



Silver Heart Care

Employee Handbook

Our Company Guide

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Welcome Letter

Welcome to the Silver Heart Care team! We are thrilled to have you on board and excited about the value and unique perspectives you'll bring to our organisation. This handbook is designed to provide you with a comprehensive overview of our company's mission, values, policies, and practices, ensuring a smooth and successful onboarding experience.

At Silver Heart Care, we believe that each member of our team plays a crucial role in shaping our success. Our commitment to excellence, innovation, and collaboration is what sets us apart. Now that you are part of the team, here's what you can expect during your onboarding journey:

1. **Orientation:** You will receive a warm welcome from our HR team, who will introduce you to our company's history, culture, and structure. You'll also get acquainted with your team and the tools you'll need for your role.
2. **Training and Development:** We're committed to your growth. You'll have access to ongoing training opportunities to enhance your skills and stay up to date with industry trends.
3. **Company Policies:** Familiarise yourself with our company policies outlined in this handbook. These policies are designed to create a safe, inclusive, and respectful work environment for all.
4. **Company Events:** Participate in our company events and initiatives. We believe in building a strong sense of community and camaraderie among our team members.

We're excited about the impact you'll make during your time here. As a member of the Silver Heart Care family, you are part of our journey to redefine supporting people with disabilities and leave a lasting mark. Your dedication and passion will contribute to our shared success.

Once again, welcome to Silver Heart Care. If you have any questions or need assistance, don't hesitate to reach out to your manager or our HR Team. We're here to support you every step of the way.

Here's to an inspiring and rewarding journey ahead!

Warm regards,

Liz Sanders

Director

About Silver Heart Care

Silver Heart Care is a NDIS Provider operating in Queensland since 2019.

We are committed to, and will abide by, the NDIS Practice Standards and the Quality and Safeguards Commission requirements as outlined in this Employee Handbook.

The purpose of this handbook is to:

- To provide the new employee with information regarding their employment
- To provide an overview of some of the terms and conditions of employment, in a form which can be read and clearly understood by a new employee; and
- Designed to help you succeed in your role as one of our employees.

This Employee Handbook is not a standalone document and is intended to be used in conjunction with all other relevant policies and procedures and documentation.

Our Mission, Vision, and Values

Mission

Our mission is to support participants by providing valuable support services with a holistic and respectful approach to ensure best health outcomes.

We adopt a collaborative and strength-based approach within our multidisciplinary team to ensure that we are continuously providing support and care that promotes independence, freedom of choice and positive community connections in a safe and non-discriminative environment.

Vision

Our vision is to provide comprehensive and tailor-made person-centred support to participants with honesty and respect to empower participants to fulfil their goals and live a life of their choosing.

Values

Our values are centred around our staff, participants and their families or guardians:

- Respect - For all aspects of an individual's life including their values, beliefs, culture and right to freedom of expression, self-determination and decision-making and privacy and confidentiality
- Honesty - We always provide open and transparent care and support
- Empowerment - We value the goals and dreams of our participants and encourage individual choice and control
- Understand - We value excellent communication skills to make sure our participants feel heard and understood and promptly take steps to raise and act on matters that may impact the quality and safety of supports and services provided to participants

- Safe and Harmonious Working Environment - We offer a workplace that provides support, guidance, and acceptance to staff and participants; and
- Development and Improvement - We always work to improve our services and value feedback of any kind.

SECTION 1: Employee Policies

Silver Heart Care Code of Conduct

- Abide by the philosophy of our organisation
- Observe all the rules of our organisation
- Provide participant's supports in a safe and ethical manner with care and skill
- Work in a safe and competent manner in accordance with the policies and procedures of our organisation
- Respect the dignity and culture, values, and beliefs of all individuals
- Do not discriminate against any participant on any basis
- Respond in innovative and flexible ways to support participant's decision-making
- Do not discuss confidential issues with people outside the organisation; regard all information provided to them by a participant as confidential and never disclose personal information to a participant
- Do not harass other employees of Silver Heart Care
- Do not alienate participants from their family or representatives
- Do not take illegal drugs or consume alcohol when on duty or on the organisation or participant's premises
- Do not accept gifts or purchase any items from participants
- Do not engage in sexual misconduct
- Do not take participants to their (employee) homes or engage in a relationship with a participant outside of a professional association
- Represent our organisation in a positive way
- Always abide by Silver Heart Care dress code
- Adhere to all our record keeping and accounting procedures; and
- Provide support and services to the best of their ability.

NDIS Code of Conduct

To deliver our services as a NDIS Registered Provider, Silver Heart Care must comply with the NDIS Quality and Safeguards Framework. This means we must:

- Comply with the NDIS Act 2013 (Cth)
- Comply with the NDIS Terms of Business for Registered Providers and any Conditions of NDIS Registration; and
- Obtain and maintain accreditation against the NDIS Practice Standards.

Silver Heart Care is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate participant, staff, and other stakeholder feedback.

Silver Heart Care is committed to complying with the NDIS Code of Conduct which includes:

- Acting with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions
- Respecting the privacy of people with disabilities
- Providing supports and services in a safe and competent manner, with care and skill
- Acting with integrity, honesty, and transparency
- Promptly taking steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disabilities
- Taking all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of people with disabilities; and
- Taking all reasonable steps to prevent and respond to sexual misconduct.

Equal Employment Opportunity (EEO)

Silver Heart Care is committed to:

- Providing Equal Employment Opportunity (EEO) to all prospective and current staff
- Promoting a fair and equitable work environment
- Complying with all relevant anti-discrimination legislation
- Creating and maintaining an environment in which diversity is valued, human dignity is respected
- People are treated with equity and tolerance
- Ensuring staff and visitors are free from any forms of discrimination, harassment, or victimisation; and
- Ensuring the most appropriate individual is recruited for each role regardless of:
 - Race
 - Nationality or ethnic origin
 - Disability (physical, intellectual, or psychological)
 - Gender
 - Age
 - Sexual orientation
 - Marital status
 - Family status and responsibility; including pregnancy
 - Religious or political beliefs; or
 - Activities or practices.

Client Confidentiality

Under governing professional standards, laws and Silver Heart Care policies, it is very important to protect information in Silver Heart Care possession. This information includes both confidential information and/or personal data in paper or electronic form regarding current, past, and prospective Silver Heart Care personnel, participants, and contractors of firms.

Behaviour at Participant's Homes

While at participant's homes, Silver Heart Care employees are required to always conduct themselves in a courteous and professional manner. Since Silver Heart Care will be judged largely by the conduct of its employees at participant's homes, it

is important to project an image of technical competence, tidiness, punctuality, and professional appearance, including attire.

Employee Dress Attire

ALL Silver Heart Care employees are required to:

- Wear appropriate clothing
- Dress to comply with workplace health and safety regulations relevant to their work activities
- Dress suitably for their position, presenting a clean, neat, and tidy appearance; and
- Enclosed shoes

Drug and Alcohol Policy

Silver Heart Care has a zero tolerance towards the use of illegal drugs and drug abuse. Silver Heart Care prohibits the use of alcohol in situations where its use interferes with an employee's health, safety, and job performance, adversely affects the safety of or job performance of other employees or is considered detrimental to Silver Heart Care business.

Smoking and Vaping

Silver Heart Care promotes a smoke free/ vape free workplace for the general health and comfort of both employees and participants. If employees choose to smoke/ vape, they are permitted to do so at the designated smoking area.

Misconduct

Misconduct includes severe breaches of our policies and procedures or unacceptable behaviour that warrants the dismissal of an employee. If an employee engages in serious misconduct so that it is unreasonable for Silver Heart Care to continue their employment, they may be dismissed instantly.

Examples of misconduct include:

- Not complying with Silver Heart Care employees Code of Conduct
- Preventing other employees from carrying out their duties
- Theft of property or funds from our organisation
- Wilful damage of property belonging to the organisation
- Intoxication through alcohol or other substances during working hours
- Verbal or physical harassment or discrimination of any other employee or participant
- The disclosure of confidential information regarding the organisation to any other party without prior permission
- The disclosure of participant information other than information that is necessary to assist participants and to ensure their safety
- Carrying on a private business from our premises or using the organisation's resources for private business without permission
- Falsification of any records belonging to the organisation.

If misconduct occurs, the Director and/or appointed delegate must complete an Incident Form detailing relevant incidents and behaviours. If necessary, the Director and/or appointed delegate will obtain external professional advice. Employees should consider seeking advice from their union and/ or another independent body.

Complaint Resolution

Silver Heart Care endorses and requires all employees to comply with the principles of Equal Employment Opportunity and Equity as defined in the Anti-Discrimination Act (1977) and the Commonwealth Sex Discrimination Act (1984) and deal with all grievances fairly. We are committed to the delivery of quality services that meet the needs of our service requirements.

We recognise that differences and grievances can arise from time to time and therefore has a fair and equitable process for dealing with employee and participant grievances. These may occur internally, within the organisation, or externally, involving our employees, third-party representatives, or participants. Objections could include issues regarding complaints about staff, access to services, and conduct of others, advertising, ethical practices, or other functions of the organisation.

A quick settlement of any grievances that may occur is in the best interest of all parties concerned. The principals of natural justice and procedural fairness shall underpin the whole process. The various complaint mechanisms include, but are not limited to:

- Verbal complaints
- Written statements; and/or
- On feedback forms

Once a complaint has been received, management will:

- Explain to the complainant how the complaints process will work (including their right to have the claim reviewed by an external or individual party)
- Advise receipt of the complaint in writing
- Keep the complainant updated with the progress of the process
- Inform the complainant in writing if the resolution is expected to take over and sixty (60) days; and
- Advise employees of changes to systems or policies created due to grievance resolution decisions.

Conflict of Interest

All employees representing Silver Heart Care must wherever possible avoid conflicts.

Silver Heart Care employees are expected to:

- Avoid conflict arising between their personal interests (or the interests of any other related person or body) and their duties to Silver Heart Care
- Not take advantage of their position to gain any form of personal benefit directly or indirectly or to benefit any other associated person (e.g., a family member or another organisation etc)
- Not make use of inside information in any capacity
- Not (by act or omission) constrain, influence or direct decision-making by a person with a disability and/or their family to limit that person's access to information, opportunities, and choice and control
- Not allow personal interests, or those of any associated persons, to take precedence over those of Silver Heart Care
- Ensure that advice to a participant about support options (including those not delivered directly by Silver Heart Care is transparent and promotes choice and control
- Act in the best interests of participants to promote empowerment, informed choice and ensuring that they are informed, empowered, and able to maximise choice and control
- Treat all NDIS participants equally and not give preferential treatment above another in the receipt or provision of NDIS support; and
- Manage, document and report on individual conflicts as they arise.

When making decisions, points that Silver Heart Care employees should consider avoiding conflict where possible include but are not limited to:

- Do I have any personal or private interests in a matter that may conflict or be perceived to conflict with my duties in the organisation?
- How will my involvement be viewed by others?
- Does my involvement in the decision being made appear fair and reasonable?
- Do these actions align with the core values of Silver Heart Care and this policy and procedure?

Technology and Social Media

All technology and social media platforms used at Silver Heart Care must only be used for their intended purpose unless advised and authorised by key personnel. Silver Heart Care will provide all required devices and programs to relevant personnel.

All individuals that are granted access to any communication and technology systems used within Silver Heart Care are expected and obliged to utilise them responsibly and conscientiously, where confidentiality and respect are provided to Silver Heart Care.

All personnel must understand and acknowledge that all personal devices and social media accounts are not permitted to be active while delivering a service, completing any form of documentation or administrative duty at any time or any other form of paid work. This is to ensure that non-conformant situations do not arise, and it does not interfere with the quality and excellence of the service and care delivered to participants.

Silver Heart Care personnel are not to express or communicate any information regarding Silver Heart Care or a participant's confidential information of photographs. Any remarks or statements created by an individual against Silver Heart Care will be referred to the legal representative for assessment and may result in significant action against including termination or legal action.

SECTION 2: Occupational Work Health and Safety

Silver Heart Care has established and will maintain systems for Occupational Work Health and Safety (OWHS) to enable employees to contribute to decisions affecting their health, safety, and welfare at work.

It is intended that as an outcome of this policy is to:

- Assist in the prevention of risk of injury to all Staff and participants
- Establish and maintain safe work systems
- Employees are required to follow the procedures in this policy, including:
- Use of personal protective equipment such as gloves and enclosed shoes
- Only use approved chemicals and products
- Only use approved equipment in the method required
- Inform management when an incident has occurred; and
- Complete Incident Forms, as required.

For more information, please refer to the *Work Health and Safety Guide*.

Manual Handling

Manual Handling is the actions of lifting, pushing, and pulling in a care setting. Manual handling is one of the biggest risks to you in performing your role within the community. Failure to perform manual handling tasks safely could result in injury to the participant or to you.

To minimise the risk of injury when you are asked to support someone who requires physical support, Silver Heart Care:

- Provides comprehensive manual handling and safe lifting training as part of induction training via a Shift Care Module for all Silver Heart Care employees and as part of mandatory annual refresher training. Please see the Work Health and Safety Guide.
- Implements a no lift policy for all clients unless mechanical support is available (e.g., slide sheets, electric hoist)
- Ensures that the manual handling needs of all Silver Heart Care employees are assessed and documented on entry to Silver Heart Care
- Ensures appropriate equipment is provided for manual handling activities to be safely executed; and
- Insists that the storage of items must be placed no higher than shoulder height and employees must know the weight of items before moving items.

For more information, please refer to the Work Health and Safety Guide.

Infection Control

To minimise the spread of infection and disease, you are expected to understand infection control and be familiar with Silver Heart Care Work Health and Safety Guide. You will receive training on this practice.

Illness

At the first sign or symptom of a contagious health condition such as cold, flu or gastroenteritis an employee must stay away from clients until the end of the infectious cycle. When you must cough, use a tissue or cough into your arm and not your hand to reduce the risk of cross infection.

Hand Washing

You are expected to wash your hands in accordance with hand washing guidelines using warm water and soap or hand sanitiser. Hand washing is required upon entering and exiting the client's home and when performing high infection control activities such as medication support, showering, cooking, PEG feeding, catheter management and bowel care.

Employees are expected to carry their own hand sanitiser for situations with the client where hand washing with soap is not readily available.

Personal Protective Equipment (PPE)

Personal Protective Equipment, known as PPE, includes the use of:

Gloves when providing personal care for the participant such as dressing wounds, showering, toileting, and cleaning. The participant is required to supply gloves for the worker to use. This can be organised by the office if not on site.

Aprons may be used when cooking and should be provided by the participant.

Masks are to be used as an additional precaution as required for contagious medical conditions or where spread of infection is increased and are to be supplied by the participant.

SECTION 3: Remuneration and Benefits

Salary Payments and Reviews

Salaries are paid fortnightly directly into your bank account. You will need to provide Payroll/ HR with your bank account details during your initial induction to Silver Heart Care. In addition, you must advise Payroll/HR of any changes to your bank account details in a timely manner, or your salary may not be paid into the correct account.

Silver Heart Care will provide you with a fortnightly electronic pay slip.

Regular Working Hours

Regular working hours are based on what was negotiated prior to an employee joining Silver Heart Care. Therefore, each employee should refer to their contract of employment for details. Shifts may be changed at the requirement of Silver Heart Care and ultimately the participant determines the supporters they would like to support them. As this determination is often out of our hands Silver Heart Care will attempt to replace hours on the roster but can't guarantee any regular shifts.

Sunday Work

Any work completed on Sundays will be by agreement between the parties from time to time. If the Employee works on a Sunday, they shall be paid 1.8% of the base casual rate wage for each hour worked.

Public Holidays

- If a casual employee works on a public holiday, the employee shall be compensated at a rate of double his/her base rate; and
- If a casual employee does not work on a public holiday, is not entitled to compensation.

Probationary Period

It is understood that the first 6 months of employment constitutes a probationary period. During this time, the employee is not eligible for paid time off or other benefits and Silver Heart Care also exercises the right to terminate employment at any time without a period of notice.

Termination

It is the intention of both parties to form a long and mutually profitable relationship. However, this relationship may be terminated by either party at any time provided 2 weeks written notice is delivered to the other party. The employee agrees to return any employer property upon termination.

Unpaid Leave

Unpaid leave may be granted in specific and special circumstances with the prior approval of the Director and/or appointed delegate. You must use all annual leave entitlement before taking unpaid leave.

SECTION 4: General Office Administration

Mandatory Screening and Checks

Silver Heart Care requires all employees to undergo and maintain a series of employment checks to keep you and participants' safe.

Prior to commencing employment at Silver Heart Care employees are required to provide evidence of:

- NDIS Worker Orientation Module
- Relevant qualifications (e.g., AHPRA)
- Current National Police Check (or an International Police certificate if you have lived for 12 months continuously overseas within the past 10 years)
- Relevant insurances
- Other mandatory checks as specified on your Offer of Employment Letter

Immunisations

Queensland Immunisation Requirement

Staff must comply with any vaccination requirement that applies to their role under Queensland law, public health directions, or organisational policy.

Where vaccination is not mandatory, staff are encouraged to keep vaccinations current, including influenza and COVID-19, to help protect themselves and the people they support. Evidence of vaccination or approved exemption may be requested where reasonably required for workplace health and safety or compliance purposes.

Mandatory Training

Silver Heart Care is committed to ensuring employees have the necessary skills and knowledge to competently undertake their duties. Mandatory initial induction training and refresher training for a variety of topics including but not limited to:

- First Aid and CPR
- Manual Handling.

Silver Heart Care will provide ongoing training and development opportunities for employees that extend and enhance their capabilities as well as provide them opportunities for training modules via shift care.

Annual employee performance reviews will encourage employees to take an active role in their ongoing development by identifying their training and development needs in consultation with their manager.

The director and/or appointed delegate will be responsible for overseeing training and development needs for Silver Heart Care. They will track training undertaken and future needs in the Employment Register and publicise upcoming training and development opportunities using the Shift Care app.