expected to embrace and continually reinforce mutual respect and valuing of client contributions, both through more formal roles and through daily informal contact and feedback. Through really listening to clients' expressed needs, concerns and fears, we can utilise this information to identify issues and plan improvements to ensure our services are flexible and responsive to individual needs and preferences.

When there is mutual trust and respect in a relationship, there is an increased willingness to participate. When action is taken on their feedback, clients are further motivated to participate, as they understand their opinions and expressed concerns will influence our on going service planning and development. We therefore view the creation of trusting interpersonal relationships as the cornerstone of our service delivery model.

Included in this section are example policy statements, forms and other documents relating to all aspects of service delivery.

Materials include:

- Client Information
- Access to Services
- Client Intake
- Assessment and Review
- Development of Care Plans
- Case Management
- Privacy and Confidentiality
- Rights and Responsibilities of Clients
- Clients Complaints
- Client Advocates
- Fees

Principles for Service Delivery

Ezyas@Home will endeavour to provide its services in accordance with the following principles:

- Clients are the focus of Ezyas@Home. The business exists solely to meet the needs of clients
- Each client is an individual and has different needs determined by their age, gender, cultural background and life circumstances
- Clients have a right to make choices in their lives
- Clients have a right to dignity, respect, privacy and confidentiality
- Clients have a right to access services on a non-discriminatory basis
- The community has a right to expect Ezyas@Home to be an accountable service provider

In delivering services to clients of Ezyas@Home the following principles should be followed:

Independence, Autonomy and Inclusion

All staff are to work in partnership with each of their clients to support, foster and encourage client independence, autonomy, and community inclusion. Each person's human right is to be treated with dignity and respect, to be valued as an individual, and to participate in the life of the community to the level and extent they choose is to be acknowledged.

All care staff have a responsibility to their clients to enable them to exercise their rights as a valued citizen. Individual assessments will identify potential barriers to independence and inclusion arising from disabling physical conditions, mobility or transport challenges, social isolation or capacity to manage financial affairs. Planned care interventions are to foster and encourage the development of informal social support networks; facilitate access to aids and equipment (e.g. mobility, continence, transport); provide relevant and timely

information to allow informed decision making and choice; and support skills development to enable active participation as valued members of society.

Staff have a responsibility to promote a positive image of older people and people with disabilities as valued community citizens, and to promote the enrichment of society through multiculturalism and reconciliation, consistent with our organisational values. We acknowledge and value each individual's right to full participation in the life of the community, and their right to equal access to services without discrimination based on gender, race, ethnicity, disability, age or cultural or religious beliefs.

In supporting clients' choices, clients are to be made aware that the law does not require our staff to take any action that would place them in danger in order to minimise the risk of harm to somebody else. Where a client's expressed choice may place the client and/or Ezyas@Home Pty Ltd or others at risk and limitations are applied, the least restrictive alternative is to be adopted. For activities with an associated risk, the agreed strategies for management of the risk will be documented in the Client Care Plan.

Provide Options

Staff should always present the client with a range of options, and take account of the client's preferences. Services should be tailored to suit the client and meet their needs as well as being responsive and able to be modified to meet changing client needs over time.

Options may include a choice of:

- An Ezyas@Home, commercial or other community service
- Day and/or time of service (considering availability and brokerage with other services)
- Service provider/carer
- Outings and/or activities

However, in presenting options it is important that clients do not feel under pressure to make a decision. Remember that sometimes the choice may be whether someone wants to participate or not.

Encourage Feedback

Obtaining feedback from clients (internal & external) is important in ensuring that on an individual level, services are continuing to meet client needs which may change over time, Client's comments should be passed on to the Team Support Group.

Opportunities provided for informal feedback include:

- Staff members of Ezyas@Home talking individually with clients in the day to day delivery of services
- Staff members of Ezyas@Home accompanying/coordinating clients on transport services or at the local level of service delivery
- Discussing Ezyas@Home services and future plans informally with clients on outings and at social gatherings
- Encouraging clients and their carers to talk on a one-to-one basis about their needs and the services provided

Feedback concerning difficulties with the service, ways to improve the service or positive feedback on specific aspects of the service should be briefly recorded in writing and reported to the Team Support Group as soon as possible.

Promotion of Services

To ensure that Ezyas@Home services are accessed by all sections of the community, it is important that the service is strongly promoted.

Ezyas@Home Brochures

The Team Support Group are responsible for developing and maintaining the Ezyas@Home Brochures that present summary information about the services and information on how to access them. The brochures

Developed and edited by J Allen and L Mc Intyre 11/10/16

should be distributed to major business centres in the region including government and non-government services and agencies providing services for the community, information centres, and public places such as shopping centres, libraries, ethnic radio and chemists. The Team Support Group are responsible for maintaining a list of relevant organisations and for ensuring they have adequate supplies of promotional material.

Copies of the Ezyas@Home brochures are included below.

Client's Information

Ezyas@Home believes that people have a right to make choices in their own lives. The provision of appropriate and timely information will help them in this.

Client's (internal & external) Information Pack

The Team Support Group are responsible for producing and maintaining a Client Information Pack and making sure that all clients are given a copy at their initial contact with Ezyas@Home or at their initial assessment. Additionally, the contents of the Information Packs should be explained verbally to the clients who are interviewed or at their initial assessment and all subsequent reviews. The Information Packs will include details of how services are provided, the fees, the complaints procedure and the use of advocates.

The Telephone Interpreter Service (TIS) should be used with clients, who do not speak English, to ensure that they understand all the information contained in the Client's Info Pack and in particular, information about client advocates. TIS National's immediate phone interpreting service is available 24 hours a day, every day of the year by calling 131 450. The service is available to any individual or organisation in Australia, enabling non-English speakers to independently access services and information over the phone.

Copies of the current Client's Information Pack is included below.

Access to Services

Ezyas@Home will make every effort to ensure that services are available to all in the community without discrimination. People cannot be excluded from access to the service on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, (if it is within the scope of the service). Strategies for achieving this include:

Promotion of Services

Services provided by Ezyas@Home will be promoted in a manner that ensures equity of access. Material will be distributed through all major businesses, health and welfare agencies and information centres in the regions.

Planning and Evaluation

Ezyas@Home Team Support Group will monitor who is accessing the services, and the changing needs of the target population to ensure that the services provided are relevant and are not discriminating against any particular group.

This planning and evaluation process is identified in detail in the Section on Planning and Evaluation

1: Service Management.

Prioritising Requests for Assistance

The financial resources of Ezyas@Home may not be sufficient to meet the needs of all those people who request assistance. In these circumstances, the following factors will be used to determine relative need:

Clients

- The client is physically unsafe
- The family support structure is at risk of breaking down
- The client needs complementary support to medical or nursing help

Developed and edited by J Allen and L Mc Intyre 11/10/16

- The client lives alone, or with a carer who is also frail aged or has a disability
- The client experiences difficulty with a range of the tasks of daily living
- The client has limited or non-existent social contacts
- The client is socially or geographically isolated

Other Factors

Other factors, which will also be taken into consideration, include:

- The difference the service will make to the person's circumstances

Coordination of Services

Coordination with Other Agencies

Ezyas@Home will keep in contact with other relevant services through the attendance of the Team Support Group at monthly forums, aged and disabilities inter-agency meetings. The Team Support Group should make sure that staff in other agencies understands the services available to the client group through Ezyas@Home so that they can promote Ezyas@Home amongst their own clients and refer any people who may request services that cannot be met.

Attendance by Ezyas@Home should be discussed with and should fulfill the following purposes to coordinate services provided by the agencies:

- to coordinate services provided to a client by more than one agency
- to discuss common issues and needs including training

Coordination of services to an individual client is discussed in Service Management below.

Client Intake

Ezyas@Home places a high importance on the quality of the client intake process to make sure that the needs of clients are developed into a cooperative care plan, understood and met in an appropriate and acceptable manner that protects the client's privacy and right to self-determination.

Once a person is approved as eligible for a home care package, they will need to find a provider in their local area. Their ACAT representative can help them do this. If a person wants to find their own provider, they can contact My Aged Care on 1800 200 422 or use the Service Finder on the My Aged Care website, which provides an overview of providers in the local area and their website details so the person can get a better understanding about what they offer. The consumer can also get their provider's contact details so that they can arrange a time to visit.

Eligible clients assessed as needing a service by the My Aged care screening process will be referred to a service provider or clients who are fee paying will approach the services directly. Team Support will contact the person requesting the service to arrange an intake consultation and discuss options and develop a plan for service. Where possible and with the client's permission, assessment information obtained by other agencies should be used and assessments completed by other agencies respected, reviewed and implemented.

For all home care packages, it is a legal requirement that a Home Care Agreement must be offered to the consumer before the package commences. A subsidy is not payable to a provider until the consumer has been offered and accepted a package by a home care provider and the Home Care Agreement is entered into.

Decision

Following the initial assessment, Team Support should inform the person requesting the service within three days of his/her ability to provide the service.

The decision will be:

- An inability to provide the service
- Referral to another agency
- Provision of service

Developed and edited by J Allen and L Mc Intyre 11/10/16

- Development of a care plan in consultation with other agencies
- Placing the request on a waiting list

If services are offered to a client on a temporary basis the client must be made absolutely clear as to the duration of service.

If Service is refused:

- The person requesting service should be advised immediately giving reasons why the service will not be provided
- Information should be provided on other available services and if appropriate a referral should be arranged
- The person should be made aware of the complaints policy and procedure

If the Client is placed on a Waiting List:

- The person should be advised that they are on a waitlist for a service, and given an idea of the approximate waiting time
- Information should be provided on alternative services available in the community, and a referral should be made if appropriate
- The client should be aware of complaints policy and procedure

Clients With Special Needs

Non-English Speaking Clients

In cases where the client does not speak English an interpreter service should be used to ensure that the client understands the assessment and review process, the services being offered and the general information provided in the Client's Information Pack. The need for an interpreter service should be clearly identified at the front of the client's file.

Indigenous Clients

Ezyas@Home will endeavour to provide Indigenous clients with culturally appropriate services. Staff should ensure that the information regarding the assessment, review, care plan and services are available in culturally appropriate formats and are clearly explained and understood by the client.

Clients Who Cannot Read or Write

In cases where a client cannot read or write, staff should ensure that the information in the Client's Information Pack, and information regarding the assessment, review, care plan and services are clearly explained and understood by the client.

Clients with Dementia and Other Special Needs Groups

Staff will be recruited with or receive training when appropriate in how to deal with people with dementia or specific disabilities and every effort made to ensure that services are delivered in an appropriate and sensitive way.

For people with severe dementia or severe intellectual, psychiatric or brain injury disabilities, the focus will be more on ensuring that the carers or advocates are fully aware of the contents of the Client's Information Pack and that they are aware of the information regarding assessment, review, care plans and services. However, to whatever extent possible the client should be given the same information and their questions answered.

Records

Records should be kept to monitor all requests for services, the outcome of the request and if service is refused, the reason for refusal.

(See Service Data in Section 1: Service Management)

Information about the assessment/review

The client should be made aware that they have been referred to Ezyas@Home and are being assessed/reviewed to determine their need for services. They should be aware of the criteria used and should be informed of the outcome of the assessment/ongoing review. If services are provided on temporary basis clients should be made aware of the duration of service.

An up-to-date copy of the assessment, any reviews, and the care plan should be kept at the client's home. The client will be provided with a copy of the Client's Information Pack at the time of assessment with the content being verbally explained at the assessment and any subsequent review.

Coordination with other services

The client should agree to any referrals to/from another service before they are made. The client's consent should be obtained before any information about them being given to another agency, or requested by another agency. When a referral is made a Referral to Another Agency Form should be completed and filed on the client's file and a copy forwarded to the referral agency. Referrals should be followed up, and the outcome noted on the assessment form or care plan. Confidentiality should be maintained at all times.

Other options

Alternative options should be discussed with all clients and especially when Ezyas@Home is unable to provide a service, or if the client refuses the service. Alternative services and fee for service options should be identified, and relevant information provided. The client has the right to refuse a service. Refusal will not prejudice their future access to services.

Individual needs and preferences

The individual needs of the client are taken into account including their physical, cultural, social, economic, nutritional needs and the needs of their primary caregiver.

Complaints

The complaints policy and procedures should be explained at the initial assessment.

Advocacy

Clients should be aware that they might ask a relative, friend or other person to advocate on their behalf.

Client Directed Care Plans

All clients are to be assisted to identify the range of supports they need to enable them to move towards greater independence, self reliance and community inclusion. In discussing how their fundamental care and social support needs may best be met to improve their quality of life, clients are to be encouraged to articulate the specific outcomes they wish to achieve from the service intervention.

In developing the individual Client Care Plan with the client, the Assessing/Manager is responsible for ensuring that the plan is designed around achieving desired outcomes, and offers safe, effective, responsive and flexible solutions. A step-by-step approach to care and support activities is to be adopted, with agreed short- and long-term goals and milestones to measure progressive levels of success in goal attainment. Each client will be encouraged to participate as fully as possible in decisions regarding their care planning, and to assume responsibility for the outcomes of their decisions.

The frequency of review of the Client Care Plan will be determined based on the individual's level of need and intensity of supports given, and will be documented on the plan. Our purpose is to support goal attainment for each client in order to achieve positive individual outcomes which are measurable. Celebration of achievement is an essential ingredient of our service delivery model

Ezyas@Home will develop a care plan for all clients (external) for whom it is appropriate. The care plan will identify the service/s to be provided, the frequency of service provision and name of the service provider, together with any special requirements. If services are to be provided on a temporary basis then this should be clearly stated and included in the care plan.

The care plan also identifies other agencies involved in providing services to the client and the agency responsible for case management if appropriate. The Team Support in discussion will develop the care plan with the client following assessment and agreement to provide a service.

In developing the care plan, Ezyas@Home will ensure that:

- Clients are involved in decision making about the plan design, review and implementation
- Individual needs and preferences are taken into account. These may include:
 - physical needs
 - emotional needs
 - cultural and religious needs
 - socio-economic needs
- The client is aware of and able to choose from the range of relevant services or service providers available in the community; If services are required every day, arrangements for public holidays and weekends should be written into the care plan. **The client should agree to the care plan by signing it**

Coordination with Other Services

If more than one agency is involved in providing services, or referral to additional services is indicated in the assessment, a draft care plan should be developed by all agencies involved and a case manager should be decided by all agencies. (See Case Management, below.) Where other agencies are involved and Ezyas@Home is the case manager, a copy of the care plan will be forwarded to all agencies by Ezyas@Home.

Client Reviews

Reviews

The coordinators should initiate regular ongoing reviews of the care plan these should be as required. The client should be involved in any review of the care plan and agree to any changes in service. A new care plan should be completed and fully explained to the client after a review.

Complaints

The client should be made aware that they could lodge a complaint should they have any concerns regarding their assessment, care plan or review. This should be emphasised to them at the time of review when the information in the Client's Information Pack is being explained. If a client is not happy with their service the Team Support, where possible, should arrange for an alternative staff member to provide services.

Coordination With Other Services

If other agencies are involved in providing services, they should all be involved in the review of client services. If appropriate, a joint review could occur (if one or two other agencies) or alternatively, a case discussion following the review. **Remember!** The client must be advised of the proposed discussion and their permission obtained before any information is shared.

"Case Management"

It is important to know all of the agencies providing services to each client, and to identify one agency as the principal service provider or "case manager". This agency will normally be the one providing the most intensive level of support, however, the client's preferences must also be considered. The agency that has the role of principal service provider will take responsibility for coordinating all services to the client, including developing and monitoring care plans.

Many clients do not require an intensive level of support, and may be receiving straightforward services from a small number of agencies. In this case the client may be the "case manager" responsible for the coordination of services to themselves. Nonetheless, one agency should still be identified as the principal service provider and should be responsible for monitoring and reviewing the client. The principal service provider role should be reviewed at the time care plans are reviewed.

Remember! "Case management," describes an approach to service delivery, which emphasises a coordinated approach to the provision of services to clients. It is important that people are not thought of as 'cases'. They are individuals and clients of Ezyas@Home services who are in control at all times of the services being provided to them.

Relinquishing the "Case Management" Role

Ezyas@Home will not give up the principal service provider responsibility for a client without first discussing it with the client and other agencies providing services, and ensuring that another agency takes on the principal service provider role. Any change in the principal service provider will be clearly identified in the care plan.

Procedure for Coordination of "Case Management"

1. Identify referrals that need to be made to other services
2. With the permission of the client, contact the agencies identified above to discuss a care plan
3. Initial referrals should use the Referral to Another Agency form discussed above in Assessment and Review
4. Together with the other agencies involved decide who will be the principal service provider and develop a draft care plan
5. The principal service provider will take responsibility for discussing the care plan with the client and their carer, negotiating any changes required and gaining the acceptance of the plan by the client
6. The principal service provider will provide a final copy to, and inform the other agencies involved, that the care plan has been accepted and should now be implemented
7. Care plans should be reviewed at least every twelve months at a meeting convened by the principal service provider
8. Ezyas@Home will not reduce the level of service provided to a client without first discussing this with the principal service provider at a review

Privacy and Confidentiality

Protecting the privacy of clients is very important and the following policies and procedures are designed to ensure that details about clients are kept confidential, and only disclosed with the client's permission for the purposes of ensuring that clients are receiving the services they need.

Privacy and Confidentiality in the Assessment Process

The initial assessment of a client and any follow-up or reviews should take place in the client's own home. If this is not possible it should take place in an area, which provides privacy and confidentiality. The assessment and reviews should be between the Team Support and the client, and with the client's consent, his/her legal guardian, significant other or advocate only. The Coordinator should note any particular privacy requirements of the clients e.g. the preference for a male or female carer.

Privacy and Confidentiality of Information

The only information held by Ezyas@Home about a client will be information necessary to assess the need for a service, and to provide the service. Information should be as non-obtrusive and objective as possible, yet relevant and up-to-date. The client has the right to withhold information for privacy reasons.

Information about a client will not be shared with another agency without the permission of the client or his/her legal guardian or advocate. Clients have the right to read any personal information kept about them by Ezyas@Home. Requests from clients to access files should be referred to the Team Support Group who should ensure that assistance is provided for the client to access information on his/her file within two weeks. A staff member should be made available to explain any terminology to the client.

Information regarding clients will be stored in a filing cabinet which is kept locked when the office is unattended. This information is only accessible to the Team Support Group, Team Members and the System Support (for maintaining files).

Records

The procedure for opening files and file movement involves:

- there is a database and filing cabinets; an individual file will be created for each client following initial assessment
- file notes should be kept of client contact which involves
 - assessment

- review
- change in care plan
- change of staff working with the client
- change in circumstances of the client
- complaints
- reports/information from other agencies
- requests from the client for any change in service
- filetransitslips should be completed for any paper files removed from the Office
- files removed from the office should be placed inside a plain manila folder which does not identify the client
- files should be stored in the database/filing cabinet when not in use
- keys/passwords to the database/filing cabinets holding client records will be held by the Team Support

Length of Time Records Are Held

If a service to a client has stopped being provided, but may need to be resumed at a future date, information relating to the client will be kept in the database/filing cabinet. If the service will not need to be resumed, the client records will be archived at the end of the financial year. All information regarding clients will be destroyed seven years after they cease to receive services.

Identification

All Ezyas@Home staff and volunteers as appropriate will be given a card identifying them as Ezyas@Home representatives. This would be shown to clients at every contact in their home until the client knows the person.

Training

All staff should be aware of and understand the policy on privacy and confidentiality.

Rights and Responsibilities of Clients

Clients are the focus of Ezyas@Home operations and it is important that their rights are acknowledged and promoted at every opportunity. All Clients should be given the **Charter of Care Recipients Rights and Responsibilities – Home Care** as part of the client pack.

Client Complaints

Feedback from clients is important in ensuring that services are continuing to meet client's needs and for planning appropriate services. An important source of feedback is client complaints and comments, and these are welcomed and encouraged by Ezyas@Home.

All clients should be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of advocates. Clients have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly. The Team should take steps to ensure that clients feel comfortable to continue accessing the service after making a complaint.

Information on the complaints procedure of Ezyas@Home is to be included in the Client's Information Pack and presented to and explained to clients at the time of assessment. The client has the right to use an advocate of their choice to negotiate on their behalf with the staff and/or management of Ezyas@Home. This may be a family member or friend, or an agency such as the Older Person's Rights Service or Disability Rights Service.

All complaints are to be recorded on the Complaints Record Form that is to be completed by the Coordinators. A sample form for recording complaints is included below. Person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case.

Complaints Procedure

1. Clients are encouraged to raise their complaint with the staff member concerned in the first instance
2. If the client is not satisfied with the outcome, or not happy to discuss the issue with the staff member concerned, they should contact the Team Leader, or use an advocate to negotiate on their behalf
3. If after approaching the Team Leader the issue is not resolved they should contact the Team Support group

4. The client should be informed of the outcome of their complaint and asked for their feedback on the complaints procedure

Dispute between Client and Carer

If staff become aware of a dispute between a client and their carer, which concerns an Ezyas@Home service, they should refer the situation to the Team Support Group who will either:

- mediate and attempt to negotiate a solution, or
- with the client's permission, bring in someone with mediation skills to mediate

If a dispute arises which does not involve Ezyas@Home, staff should not get involved but should, if requested, refer the matter to the Team Support Group.

Confidentiality of Complaints

As far as possible, the fact that a client has lodged a complaint and the details of that complaint should be kept confidential amongst staff directly concerned with its resolution. The client's permission should be obtained prior to any information being given to other parties that it may be desirable to involve, in order to satisfactorily resolve the complaint.

Client Advocates

What is an Advocate?

An advocate is a person who, with the authority of the client, represents the client's interests. Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service. Ezyas@Home will accept advocates as representing the interests of the client. Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and Ezyas@Home. 'Guidelines for Advocates' are included below.

Procedure for Appointing an Advocate

Clients wishing to use an advocate should inform Ezyas@Home in writing of the name of the person they wish to negotiate on their behalf. The client has the right to change their advocate at any time and should inform Ezyas@Home in writing of any change. A sample form for notification of appointing/changing an advocate is included below.

Staff should make sure clients are aware of their right to use an advocate, and should regularly remind clients of this option. This information is available in the Client's Information Pack and should be explained at formal assessments and reviews and through informal discussion. Ezyas@Home staff will receive training in the use of advocates.

Fees

Fees charged for services provided by Ezyas@Home are determined by the Team Support Group and reviewed annually.

Client Contributions

It is the policy of Ezyas@Home reserves the right that all clients of our programs and services make a financial contribution towards the cost of services received. The expected contribution for each client is to be specified in the Client Contribution Schedule and Authority attachment to their individual Client Agreement, together with an explanation of payment options.

There are three optional methods of fees payment:

- * By monthly direct debit (the preferred mode of payment)
- * By cheque payment on issuance of a monthly invoice or
- * By cash payment for each instance of service (least preferred option).

Clients are requested to arrange automatic monthly payments from their own financial institution for direct debit into a Ezyas@Home Pty Ltd allocated bank account. This option provides a documented record of each financial transaction for the client's personal records.

No cash or cheque payments are to be accepted without an official Ezyas@Home Pty Ltd receipt being given. The payments are to be passed on to the Administration Officer, who will issue the receipt, and process the payment records and banking procedures.

When services are temporarily suspended for recipients of packaged care (e.g. 64 days per annum of respite; 28 days per annum of social leave; or periods of hospitalisation) client fees will be suspended for that period.

If a client is unable to pay the ongoing contributions for the services received, he/she may apply for financially disadvantaged status. The Coordinator/Manager will then make a decision regarding negotiated reduced fee contributions/fee waiver, and will continue to monitor changing financial circumstances and capacity to pay. No service will be refused when a client is in genuine financial distress.

Related Documents

Client Consultation Pack

Service Agreement

Client Info Pack

Home Safety Checklist

Brochure