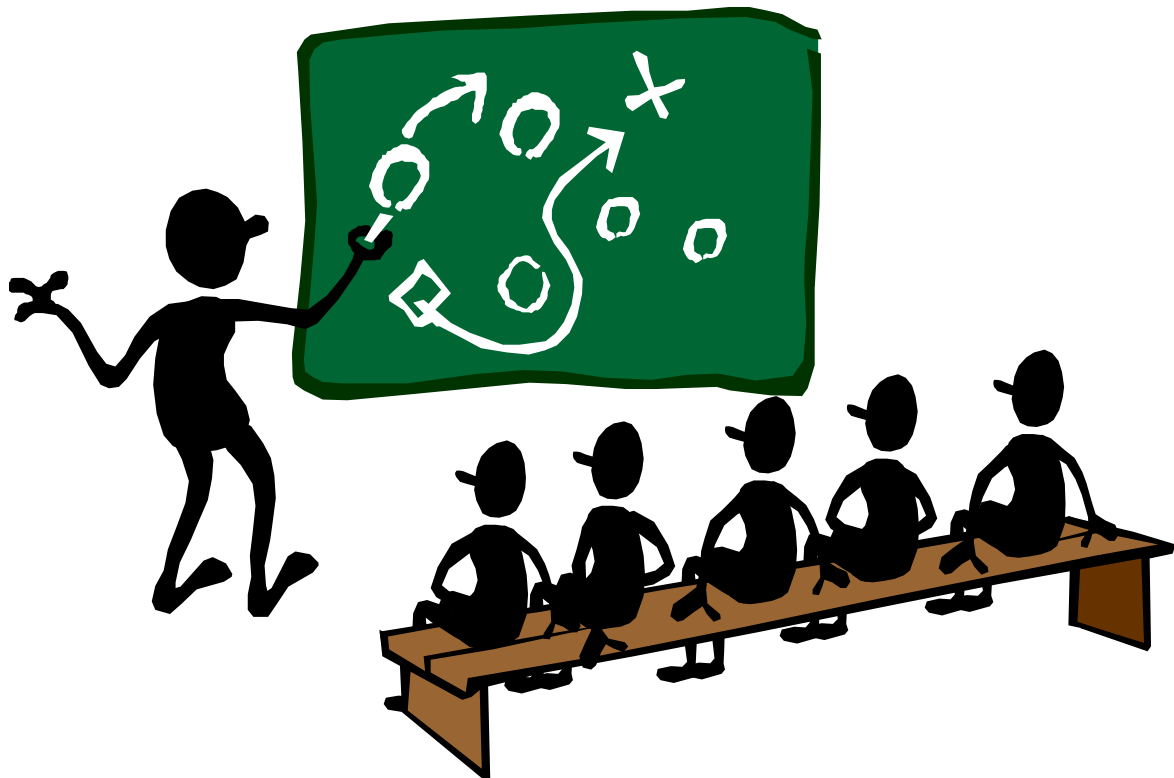




ORGANISATIONAL HANDBOOK
 (to be given with Code of Behaviour & Confidentiality Agreement
 and Organisational Chart)
For use by all Team Members



<i>DOC 2.03-1-1</i>	<i>Organisational Handbook</i>			<i>Date Approved</i>	
<i>Date Document due for review</i>	<i>Date Document Reviewed:</i>	<i>Amendments</i>	<i>Positions informed/trained in amendments</i>	<i>Method</i>	<i>Date</i>

Table of Contents

Agency Contact Details	3
Statement of Purpose/Mission Statement	3
Service Philosophy	3
Profile	4
Objectives of the Service.....	4
Target Group	5
Community Care Common Standards.....	5
Management	5
Policy & Procedure Manuals	6
Office Hours	6
Confidentiality	6
Equipment Policy	6
Code of Behaviour & Confidentiality Agreement	6
Personal and Professional Behaviour	6
Public Comment.....	6
Use of Official Information	7
Acceptance of Gifts or Benefits	7
Reports of Corrupt Conduct	7
Fairness and Equity.....	8
Dignity of Risk and Duty of Care	8
Working Safely and Maintaining a Safe Workplace.....	8
Accident/Injury/Incident, Incident and Injury Reporting.....	9
Location of Utilities	10
Fire Evacuation Plan	10

The Service provides the contents of this manual as information only. The Service accepts no responsibility for the accuracy or usefulness of this information when applied to all situations, when in doubt independent professional advice should be sourced. No responsibility is taken for any damage, death or otherwise misadventure, which occurs through the use of this information and in no circumstances, shall the Service be held responsible for any such circumstances. Information is provided as a guide only.

HKCT Contact Details

Hornsby Ku-ring-gai Community Transport

PO Box 698, Turramurra NSW 2074

Ph9983 1611 Fax9983 1659

Tracy@communitytransport.org.au

www.communitytransport.org.au

ABN: 93 115 497 208

Statement of Purpose/Mission Statement

Hornsby Ku-ring-gai Community Transport (HKCT) will meet the transport needs of residents in our community who are frail aged/disabled and their carers.

Service Philosophy

HKCT will endeavour to provide its services in accordance with the following philosophy:

- Service Users are the focus of the Service;
- The agency exists solely to meet the needs of Service Users;
- Each Service User is an individual and has different needs determined by their age, gender, cultural background and life circumstances;
- Service Users are encouraged to make choices in their lives;
- Service Users are supported with dignity, respect, privacy and confidentiality;
- Service Users will be encouraged by services that support and promote their independence;
- Service Users access to service will be on a non-discriminatory basis; and
- The community can expect a service that is safe and accountable.

HKCT will endeavour to ensure the highest standards of Team Members management and support. Team Members within the organisation shall operate in accordance with the following philosophy:

- Commitment to social justice and access and equity principles;
- Commitment to the identification and management of risk within the workplace;
- Respect for one another. Recognising each person's life experience, knowledge, skills and expertise can contribute to us working in a harmonious environment;
- Responsibility for our words and actions. Team Members take their roles and responsibilities seriously, enabling us to work effectively as a whole organisation;
- Commitment to working within an ethical framework to ensure transparency and accountability to our community;
- Supporting each other to achieve our best. Team Members recognise that at times we may need feedback, encouragement, assistance and direction to fulfil our roles;

- Sharing information, skills, knowledge and a similar work ethic promotes open and inclusive work and organisational practices;
- Building an educational environment where each Team Member can extend themselves and gain further knowledge, skills and experience so that we become more effective as an organisation. Team Members are comfortable with exploring different ways of dealing with challenges;
- Building innovation and flexibility into service thereby encouraging creativity, problem solving and management of challenges; and
- Recognition of achievement and growth allows Team Members to feel confident in their work and celebrate their accomplishments.

Profile

Hornsby Ku-ring-gai Community Aged/Disabled Transport Service Inc. provides transport services that are responsive, innovative and flexible, to people living in Hornsby and Ku-ring-gai Local Government areas.

Our service was established in 1987 and is funded through the Federal and State governments as part of the Home and Community Care (HACC) program.

The service is incorporated as an association and is managed by a voluntary Board of Directors drawn from a diverse section of the community including consumers, local government, community and business sector workers.

We respect the right of our passengers:

- To make choices in their own lives
- To dignity, respect, privacy and confidentiality
- To be valued as individuals
- To access services on a non-discriminatory basis
- To expect a responsive transport service that is accountable to our passengers.

Objectives of the Service

1. Be a respected leader in the provision of transport services to the frail aged/disabled residents and their carers
2. Be aware of and responsive to community needs by providing reliable, safe and effective transport services
3. Ensure that staff and volunteers are adequately trained and supported to fulfil their responsibilities
4. Ensure proactivity in meeting all obligations under the relevant safety legislation
5. Ensure adequate resourcing and financial viability
6. Maintain high standards of governance and ensure accountability for all funding received

Target Group

- Frail aged persons aged over 65
- Younger persons with moderate, severe or profound disabilities
- Carers of people assessed as being within the “target population”

Community Care Common Standards

Standard 1: Effective Management

The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

Standard 2: Appropriate Access and Service Delivery

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

Standard 3: Service User Rights and Responsibilities

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

Note: All activities of the Service are governed by the Community Care Common Standards



Management

The Service is managed by a community based Governance Body in line with the organisations Constitution. The Governance Body is empowered by the organisation’s membership to manage the organisation. Governance Body members are elected at an Annual General Meeting according to the organisations Constitution.

The role of the Governance Body is to manage the organisation in accordance with stated objectives, policies, procedures and budget as specified in the Policy and Procedure Manual.

The Governance Body has the following responsibilities:

- Service Management;
- Legal Responsibilities;
- To ensure Quality Services;

- Human Resource Responsibilities; and
- Financial Responsibilities.

Policy & Procedure Manuals

Are kept in the Manager's Office and can be referred to by any Team Member at anytime. The Policy and Procedure manual will be taken to all Governance Body meetings as a reference to decision making.

Office Hours

The office is open from 9am to 4pm on Monday to Fridays.

The Manager can be contacted on 0487 487 030.

The Service Coordinator can be contacted on 0487 487 033.

Confidentiality

As a Team Member there will be information that you will have to access because of the nature of your work. Information, phone numbers, addresses of Service Users/Team Members are not to be given out without the Service Users/Team Members or Managers permission. Not all Team Members will be allocated access to Service User records and this must be respected at all times.

Equipment

All equipment must be used for the purpose intended and maintained at a high level at all times. It is the responsibility of the person using equipment to report any breakage or need for maintenance. No equipment is to be lent without authority from the Manager.

Code of Behaviour & Confidentiality Agreement

All involved with providing the Service acknowledge the Code of Behaviour and Confidentiality Agreement as a set of rules outlining standards of acceptable behaviour in the workplace. It makes it clear to all Team Members what is expected, and reduces confusion and possible conflict.

Personal and Professional Behaviour

All Team Members are required to comply with the Code of Behaviour & Confidentiality Agreement. All Team Members should perform any duties associated with their positions, skilfully, diligently and impartially, to the best of their abilities in order to contribute to the effective, efficient and economical management of the Organisation and the delivery of service to Service Users.

Public Comment

'Public Comment' includes public speaking engagements (including comments on radio or television) expressing views in letters to the press or in books or notices or where it is reasonably foreseeable that publication or circulation of the comment will flow to the public at large. Public comment includes comments made on social media, twitter or through text messaging.

Except when required by law or authorised in accordance with the Organisation's policy, a Team Member must not make public comments on the Organisation's matters in an official capacity.

Use of Official Information

Other than as required by law (as exemplified by the Freedom of Information Act) in the course of duty, or when called to give evidence in court or when proper authority has been given, a Team Member is not permitted to disclose official information or documents acquired in the course of his/her employment or volunteer work.

A Team Member should not misuse information gained in his/her official capacity. Misuse includes:

- seeking to take advantage for personal reasons of another person on the basis of information about that person held in the Organisation's official records;
- disclosing confidential information held in official records without the Service User's express written information;
- seeking to transfer Service Users from services as provided by this organisation to fee paying services in which the Team Member has a direct or indirect interest;
or
- Team Members should take care to maintain the integrity and security of official documents for which they are responsible.

Acceptance of Gifts or Benefits

Team Members are not to directly or indirectly demand or receive any gift or benefit in respect of work performed or services delivered by them in connection with their position.

If a Service User wishes to give a sum of money over the standard rate for the service it will be considered a donation to the Service and a receipt issued. This will be explained to the Service User.

To ensure that Service Users are not placed in a position of potential abuse no Team Member of the Service will accept **any gift over the value of \$10**. Team Members may accept gifts of home produce (such as a cutting of a favourite plant, homemade jam). Any Team Member receiving **any** gift under the value of \$10 or home produce from a Service User must notify the Office and have the item placed on the Gift Register, recording the gift protects both the Service User and the Team Member. **Any gift over the value of \$10 is not accepted at all.**

Procedures regarding the acceptance of Gift must be strictly followed.

Reports of Corrupt Conduct

Team Members are obliged to account for their own conduct and for the conduct of those Team Members under their supervision. Accordingly, all Team Members have a responsibility to report any suspected cases of corrupt conduct. Corrupt conduct is conduct that involves the misuse of professional position that could involve a criminal offence, disciplinary offence or give reasonable grounds for dismissal of a Team Member. Reporting of complaints or allegations should be made to a Team Member's immediate supervisor, or if that is not appropriate, directly to the Manager or a member of the Executive of the committee.

Fairness and Equity

Team Members have a responsibility to ensure fairness in decision making and equity in program administration. Team Members should take the following principles into consideration:

- procedural fairness (like cases should be dealt with in a similar manner);
- the right of the Service User to be self determining; and
- social equity. Service Users should not be disadvantaged by the procedures of the organisation. Team Members will adhere to the aims and objectives of the Organisation with regard to discrimination issues.

Team Members should take reasonable steps to ensure that actions they take on a Service User's behalf are based on factually correct information. They should avoid acting in a way that could be seen as unreasonable or discriminatory.

Where a Team Member makes a decision based on a statutory obligation or a decision based on Organisational Policy, the Team Member concerned should ensure that:

- decisions made are based on the appropriate legislation, policies and procedural guidelines;
- he/she has the delegation to make the decision;
- any procedures that are required by law to be complied with in the making of any decisions have been observed;
- decisions must be credible and their basis must be fully conveyed to those concerned. In practice this means no notification without the Service User's knowledge; and
- the decision and the evidence upon which the decision is based and the actions taken are properly documented.

Dignity of Risk and Duty of Care

DIGNITY OF RISK is the belief that each person is entitled to experience and learn from life situations.

DUTY OF CARE is the obligation to take reasonable care to avoid injury to a person whom it can be reasonably foreseen might be injured by an act, or omission. It is the basis for civil (court) action.

NEGLIGENCE is not providing the standard of care reasonably expected from a position that results in injury to the person in his/her care. This can result in a civil action against the worker and/or the employer. Team Members are obliged to follow the Policies and Procedures of the organisation which endeavour to minimise the risk of negligence. Failure to do so may result in disciplinary or civil action.

Working Safely and Maintaining a Safe Workplace

Work Health and Safety Legislation require Team Members to take reasonable care and responsibility of themselves and others in the workplace by co-operating with the Service in all matter of health and safety. The following basic health and safety rules reflect our policies and procedures and apply equally to every person working within our organisation.

All Team Members should work (appropriate to the task & position) with the following rules in mind:

- Work safely, giving your full attention to the task you are performing and follow all reasonable instructions;
- Prescribed personal protective equipment and clothing is provided, and must be worn and used when required for a specific task;
- Comply with all safety signs, warning signs, MSDS (Material Safety Data Sheet), and danger tags;
- Use the proper equipment for the job. Follow designated procedures and manufacturer's instructions;
- Check equipment before use. Report all defective and damaged equipment immediately to your supervisor;
- Keep your work area clean and tidy. Clean up your spills;
- Maintain personal hygiene. Practice universal precautions and follow infections control procedures;
- Attend annual fire and emergency drills. Know your role in an emergency. Be aware of your evacuation route and assembly point;
- Be security conscious – ensure all sensitive documents and your personal belongings are safe and secure;
- Report all Accident/Injury/Incidents, near misses and unsafe conditions immediately to your supervisor and complete an Accident/Injury/Incident Report Form;
- Be aware of the consequences, and side effects, of using non-prescription drugs and their potential impact on your ability to safely perform your assigned tasks;
- Consumption of alcohol during any contact with Service User is not allowed;
- Follow the Service Code of Behaviour and Confidentiality Agreement; and
- Know the location and function of the Emergency Folder.

Accident/Injury/Incident, Incident and Injury Reporting

Any Accident/Injury/Incident should be reported immediately to the Supervisor/Manager on an Accident/Injury/Incident Report Form. Team Members have a responsibility for their own and others safety. They also have a responsibility to assist the Service to provide you with a safe workplace. Please ensure that the Policy & Procedures within the Work Health & Safety Manual are read and referred to as needed.

Workers Compensation Claims Procedure is as soon as you become aware that you have a workplace injury or illness you are to advise your Manager using an Accident/Injury/Incident Report Form. The Manager is to ensure that the Employee Claim form and any Doctors Certificates and Work cover Medical Certificates paperwork is appropriately completed and forwarded to the Workers Compensation Insurer.

Location of Utilities

Electricity Meter – We occupy Ku-ring-gai Council premises. If there is an issue the Manager/Service Coordinator will contact the Council.

Fire Evacuation Plan

The Services Emergency Plan is located:

1. On the noticeboard, outside the General Manager’s Office
2. Above the whiteboard in the Coordinator’s Office.

Please note that the meeting place, in the event of an emergency evacuation, is outside the MOW Dining Room

I have read and understand the Organisational Handbook. I agree to promptly hand back any equipment, keys or other items given to me by the Service when I cease employment and will ensure all necessary monies and records be handed in to office.

I realise that the Service is committed to maintaining the confidentiality of Service User information to maintain respect, dignity and privacy of its Service Users. I understand that all information given is confidential and will not be disclosed without manager's permission.

I hereby undertake and agree not to disclose by any means, be it verbal, written or any other form of communication, beyond the Service any information with respect to Service Users/other Team Members or any information I may acquire during the course of my service concerning the affairs of the Service including but not necessarily limited to information about suppliers, policies, procedures, work methods, corporate affairs, intellectual property or any other information designated by the Service to be confidential. (Information contained in any public promotional material may be provided to the general public)

I agree not to disclose any confidential information while working or after ceasing duties with the Service. I understand and acknowledge that as part of this Agreement I am not permitted to speak to any media representative on any matter relating to the Service and that I will refer any media representative to the Manager.

As a Team Member I understand I must work within the Policies and Procedures of the organisation.

Signed

Position

Dated