



EMPLOYEE WELCOME PACK/HANDBOOK

HELPING YOU ACHIEVE GOALS AND BEYOND





About Us

Infinity Supports WA Pty Ltd was started by Sharon Mays and Anand Sekar in 2021. As individuals in the industry of supporting people with disabilities, we are both very passionate about supporting individuals to live their best lives and achieve their life goals. Everyone should be given the opportunity to the best quality individual support, and this was our drive to develop Infinity Supports WA. We had identified areas we wanted to improve on and listened to the individuals we had both worked with. From this information and the support of some amazing support workers it is our vision to ensure we deliver services to our clients in a person-centred manner.



To work with people with disabilities to empower them to live their best lives by employing a person-centred approach



Our Mission is to assist individuals ‘achieve goals and beyond’



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Individuals – Giving every individual a voice, choice & control, and the opportunity to live a fulfilled life

Passion – We are passionate to listen and empower people with disabilities to achieve their goals

Integrity – We protect privacy of those we work with whilst being always honest and transparent

Respect – We embrace diversity. We believe in inclusiveness and equality.



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1. Introduction

1.1 Welcome

Infinity Supports WA (**the Employer**) would like to wish you every success during your employment, whether you recently joined or whether you are an existing employee. It is hoped that your experience of working with us is positive and rewarding.

1.2 Purpose of this Employee Handbook

The Employee Handbook (**Employee Handbook**) sets out the Employer's rules and regulations, the policies and procedures relating to your employment and contains information on your benefits and protections. If you require any clarification or additional information, please speak to your manager. All employees are required to comply with the Employee Handbook. Therefore, we ask that you read the content carefully as you may be subject to appropriate disciplinary action (up to and including termination) if you breach the Employee Handbook.

1.3 Principle of Equality

The Employer is committed to providing equal opportunities and the principle of equality in accordance with relevant legislative provisions. We are confident that you share our commitment in implementing these policies. We will not tolerate any unlawful discriminatory act or attitude in the course of your employment or in your dealings with our clients, suppliers, contractors, members of the public or fellow colleagues. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action.

1.4 General

Amendments to this Employee Handbook will be issued from time to time.

This Employee Handbook does not form part of your contract of employment, unless expressly stated otherwise. However, in any event, the Employee Handbook may be considered when interpreting your rights and obligations under your terms of employment

2. Code of Conduct

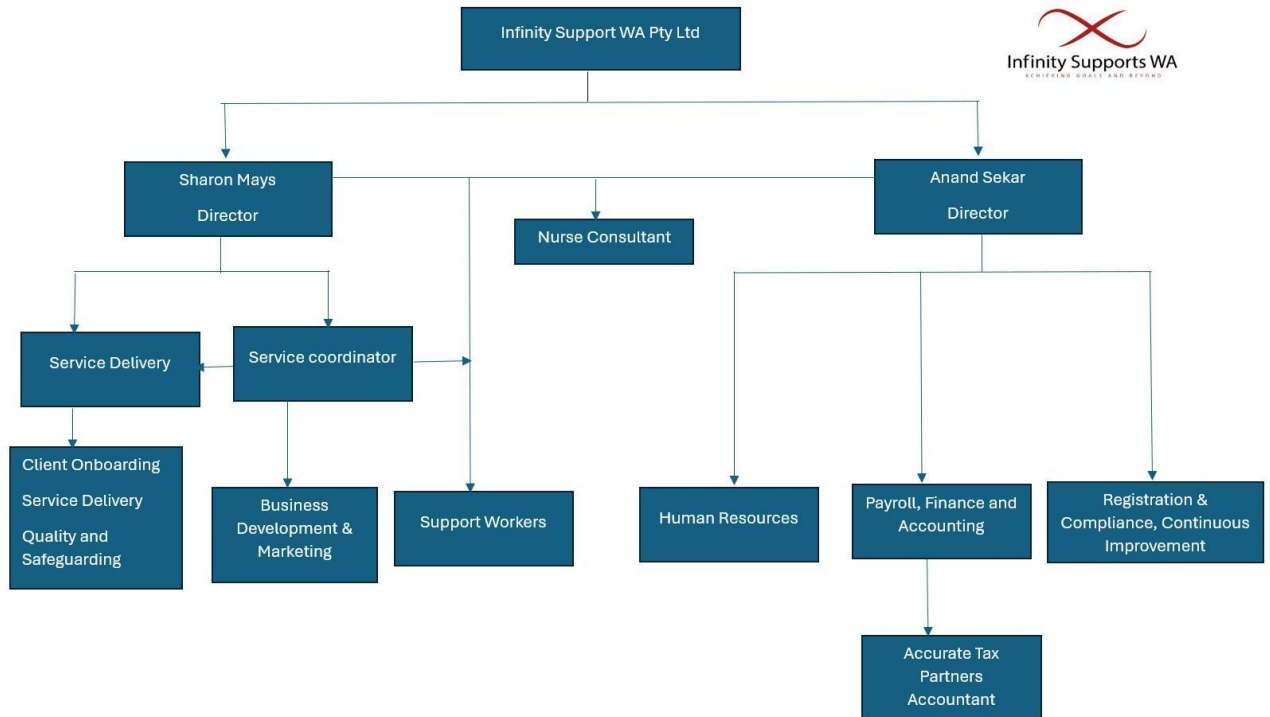
The code of conduct will be set in conjunction with employees and reviewed on an annual basis.

The Approved Provider, Managers, Support Staff, volunteers, and students will always uphold the following ethical conduct principles and promote positive interactions within our Service and the local community.

1. Commitment to our values, our vision and our mission including the promotion of a meaningful connection to the NDIS and best practice in individual support in partnership with our clients and families
2. Effective, open, and respectful two-way communication and feedback between employees, clients, families and management
3. Honesty and integrity in all interactions between clients, families, employees, and managers
4. Consistency and reliability in all exchanges with clients, families, employees and managers
5. Commitment to a workplace which values and promotes the safety, health and wellbeing of employees, volunteers, clients and families.
6. Commitment to an Equal Opportunity workplace and culture which values the knowledge, experience and professionalism of all employees, managers, and the diverse heritage of our clients and families.

3. Joining the Organisation

3.1 Organisational Chart



3.2 Probationary Period

The period of your probationary period is set out in your contract of employment. Casual employees are not subject to a probationary period. During this period, your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is assessed as generally unsuitable, the Employer may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time prior to confirmation of your employment. We reserve the right not to apply full capability and disciplinary procedures during your probationary period.

3.3 Hours of Work

Your ordinary hours of work will be scheduled in accordance with rosters published via ShiftCare. The Employer may amend rosters at any time by providing reasonable notice through ShiftCare or other written communication.

You may be required to work reasonable additional hours, including afternoons, evenings, night shifts, weekends, and public holidays, in accordance with operational requirements.

Our standard operating hours are 8:30 am to 4:30 pm, Monday to Friday. Outside these hours, if there is an emergency, please call the phone number of your line manager. The person on call will attend. Please note that text messages, Signal messages, or other instant messaging are **not accepted** for after-hours matters. This includes, but is not limited to, last-minute shift cancellations due to unforeseen health or personal reasons.

3.4 Punctuality

You are required to be present and ready to commence work at least five minutes prior to your rostered starting time. The Employer considers lack of punctuality a serious performance issue. All staff are expected to clock in and out of their rostered shifts at the right time and at the right geographical location using shiftcare. The management reserves the right to cross check these matters on a regular basis. Failure to follow this expectation will result in initiation of disciplinary action. It is also expected that all staff complete their shift notes in a prompt and consistent manner prior to completion of their shift or immediately after. Failure to complete shift reports will also result in initiation of disciplinary action.

3.5 Employee Training

At the commencement of your employment, you will receive any training necessary for your specific job. As your employment progresses, your role may be extended to encompass new activities within the Employer's business. You are expected to participate in any training deemed necessary for you to perform your role at the required standards.

3.5.1 Use of Paid Time for Training:

Occasionally, shifts may end early or be cancelled, and you may still be paid for these hours. These periods are to be used to complete any outstanding mandatory trainings on the NGO platform. This time is considered part of your training hours and should be used accordingly.

Mandatory Learning Modules: These learning modules form part of a suite of learning products that new disability workers may complete as part of their induction:

- a. NDIS worker orientation Module
- b. NDIS worker induction modules
- c. NDIS supporting effective communication module
- d. NDIS supporting safe and enjoyable meals training
- e. Manual Handling
- f. Medication Assistance
- g. Infection Control
- h. Hand hygiene

It is expected all staff keep their trainings, certifications, and any other documents such as driving license, comprehensive care insurance etc up to date at all times. Failure to provide valid and current copies of documents relating to employment will result in staff being stood down.

3.6 Induction

At the start of your employment, you may be required to complete an induction programme, during which all our policies and procedures will be explained and/or provided to you, as necessary. Information relating to these will be given to you at the induction.

3.7 Job Description

Amendments may be made to your job description from time to time in relation to the Employer's changing needs and your own ability.

3.8 Performance and Review

The Employer's policy is to monitor your work performance on a continual basis so that we can maximise your strengths and help you with any development areas. We have an employee



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appraisal system in place for the purpose of monitoring employee performance levels with a view to maximising the effectiveness of individuals.

3.9 Convictions and Offenses

During your employment, you are required to immediately report to the Employer any convictions or offences with which you may be potentially or have been charged.

3.10 First Aid Certification

All employees are required to have first aid certification and CPR certification to fulfil the inherent requirements of their role. The Employer will pay first aid allowance as per the SCHADS awards. You are required to inform the Employer at least four weeks prior to the expiration of your first aid certificate that it requires renewal

3.11 Workplaces Policies

The employer may from time to time have workplace practices and policies in place which deal with a variety of matters concerning how the workplace operates, procedures to be followed and expectations in relation to aspects of business. The purpose of these policies is to make clear what the employer expects from you in relation to the aspect of the business dealt with by the policy. You are required to be familiar with contents of all such policies and to always comply with their terms. Any failure to do so may result in disciplinary action.

If you are uncertain of where these policies are located or what obligations they impose, you have an express obligation to raise this with your manager. Your manager will then provide you with or direct you to the required information.

3.11.1 Vehicle Use and Responsibility:

You are solely responsible for ensuring that any vehicle you drive for work purposes is registered and comprehensively insured. This includes vehicles used in your role to transport clients. Any incidents, damages, or losses resulting from non-compliance or oversight are your responsibility.



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Policies and procedures are available on website www.infinitysupportswa.org. A copy can also be provided on written request from staff.

3.12 Conflicts of interest

You are required to immediately disclose any potential, perceived or actual conflict of interest (whether direct or indirect) that may give rise to a conflict with the performance of your employment obligations to the employer, or the employer's business or reputational interests. The employer may require you to take action to eliminate or reduce any such conflict. If in the opinion of the employer you fail or refuse to declare any such conflict, or to resolve it in a manner satisfactory to the employer in accordance with its directions, then notwithstanding any other provision of this contract, the employer may terminate your employment.

Conflict of interest form will be provided on written request from staff.

3.13 Privacy

You consent to the employer collecting and using personal information and sensitive personal information as defined in the *Privacy Act 1988* (Commonwealth) for any purpose relating to your employment with the employer. The personal information will be held in a secure location.

You also consent to the employer disclosing personal information and sensitive personal information about you to other persons for reasons relating to your employment or for the employer's business requirements. These persons include the Australian Tax Office, superannuation fund trustees and administrators, insurers, medical or occupational practitioners, financial and legal advisers, potential purchasers on sale of business and law enforcement bodies.

3.14 Mobile Phone Usage & Social Media

All staff are to refrain from using mobile phone during work hours except during authorised breaks.

Any work-related issue or material that could identify an individual who is a customer/client or colleague, which could adversely affect the Employer, a customer/client or the Employer's relationship with any customer/client must not be placed on any social networking site. This means that, unless otherwise authorised, work related matters must not be placed on any such site at any time either during or outside of working hours and this includes access via any mobile computer equipment, including mobile phone or other devices.

Likewise, all employees are strictly prohibited from using social media (whether on the Employer's devices or their own personal device) during work time.

3.15 Dress and Appearance

Consistent with the culture of the Employer, you will be expected to present a professional image about your appearance and standards of dress. You should wear clothes appropriate to your job responsibilities, and they should be always kept clean and tidy. The Employer expects all employees to always maintain excellent standards of personal hygiene.

Personal protective equipment (PPE) and clothing may be issued for your protection because of the nature of your job and if issued must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.

If you arrive for work in a manner that does not comply with this policy, your manager will advise you that you are not dressed or groomed appropriately to perform your duties. As a result, you may be sent home to change with any resulting lost time being unpaid.

Any deliberate or persistent breaches of this policy may result in disciplinary action being taken against you.

If you are in any doubt whether any aspect of your appearance or attire is appropriate for your job role you should contact management

3.16 Whistleblowers

If you believe that the Employer or any of its officers or employees is involved in any form of wrongdoing such as:

- committing a criminal offence;
- failing to comply with a legal obligation;
- endangering the health and safety of an individual;
- environmental damage; or
- concealing any information relating to the above,

You should, in the first instance, report your concerns to management who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g. the police, the Environment Protection Agency or Work Cover.

You will not suffer any detriment as a result of any genuine attempt to bring to light matters of concern. However, if this procedure has not been invoked in good faith (eg for malicious reasons or in pursuit of a personal grudge), then you may be subject to disciplinary action up to and including termination.

3.17 EAP

An Employee Assistance Program is available to all employees. This is a confidential service accessible to all employees. EAP is delivered by Breathe Counselling. Employees are entitled to 3 free sessions in a calendar year. Breathe Counselling contact details are as follows:

Breathe Counselling: Moana Chambers, 2F/618 Hay St, Perth WA 6000 .

admin@breathecounselling.com

www.breathecounsellingperth.com.au

Location of Offices

Perth CBD - Moana Chambers, 2F/ 618 Hay Street (mall)

Rockingham - Suite 8, 63 Penguin Road, Safety Bay

Midland - 12 Cale Street Pinjarra 289 Wilson Road

4. Salaries and Wages

4.1 Remuneration

You will be paid at the gross hourly rate in line with the SCHADS award.

You will be paid fortnightly to the bank account nominated by you. Infinity Supports WA will process pays prior to 12.00 pm on Fridays on a fortnightly basis.

Your remuneration will be reviewed annually and may be increased at the employer's discretion. Any applicable award rate increases will be applied automatically by the employer.

4.2 Tax

At the end of each tax year, you will be given a summary statement showing the total pay you have received during that year and the amount of deductions for tax and other matters. You should keep this document in a safe place as you may need to produce them for tax purposes.

4.3 Pay reviews

Pay is reviewed annually and increased in accordance with any minimum wage or award requirement. However, there is no guarantee of an increase in your pay because of any review.

4.4 Superannuation

Superannuation contributions will be made on your behalf in accordance with legislation.

4.5 Shortage of Work

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment. With your agreement, we may place you on reduced hours, or alternatively, temporary leave. If you agree to be placed on reduced hours, your pay will be reduced according to time worked. If you are placed on leave, this will be processed as leave without pay unless you elect to utilise any accrued leave entitlements.

4.6 Stand Down

The Employer may send you home where there is no useful work for you to do, such as during:

- Covid 19 Lockdown

- a cause which the Employer cannot reasonably be held responsible, such as natural disaster.

This list is not exhaustive. Generally, you will not be paid for this time. However, by agreement you may be able to access accrued leave.

4.7 Annual Leave

You are entitled to accrue annual leave in accordance with the National Employment Standards (NES), unless otherwise stated in your contract of employment. For the avoidance of doubt, casual employees are not entitled to annual leave. Your annual leave pay will be at your normal basic pay unless shown otherwise in your contract of employment. It is the Employer's policy to encourage you to take all your holiday entitlement in the current year.

Permanent staff must submit your leave request through **XERO** and have it approved by management before you make any firm holiday arrangements. Annual leave dates will normally be allocated on a "first come, first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year. Due to the nature of the business, the Employer can only accommodate a limited number of employees taking annual leave at the same time. Casual Staff are to send leave requests to their respective line manager with two weeks' notice.

You must give at least two weeks' notice of your intention to take annual leave of a week or more and one week's notice is required for odd single days. It is your responsibility to ensure you have cover for your shifts and that your clients are aware of your absence.

4.7.1 Procedure to Request Leave

Do not book holidays until your leave request has been approved. To request leave on the Signal channel, please post:

"I would like to request leave from [start date] to [end date]. Returning to work on [return date]."

A manager will respond with an outcome. While all efforts are made to approve leave, some requests may not be approved due to operational requirements.



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Once leave is approved on Signal, update your availability on ShiftCare accordingly. Permanent staff must also submit leave requests on the Xero ME app.



Leave Request Procedure

Please do not make any holiday bookings until your leave request has been formally approved.

To request leave via the Signal channel, use the following format:

“I would like to request leave from [start date] to [end date], returning to work on [return date].”



A manager will review your request and respond with the outcome.

While every effort is made to accommodate leave requests, approval is subject to operational requirements and may not always be possible.



Once approved on Signal, update your availability in ShiftCare.

Permanent staff must also submit their leave in the Xero Me app.



4.8 Public Holidays

You are expected to work public holidays if this is a normal day of work on your roster unless the client has chosen not to have public holiday support. Public holidays not worked at paid at 'Base Rate'.

4.9 Personal Leave Entitlements

You are entitled to be paid for personal leave in accordance with the SCHADS Award, unless otherwise stated in your contract of employment. For the avoidance of doubt, casual employees are not entitled to paid personal leave. Paid personal leave accrues over the course of your employment.

Full time employees will accrue up to ten days of paid personal leave for each year of continuous service. Part time and fixed-term employees are entitled to this entitlement on a pro-rata basis. Personal leave accrues, and will be credited to you, progressively throughout the year.

You are entitled to take personal leave:

- because you are not fit for work due to a personal illness or personal injury affecting you; or
- to provide care or support to a member of your immediate family, or a member of your household who requires your care and support because of:
 - a personal illness or injury affecting the member; or
 - a sudden or emergency affecting the member.

If your entitlement to personal leave is exhausted, you may take two days' unpaid carer's leave for each occasion when a member of your immediate family or a member of your household requires your care and support because of:

- a personal illness or personal injury affecting the member; or
- a sudden or emergency affecting the member.

An immediate family member is a:

- spouse;
- de facto partner;
- child;
- parent;
- grandparent;

- grandchild
- sibling, or
- child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner.

A household member is any person who lives with you.

Notification of Personal Leave and Evidence of Incapacity

In accordance with the SCHADS Award and Fair Work provisions, we may request a medical certificate or statutory declaration to support personal/carer's leave for absences of two or more consecutive days, absences immediately following weekends or public holidays, or in other circumstances deemed reasonable by management.

Reporting Sickness or Work-Related Injuries:

If you are sick or believe you have sustained a work-related injury, you must notify management regarding your fitness for work, need for time off, or whether a Workers Compensation claim is required. Please note that management is not qualified to provide medical or legal advice, and you should seek professional guidance where necessary.

Return to Work

You should notify your manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified. You may be required to provide a certificate from your own doctor stating that you are fit to return to your duties. This will always be required where you have suffered a workplace injury/illness that required medical treatment. If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis, you must not report for work without clearance from your own doctor.

5. Disciplinary Procedure

5.1 Introduction

This sets standards of performance and behaviour expected by the Employer, together with the procedure to be followed in the event of disciplinary issues. The policy aims to help promote fairness and order in the treatment of individuals. It is the Employer's aim that the rules and

procedures should emphasise and encourage improvement in the conduct of individuals where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case.

The following rules and procedures should ensure that:

- the correct procedure is used when requiring you to attend a disciplinary hearing;
- you are fully aware of the standards of performance, action and behaviour required of you;
- disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
- you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case;
- at all disciplinary hearings, rather than investigatory meetings, you have the right to be accompanied by a support person at all stages of the formal disciplinary process;
- you will not normally be dismissed for a first breach of discipline, except in the case of serious misconduct; and if you are disciplined, you will receive an explanation of the penalty imposed.

On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This should not be regarded as disciplinary action or a penalty of any kind.

5.2 Disciplinary Rules

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and serious misconduct shown in this policy, a breach of other specific conditions, procedures and practices set out elsewhere in this Employee Handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such.

5.3 Rules Covering Unsatisfactory Conduct and Misconduct

You will be liable to disciplinary action if you are found to have acted in any of the following ways:



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- failure to abide by the Employer's health and safety policies and procedures and your general health and safety responsibilities;
- actions which could threaten the health and safety of yourself, your colleagues or others;
- persistent absenteeism and/or lateness;
- unsatisfactory standards or output of work;
- rudeness towards customers/clients, members of the public or your colleagues, objectionable or insulting behaviour, harassment, bullying or bad language;
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- unauthorised use of email, internet and/or social media;
- failure to carry out all reasonable instructions or follow our rules and procedures;
- unauthorised use or negligent damage or loss of our property; and
- failure to report immediately any damage to property or premises caused by you

This list is not exhaustive.

5.4 Serious Misconduct

Occurrences of serious misconduct are significant because the penalty may be termination without notice, even without any previous warning being issued. It is not possible to provide an exhaustive list of examples of serious misconduct. However, any behaviour or negligence resulting in a fundamental breach of your contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute serious misconduct. Examples of offences that will normally be considered to be serious misconduct include serious instances of:

- theft or fraud;
- physical violence or bullying;
- deliberate damage to property;
- deliberate acts of unlawful discrimination or harassment;
- possession, or being under the influence, of illegal drugs at work;
- breach of the Employer's health and safety policies and procedures and your general health and safety responsibilities or any actions that endangers the lives of, or may cause serious injury to, employees or any other person.

5.5 Disciplinary Procedure

Disciplinary action taken against you may be based on the following procedure:

Offence

1st occasion

2nd occasion

3rd occasion

Unsatisfactory conduct

Formal verbal warning

Written warning

Final written warning

Termination

We retain discretion in respect of the disciplinary procedures to take account of your length of service and the severity of the misconduct to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before termination, but you will retain the right to a disciplinary hearing. If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or termination, and full details will be given to you.

There may be occasions where the performance or conduct of an employee is serious enough to by-pass one of the above steps and move immediately to a first and final written warning but not a summary termination.

This option might be used in circumstances where the Employer's policy is breached but it is not so serious as to warrant instant termination.

In all cases, warnings will be issued for misconduct, irrespective of the precise matters concerned and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to termination if the warnings do not change behaviour.

5.6 Duration of Warnings

i) Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a six-month period.

ii) Written warning

A written warning will normally be disregarded for disciplinary purposes after a 12-month period

iii) Final written warning

A final written warning will normally be disregarded for disciplinary purposes after an 18-month period.

5.7 General Notes

If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate of pay may be considered as an alternative to termination, except in cases of serious misconduct.

In exceptional circumstances, suspension from work without pay for up to five days as an alternative to termination (except termination for serious misconduct) may be considered by the person authorised to dismiss.

Serious misconduct offences will result in termination without notice

6 Grievance Procedure

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which to raise such a grievance and, where appropriate, have it resolved.

Nothing in this procedure is intended to prevent you from informally raising with your manager any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record.



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However, if you wish to raise a formal grievance you should normally do so in writing from the outset. If you feel aggrieved at any matter relating to your work (except harassment, for which there is a separate procedure) you should first raise the matter with your manager, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting.

7. Incident Management

While we hope that an incident reporting does not occur, in the event it does, we are prepared to support and assist you by following procedures that appropriately deal with a critical incident.

An incident is classified as an event (or alleged event) that occurs because of, or during, the delivery of services and has caused, or is likely to cause, a significant negative impact on your health, safety or wellbeing.

If an incident does occur, we will engage the required authorities to support you during this time.

Incidents that relate to you may include, but are not necessarily limited to:

- an unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault or indecent assault) that occurs as a result or during the delivery of services
- allegations of serious, unlawful or criminal activity or conduct involving [Organisation Name] employee, subcontractor or volunteer that has caused, or has the potential to cause, serious harm to you
- an incident where you assault or cause serious harm to others (including our employees, volunteers or contractors), as a result, or during the delivery, of services
- a severe fire, natural disaster, accident or other incidents that will, or is likely to prevent service provision, or that results in closure or significant damage to premises or property, or that poses a substantial threat to your health and safety.



Infinity Supports WA has established procedures that identify, manage and resolve incidents which include:

- Staff members will report all incidents to the Infinity Supports WA
- completion of an incident report that identifies and records an incident
- the Infinity Supports WA is responsible for reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies
- compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- supporting and assisting you if you are affected by the incident
- review of the incident by the Infinity Supports WA if you or others were affected
- collaborating with you, your family and/or advocate to manage and resolve the incident
- reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.

Infinity Supports WA will put in place appropriate preventive measures to mitigate further harm or injury as necessary. As part of the investigation process, the incident scene and evidence must be preserved until its conclusion. (In situations such as assisting an injured individual, enhancing area safety, aiding police investigations, or handling the deceased, site disturbance may occur.)

The area will be inspected and verified to ensure that no new hazards have arisen while securing it.

If medical treatment beyond first aid is required, the Safety representative will promptly notify the relevant person via phone or email.

Any incidents, including near misses, must be reported to the manager or supervisor using Incident Report, and recorded in our Incident Register.

In the event of an incident, injury, or illness, Infinity Supports WA will take immediate and appropriate action to minimize the risk of further harm or damage, provided it is safe to do so.

7.1 Report Notifiable Incident

The incident notification process consists of 3 steps. These steps are as follows:

Step 1: Notify the NDIS Commission:

- ✓ Safety representative is responsible for reporting incidents that are reportable incidents to the Commissioner. In addition, any key personnel can notify Commissioner of reportable incidents.
- ✓ A notifiable incident shall be reported as soon as possible. The following information is required to be registered in the incident report form:
 - the name and contact details of the registered NDIS provider.
 - a description of the reportable incident (a description of the impact on, or harm caused to, the person with disability)
 - the immediate actions taken in response to the reportable incident, including actions taken to ensure the health, safety and wellbeing of persons with disability affected by the incident and whether the incident has been reported to police or any other body
 - the name and contact details of the person making the notification
 - the time, date and place at which the reportable incident occurred (if known)
 - the names and contact details of the persons involved in the reportable incident
- ✓ For an incident to be reportable a certain act or event needs to have happened (or alleged to have happened) in connection with the provision of supports or services by the registered NDIS provider. This includes:
 - The death of a person with disability
 - Serious injury of a person with disability
 - Abuse or neglect of a person with disability
 - Unlawful sexual or physical contact with, or assault of, a person with disability
 - Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- ✓ Infinity Supports WA will submit a notification form via NDIS commission portal within 24 hours, if any above incidents occur.

- ✓ Commissioner shall be provided with the following information within 5 business days after the provider became aware that the incident occurred:
 - the names and contact details of any witnesses to the reportable incident
 - any further actions proposed to be taken in response to the reportable incident
- ✓ If an unauthorised restrictive practice is used, NDIS should be notified in 5 business days of being notified of the incident. However, the incident should be reported in 24 hours if the incident has resulted in injury to a disabled person.
- ✓ In cases where there is a need for police intervention, even after consideration of the incident, it should be reported as soon as possible. If there is any uncertainty about whether the incident needs to be reported or not, the notifier or approver should contact the NDIS Commission to seek further advice.
- ✓ Infinity Supports WA will also inform:
 - Authorities for notifiable work-related injuries, fatalities or dangerous occurrences
 - Police if the incident relates to the death of a person
- ✓ Where an incident is referred to NDIS, the NDIS investigation takes precedence over any organisational process.
- ✓ The progress of the incidents, accidents and near misses will be tracked in incident report form.

Step 2: Submit a 5-business day form: this form should be submitted via the “My Reportable Incidents” portal within 5 business days after key management personnel are notified. Some additional information, including the corrective actions, is recorded in this form. any unauthorised use of restrictive practices is recorded by this form.

Step 3: If required, the final report should be submitted: If this is required, the NDIS Commission will contact the provider and advise the due date for this matter. The final report field will be accessible on the NDIS Commission portal if the provider is required to submit a final report.



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Reportable incident	Required timeframe
death of a person with disability	24 hours
serious injury of a person with disability	24 hours
abuse or neglect of a person with disability	24 hours
unlawful sexual or physical contact with, or assault of, a person with disability	24 hours
sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	24 hours
the use of a restrictive practice in relation to a person with disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	Five business days

Incident and Hazard reporting is to be completed on shiftcare. Infinity Supports WA instructs all its staff to report all incidents and hazards irrespective of their levels of severity. This helps in ensuring appropriate measures are put in place to minimize occurrences of such incidents.

8. Feedback and Complaints

Your feedback allows us to provide you with high-quality services; we actively seek your input. Feedback can be provided using Form31.Participant Survey (Client Satisfaction Survey). We would like your feedback on:

- quality of care received
- consistency of services provided
- support worker performance
- supports that work for you
- changes you want made to assist you
- what you like and dislike about our services

You always have the right to expect the best possible standard of service from us, and we will treat any concern or complaint you provide as a serious issue. No matter what the situation, a Staff will not react badly to your complaint; you should feel safe knowing that they will not retaliate or hurt you in any way.

You can make an anonymous complaint using Complaint Report Form. Remember not to identify yourself during this process if you wish us not to know who is making the complaint.

You can make a complaint regarding our services, or a Staff provided to work with you. If you do not feel comfortable making a complaint, someone else can do this on your behalf, including:

- an advocate
- a family member
- a close friend
- your care worker
- a person you know and trust.

You can complain about your services and supports when:

- something has gone wrong
- something is not working well
- something has not been done the right way
- something makes you unhappy

- you have been treated badly.

Please send your complaints addressed to the Complaint Manager via any of the below means:

Email:	admin@infinitysupportswa.org
Postal address:	<ul style="list-style-type: none"> ● Complete Form02 Complaint Report Form should you wish to remain anonymous do not fill in the participant details and mail it to PO BOX 4275, Baldivis 6171
Phone	<ul style="list-style-type: none"> ● Speak to your support worker or coordinator ● Call us on 0493282661 or 0493141688 (Monday to Friday 8.30 am to 4.30pm)
Website	<ul style="list-style-type: none"> ● visit our website and complete an online complaint/feedback form. https://infinitysupportswa.org/feedback-and-complaints/

Once a complaint has been received, Infinity Supports WA will investigate the complaint and find a resolution. The Managing Director will write a letter to confirm that your complaint has been received. This letter will provide you with the expected date Infinity Supports WA of the complaint resolution.

The complaint will then be investigated, and a plan to resolve it created. You will be informed of this plan, and we will ask you to provide your opinion on our recommended solution. You can advise if you are happy with the proposed solution or unhappy with the outcome and feel the matter is not resolved. Any ongoing issue could be identified by tracking and analysing feedback and complaint data. As a part of the continuous



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improvement process, the feedback, complaints and dispute resolution will be discussed in management team meetings regularly.

If you are not happy with the solution proposed by Infinity Supports WA regarding your complaint, you can speak to other organisations, such as:

Commonwealth Ombudsman – Disability Services

Telephone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

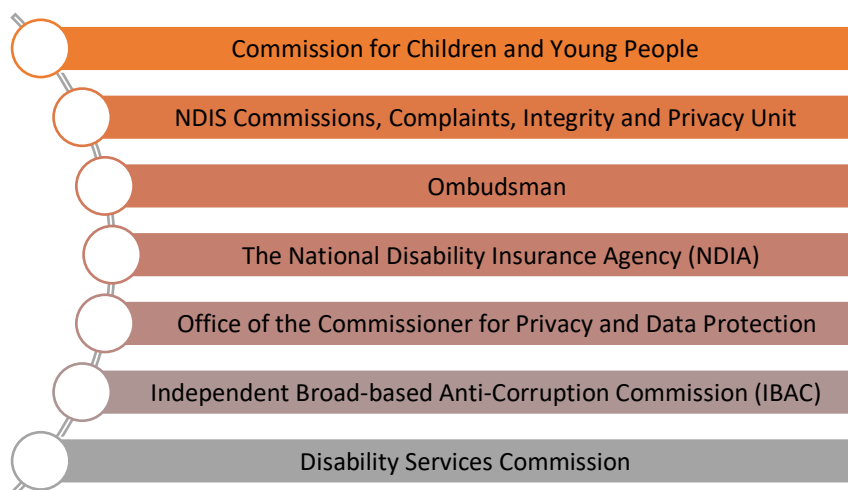
NDIS Complaints

Telephone: 1800 800 110

Email: feedback@ndis.gov.au or

Website: <https://www.ndis.gov.au/contact/feedback-and-complaints>

Individuals can make a complaint directly to the following agencies at any time they wish to:



9 Drugs & Alcohol

ZERO TOLERANCE

The use of drugs or alcohol jeopardises a safe workplace. The Employer has a zero-tolerance policy about drugs and alcohol at the workplace. Workers are not permitted to work while under the influence of drugs or alcohol.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination. Non-compliance by other workers may also result appropriate action up to and including termination of their engagement with the Employer.

The Employer recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek assistance from appropriate Employers or support groups.

Workers and visitors must not be adversely affected by drugs or alcohol at work or while at work functions and must at all times be fit to perform their work safely.

Alcohol may be consumed at some Employer events. Where this is the case, the Employer encourages responsible alcohol consumption. At no time should you be drunk or behave in a manner which is inappropriate.

Infinity Supports WA strictly promotes a smoking free culture. Employees are not permitted to smoke whilst supporting clients. Infinity Supports WA emphasises on a smoke free culture due to health & safety concerns and to promote healthy lifestyle for both clients and staff. Smoking is classified as a lifestyle risk factor and can affect clients who are being supported directly and indirectly. This is in line with The Occupational Safety and Health Act 1984(WA) and The Occupational Safety and Health Regulations 1996 (WA).

9.1 Prescribed Medication

Employees who are taking any prescribed medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

9.2 Screening

The Employer may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Employer reserves the right to carry out random testing across all levels of employees.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Employer. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment;
- return a positive result following testing;
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples;
- refuse reasonable direction to undertake drug and alcohol screening; or
- are in possession of illegal drugs for supply or consumption in the workplace

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate.

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Employer.

If you return a positive result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

10 Termination of Employment

10.1 Resignations

All resignations must be provided in writing, stating the reason for resigning your post.

10.2 Termination without Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your contract of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you.

10.3 Return of Employer Property

On the termination of your employment, you must return all Employer property which is in your possession or for which you have responsibility. Failure to return such items within 7 days will result in the cost of the items being deducted from any monies outstanding to you.

All Employer property should be returned to management.

11 Bullying and Harassment

11.1 Introduction

The Employer is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated. Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect workers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

11.2 Harassment

The intention of these procedures is to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks;
- lewd or abusive comments about appearance;
- deliberate exclusion from conversations;
- displaying abusive or offensive writing or material;
- unwelcome touching; and
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

11.3 Bullying

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments;
- unjustified criticism or complaints;
- physical or emotional threats;
- deliberate exclusion from workplace activities;
- the spreading of misinformation or malicious rumours; and
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

11.4 Bullying & Harassment Complaint Procedure

i) Informal complaint

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii) Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your



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confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser;
- the nature of the alleged incident of bullying or harassment;
- the dates and times when the alleged incident of bullying or harassment occurred;
- the names of any witnesses; and
- Any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint, we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the

alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

11.5 General Notes

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint.

However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.



Important Contacts

Infinity Supports WA is not an emergency service. We are unable to answer phone calls outside of our normal working hours (8.30 am to 4.30 pm Monday to Friday).

Emergency

Dial 000

Crisis and Mental Health Support

Beyond Blu: 1300 224 636

Lifeline Australia: 13 11 14

Suicide Call Back Service: 1300 659 467

Mental Health Emergency Response Line: 1300 555 788 (Metro) / 1800 676 822 (Peel)

Kids Helpline: 1800 55 1800

Mensline Australia: 130 78 99 78

Sexual Assault, Family and Domestic Violence Line: 1800 424 017

Medical

Health Direct (24 hours health advice): 1800 022 222

Poisons Information Line: 131 126

Company Contact

Email: admin@infinitysupportswa.org

Mobile: 0493282661 / 0493141688

Operating Hours: Monday to Friday 08.30 AM to 4.30 PM



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Employee Handbook Acknowledgement Form

I confirm I have received the Employee handbook from Infinity Supports and have read and understood the content.

A printed version of this handbook is also available. If you would like a printed version, please contact us.

Name

Signature

Date