**Busy Home Solutions**

**STAFF**

**HANDBOOK**

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# **EMPLOYEE RIGHTS**

As an employee, you are entitled to:

* A precise position description outlining all your responsibilities accurately.
* Timely addressing and resolution of your concerns and complaints.
* Ongoing training, including mandatory annual infection control refreshers, as necessary.
* Notification of any policy and procedural changes relevant to your job role.
* A work environment free from harassment and conducive to harmony.
* Proper management of your personnel records to maintain confidentiality and privacy.

# **EMPLOYEE RESPONSIBILITIES**

As an integral member of our team, it is imperative that you fulfill the following responsibilities with utmost dedication and commitment:

* Compliance with NDIS Code of Conduct: Abiding by the NDIS Code of Conduct that outlines expected standards of behaviour when working with people with disabilities. This involves respecting rights, providing quality support, and maintaining professional boundaries.
* Person-Centred Support: Providing person-centred support that respects the individual choices, preferences, and autonomy of people with disabilities. This involves enabling them to participate in decisions that affect their lives.
* Safeguarding Participants: Ensuring the safety and well-being of participants by adhering to all safety protocols, implementing risk management strategies, and reporting any concerns or incidents promptly.
* Maintaining Privacy and Confidentiality: Respecting and maintaining the privacy and confidentiality of participants' personal information and details related to their support.
* Continuous Learning and Training: Engaging in ongoing training and development to enhance skills and knowledge about disability support, including staying updated on the NDIS policies, guidelines, and best practices.
* Effective Communication: Maintaining clear and respectful communication with participants, their families, and support networks. This involves active listening, providing information, and seeking feedback to improve service delivery.
* Documentation and Reporting: Accurately documenting participant information, support provided, and any incidents or concerns, and reporting these according to organisational and NDIS requirements.
* Understanding and Implementing Support Plans: Understanding and following individualised support plans and strategies while seeking clarification when aspects are unclear.
* Professional Conduct: Acting professionally and ethically in all interactions and activities related to the provision of disability support services.
* Collaboration and Teamwork: Collaborating with colleagues, supervisors, and other professionals to ensure coordinated and effective support for participants.
* Advocacy and Empowerment: Supporting participants in advocating for their rights and empowering them to make informed decisions about their lives and services.

# **CODE OF CONDUCT**

Whilst under the employment of Busy Home Solutions you must comply with the NDIS Code of Conduct. This entails:

* Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
* Respect the privacy of people with disability
* Provide supports and services in a safe and competent manner with care and skill
* Act with integrity, honesty, and transparency
* Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
* Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
* Take all reasonable steps to prevent and respond to sexual misconduct.

# **ONBOARDING AND INDUCTION**

* Orientation Pack

Prior to or at the start of employment, you will receive an orientation pack containing:

1. A detailed position description;
2. A Pre-Employment Collection Form (if not previously provided);
3. Policy and Procedure Suite
4. Worker Declarations;
5. A Worker Induction Checklist;
6. A Training and Development Register;
7. An employment agreement; and
8. A comprehensive guide to the policies of Busy Home Solutions.
* Induction and Orientation Process

You will be required to participate in the induction and orientation process which includes:

1. Familiarising the Worker with Busy Home Solutions' purpose, operations, services, and support delivery as well as the expectations and requirements of their position;
2. Discussing and confirming any secondary employment that the Worker may hold;
3. Ensuring that the Worker understands their position description;
4. Checking that the Worker Declarations and Worker Induction Checklist are completed and signed.
5. Ensuring that the Worker provides all required documents and completes all training and tasks as mentioned in the Worker Induction Checklist, Worker Declarations, and Position Description. This includes but is not limited to training concerning the NDIS Practice Standards, the NDIS Code of Conduct and Busy Home Solutions' Policies; and
6. Providing the Worker with an Orientation Pack.
* Worker Records

You will be required to provide the following information to Busy Home Solutions and updated throughout the duration of employment. This is required before your employment can commence.

1. Police Check
2. Document indicating Worker’s right to work in Australia.
3. Should you be in a risk assessed role you are required to obtain and maintain an NDIS Worker Screening Check.
4. Should you be in a Risk-Assessed Role or working with children you are required to obtain a paid Working with Children Check (WWCC), if applicable to state legislation. Alternatively, you may hold a valid exemption under the state legislation.
5. Covid-19 Vaccination Certificate
6. NDIS Orientation Module Certificate
* Further information

Further information can be found in the Human Resources Policy. This includes:

1. Supervision
2. Training and Development
3. Performance Management
4. Unsatisfactory performance or Workplace behaviour
5. Leave
6. Disputes
7. Flexible work arrangements
8. Worker payment commitments
9. Grievance and conflict resolution
10. Termination and separation

# **5. POLICIES AND PROCEDURES**

Throughout your employment you will be required to comply with, and execute your duties in accordance with the following policies and documentation. These will be provided to you during your induction and onboarding.

* Assessment and Provision of Supports Policy
* Conflict of Interest Policy
* Continuous Improvement Policy
* Emergency and Disaster Management Policy
* Feedback and Complaints Policy
* Governance and Operation Management Policy
* Human Resources Management Policy
* Incident Management Policy
* Infection Prevention and Control Policy
* Management of Medication Policy
* Mealtime Management Policy
* Participant Money and Property Policy
* Participant Rights and Responsibilities Policy
* Privacy and Information Management Policy
* Risk Management Policy
* Support Coordination Policy
* Supported Independent Living Policy
* Violence, Abuse, Neglect, Exploitation and Discrimination Policy
* Waste Management Policy
* Work Health and Safety Policy

# **6. FEEDBACK AND COMPLAINTS**

Busy Home Solutions values and recognises the importance of receiving feedback and complaints, in order for us to better serve and support you. If you wish to provide us with a complaint or feedback, you can do so:

* In person to the Director or a staff member;
* Verbally by telephone to 0412 260 727;
* By email to admin@busyhomesolutions.net;
* By post to 17 Bischoff Street, Taylor ACT 2913.

For all written complaints or feedback, we encourage you to provide your complaint in the form of our written Feedback and Complaints Form.

You can make a complaint to the NDIS Commission by:

* Phone: 1800 035 544 or TTY 133 677 (Interpreters can be arranged);
* National Relay Service and ask for 1800 035 544; or
* Visiting <https://www.ndiscommission.gov.au/about/complaints> and filling out a complaint contact form.

The NDIS Commission can take complaints from anyone about:

* NDIS services or supports that were not provided in a safe and respectful way
* NDIS services and supports that were not delivered to an appropriate standard

We will resolve complaints promptly in accordance with our Feedback and Complaints Policy.

# **7. INCIDENT MANAGEMENT**

Busy Home Solutions is committed to ensuring that an incident management system is maintained that complies with the requirements under the NDIS Scheme (Incident Management and Reportable Incidents) Rules 2018. Our Incident Management System is documented in accordance with our Incident Management Policy. If you would like a copy of the policy, we would be pleased to provide a copy to you.

If you observe or are the subject of an incident that does or could cause permanent or temporary detriment to you or another person, you must report this incident to us. You will be protected against any adverse actions, as a result of reporting or alleging that an incident has occurred. There will be no negative consequences for reporting incidents.

Incidents that occur in relation to the provision of Busy Home Solutions' services are managed consistently and effectively in accordance with our Incident Management Policy. This policy includes procedures that we consistently follow to assess, investigate and resolve incidents. We also have procedures in place to help support you in relation to incidents which may impact or affect you.

# **8. VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION**

Every Participant has the right to access services that respect their legal and human rights, value their individual beliefs, cultures, and diversity, and allow them to exercise informed choices and control. Participants are entitled to a safe, inclusive environment, free from violence, abuse, neglect, exploitation, or discrimination.

We are committed to supporting each Participant's active decision-making, timely access to relevant information, and their right to have sufficient time for consideration at all stages of support provision. Moreover, each Participant's right to access an advocate, including an independent advocate, is upheld and respected.

We have robust policies, procedures, and practices in place to prevent, address, and rectify incidents of violence, abuse, neglect, exploitation, or discrimination. We ensure Participants are informed about their rights, the support we provide, and how to access advocacy services.

# **9. EMERGENCY AND DISASTER MANAGEMENT**

Busy Home Solutions is committed to the safety, health, and wellbeing of its NDIS participants and workers. To uphold this commitment, we have established this Emergency and Disaster Management Policy to guide our actions during emergencies or disasters. This policy adheres to the NDIS Practice Standards and seeks to ensure the health, safety, and wellbeing of all Participants and Personnel before, during, and after emergencies or disasters.

# **10. CONFLICT OF INTEREST**

Initial Declaration of Conflicts of Interest

* Upon commencing employment with Busy Home Solutions, all Workers must declare in writing any existing conflicts of interest that might impact the delivery of their support and services to a Participant. This includes matters of:
1. financial
2. business; or
3. personal nature

 including relationships with other entities like businesses and organisations.

Ongoing Conflict of Interest Management

* If Workers develop any potential conflict of interest during their tenure at Busy Home Solutions, they are required to immediately disclose it in writing to management.
* Workers must document and report any conflicts as they arise and devise ways to manage and mitigate the risks associated with these conflicts.

**Acknowledgement**

Employee Name:

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Signature:

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Date:

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