

# **Mission Statement**

**Northern Occupational Support Service Inc will work with and for people with a disability to enhance their quality of life through the provision of support in activities which promote their involvement in the community.**

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# **ORIENTATION MANUAL**

**Revised May, 2010**



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## Introduction

**N**orthern Occupational Support Service Inc (NOSS) commenced operation in 1991. NOSS was funded by the State under the Community Integration Project (CIP) which resulted from a Government policy which aimed to integrate people with a disability into their community. Many of the people supported by NOSS lived at Willow Court Centre before moving into shared homes in Launceston.

NOSS was initially funded to employ six support workers to support eight clients to access the community. Currently, the Service supports approximately 90 adults with a disability living in the Launceston area and has a staff of approximately 55. In addition to the community access service, NOSS now also runs an Australian Disability Enterprise for people with a disability called Bluegum Grounds Maintenance.

### 1. Community Access

NOSS employs support workers to assist clients to access the community through pursuing their chosen social, leisure, pre-vocational and vocational activities. Support is offered to community access clients each weekday, usually between the hours of 9.30am and 3.30pm. Funding for community access services continues under the Commonwealth State and Territory Disability Agreement (CSTDA) via the Department of Health and Human Services.

### 2. Bluegum Grounds Maintenance

Bluegum is a community-based workcrew which provides crew members with the opportunity for long term employment and training in a variety of community settings. Bluegum carries out a range of jobs, including grounds maintenance and process work. The workcrew originally operated under the name of Lightfoot Employment. In 1995 Commonwealth funding was provided to expand the workcrew and Bluegum Home & Garden Maintenance commenced. In 2001 these crews were amalgamated under the name of Bluegum Grounds Maintenance which is funded by both the Commonwealth Department of Family, Housing, Community Services and Indigenous Affairs and the State Department of Health and Human Services. The workcrew is currently funded to assist 22 workcrew members. The workcrew operates from 9.00 am to 3.00 pm.

### 3. Administration

The Board of Governance employs a management team comprising a General Manager, Office Manager and Community Access Manager who are responsible for the day to day management of the Service, such as staffing, quality control, budgeting, staff meetings, supervisory sessions, and the development, implementation and review of individual training plans for clients. The Bluegum Manager is responsible for the operation of Bluegum. The Administrative Assistant who assists with the organisation's administrative functions.

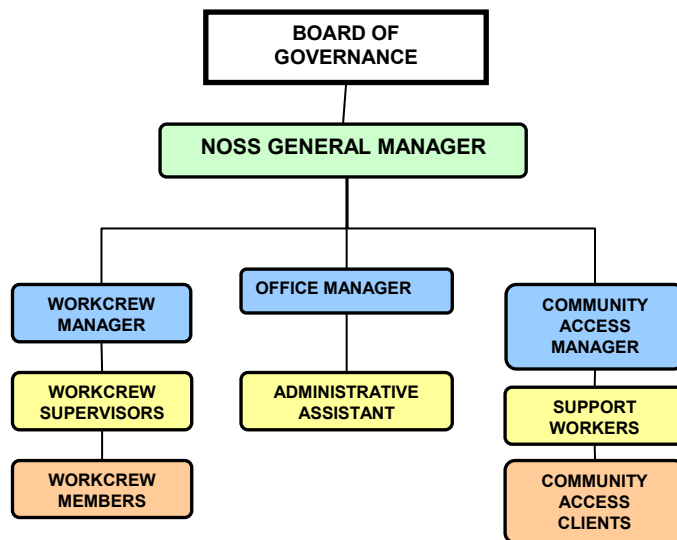


Figure 1: NOSS Organisational Structure

## 4. Board of Governance

NOSS is an incorporated association managed by a Board of Governance, which is responsible for policy development and long term planning. Policies are reviewed regularly with input from relevant stakeholders. Association members are people within our community committed to the goals of NOSS. Any staff member wishing to become an association member should contact the office. The current membership fee is \$5.50. At the Annual General Meeting, the association members elect the Board of Governance.

The current members of the Board are:

Chairman	Dennis Cook
Treasurer	Norm Andrews
Secretary	Frea Peschar
Members:	Nick Adams
	Gloria Barnes
	Larna Moore
	Jennifer Simpson

# Service Philosophy

## 1. Code of Ethics

### *Value Statement*

1. Every person with a disability has the right to be treated with dignity, empathy and respect, regardless of race, gender, age or disability.
2. Every person with a disability has the right to informed choice, a normal daily routine and life experience and to be treated as a valued human being.
3. Every NOSS staff member has a primary commitment to the aims and philosophy of the organisation and an obligation to abide by its goals, policies and procedures.

### *Principles of Practice*

#### **1. Commitment to Clients**

Staff members will promote the empowerment of clients and facilitate their physical, intellectual, emotional and social development.

Staff members will advocate on behalf of clients in order to uphold their human rights and ensure that all allegations of abuse are reported.

#### **2. Commitment to Privacy and Confidentiality**

Every staff member will respect the privacy of clients and treat as confidential all information obtained in the course of professional service, except when the law demands otherwise.

#### **3. Commitment to Colleagues**

Staff members will respect and support each other as individuals and equals and maintain a professional work ethic.

#### **4. Commitment to NOSS**

Staff members will support the Service in a professional manner and uphold the Service goals, policies and procedures including the prompt reporting of unethical conduct.

#### **5. Commitment to Professional Development**

Staff members will strive to improve proficiency in professional practice.

## **2. Service Goals**

The goals of Northern Occupational Support Service Inc are:

1. To enhance the self image of people with a disability and promote their acceptance as valued and productive members of their community.
2. To integrate people with a disability into their community.
3. Whenever appropriate to use existing generic services and resources in the community to meet the individual needs of people with a disability.
4. To provide opportunities for people with a disability to increase their social networks and develop new friendships.
5. To enable people with a disability to access community-based social, recreational and vocational opportunities.
6. To develop employment opportunities for people with a disability.
7. To ensure that people with a disability are involved in making informed choices.
8. To enable people with a disability to maintain and develop social, recreational and vocational skills.
9. To encourage generic services, associations, clubs and places of employment to include people with a disability.
10. To advocate on behalf of people with a disability, as appropriate.
11. To develop networks with other services working within the disability sector.

## **3. Principles**

Northern Occupational Support Service Inc adopts the principles of the State Disability Services Act 1992.

1. Persons with disabilities are individuals who have the inherent right to respect for their human worth and dignity.
2. Persons with disabilities have the same human rights as other members of society and are entitled to be assisted to exercise these human rights
3. Persons with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional and intellectual development.
4. Persons with disabilities and carers of persons with disabilities have the same right as other members of society to services, which will support their attaining a reasonable quality of life.
5. Persons with disabilities have the same right as other members of society to make and actively participate in, direct and implement the decisions which affect their lives.
6. Persons with disabilities have the same right as other members of society to receive services in a manner, which results in the least reasonable restriction of their rights and opportunities.
7. Persons with disabilities have the same right of pursuit of any grievance in relation to services as have other members of society.
8. Persons with disabilities who wish to pursue such a grievance have the right to adequate support to enable them to pursue the grievance and to pursue the grievance without fear of discontinuation of services or recrimination from any person who may be involved in, or be the subject of, the grievance.

## 4. State Disability Standards

### Standard 1

Services are to be designed and administered so as to achieve positive outcomes for persons with disabilities, such as increased independence, education and employment opportunities and integration into the community.

### Standard 2

Services are to be designed and administered so as to ensure that conditions of everyday life of persons with disabilities are the same as, or as close as possible to, the conditions of everyday life of other members of the community.

### Standard 3

Services are to be provided as part of local coordinated service systems and be integrated with services generally available to members of the community, wherever possible.

### Standard 4

Services are to be tailored to meet the individual needs and goals of persons with disabilities.

### Standard 5

Programs and services are to be designed and administered so as to meet the needs of persons with disabilities who experience additional disadvantage as a result of their sex, ethnic origin, Aboriginality or geographic location.

### Standard 6

Programs and services are to be designed and administered so as to promote recognition of the competence of, and enhance the image of, persons with disabilities

### Standard 7

Programs and services are to be designed and administered so as to promote the participation of persons with disabilities in the life of the local community through maximum physical and social integration in that community.

### Standard 8

Programs and services are to be designed and administered so as to ensure that no single organization providing services exercises control over all or most aspects of the life of a person with disabilities.

### Standard 9

Programs and services are to be designed and administered so as to be free as possible from aversive, restrictive and intrusive treatment practices.

### Standard 10

Organisations providing services, whether those services are provided specifically to people with disabilities or generally

to members of the community, are to be accountable to those persons with disabilities who use their services, the advocates of such people, the State and the community generally for the provision of information from which the quality of their services can be judged.

### Standard 11

Programs and services are to be designed and administered so as to provide opportunities for persons with disabilities to reach goals and enjoy lifestyles which are valued by the community generally and are appropriate to their age.

### Standard 12

Services are to be designed and administered so as to ensure that persons with disabilities have access to advocacy support where necessary to ensure adequate participation in decision making about the services they receive

### Standard 13

Programs and services are to be designed and administered so as to ensure that appropriate avenues exist for persons with disabilities to raise and have resolved any grievances about services.

### Standard 14

Services are to be designed and administered so as to provide people with disabilities with, and encourage them to make use of, avenues for ongoing participation in the planning and operation of services which they receive.

### Standard 15

Programs and services are to be designed and administered so as to provide persons with disabilities with opportunities for consultation in relation to the development of major policy and program changes.

### Standard 16

Programs and services are to be designed and administered so as to respect the rights of persons with disabilities to privacy and confidentiality.

### Standard 17

Priority of access to services is to be on the assessed needs of each person based on –

- the person's wishes;
- the level of disability and its impact on the person;
- the extent of support provided to the person from all sources; and
- the benefits to the person of preventative services over remedial measures.

# Employment Conditions

## 1. General

All Community Access staff are employed under the conditions of the Social, Community, Home Care and Disability Services Industry Award 2010 (SACS). Bluegum staff are employed under the Supported Employment Services Award 2010 (SES). Copies of the Awards are available for perusal at the NOSS Office.

Employment may be terminated should the Service's funding be reduced or as a result of illness, death or a change in a client's support needs. Should staffing levels need to be reduced, at least two weeks notice will be given. In the event of short term illness of a client (up to six weeks) the support worker will be offered alternate work or given the option of taking leave without pay.

The position classification for support workers under the SACS Award is Disability Services Employee Level 3.

ID cards will be issued to all employees.

## 2. Administration

An integral part of an efficient administration system is the prompt completion of organisational forms. This is an important responsibility of all employees. All forms are available at the NOSS Office.

### 2.1. Claims for Payment

Claims for Payment must be submitted to the NOSS Office each fortnight, no later than midday on the Monday following the end of each pay period.

Payments will normally be made by Bank transfer on the Tuesday following the end of the pay period. Transfers should arrive on the Wednesday afternoon but we recommend that automatic deductions not be processed until the Thursday in case of bank errors which may delay the transfers occasionally. Notification will be made of any change to these days due to public holidays or the Christmas break.

When completing Claims for Payment, any holidays, training, personal/carer's leave etc should be noted as such.

### 2.2. Mileage and Extra Expenses Claim Form

Employees may be required to use their own vehicle to transport clients in accordance with the NOSS Transport Policy, in which case they are entitled to claim reimbursement for use of their own vehicle at the rate of 74 cents per kilometre.

Support workers are required to start work at the client's residence and mileage will be paid from that address. Support workers should particularly note Section 1.3 of the Transport Policy that travel is to be confined to the Launceston metropolitan area unless prior permission is obtained from the NOSS office. Bearing in mind that clients contribute to mileage costs, it is also important when planning client activities, to ensure that travel is minimised.

Log book for the purpose of recording all work related mileage are available upon request. The relevant details contained in the log book should be transferred to your claim form fortnightly. This log book remains the property of NOSS.

Employees are required to enter the following details on the Mileage Claim Form:

**House vehicles (to be filled in only when a client from another house is sharing the house vehicle):**

Date

House Car – enter the Residence to whom the vehicle belongs

From/To – enter where the vehicle has traveled (ie suburbs)

Clients – enter the names of the client/s from other residences traveling in the vehicle (not the client from the residence which owns the vehicle)

Total Kms – enter the total kilometres traveled from the log book

Share Kms – enter the share of kilometres belonging to the client/s from other residences

**Mileage in employee vehicles:**

Date

From/To – enter where the vehicle has traveled (ie suburbs)

Clients – enter the names of the client/s together with their individual share of kilometres

Total – enter total kilometres traveled from your log book

**It is important to accurately record the details of your journey. Failure to do so may result in your claim not being paid.**

**Extra Expenses:**

In certain cases NOSS will reimburse expenses incurred by employees in supporting clients. These should be entered on the Mileage & Extra Expenses form. Clients will pay their own admission to activities and half of any admission cost for their support worker. NOSS will reimburse the other half of the admission cost. Any claims must be accompanied by receipts and must be approved by NOSS Management beforehand.

### **2.3. Tax and Superannuation Forms**

Tax File Number Declarations are to be completed by all employees.

Superannuation guarantee payments are made for any staff member earning in excess of \$450 per month. Super payments may be made to a superannuation company of your choice. Should you fail to nominate a Super fund, payments will be made to HESTA Super Fund (SACS Award) or Australian Super (SES Award).

### **2.4. Deduction Authority**

A Deduction Authority should be completed if you wish to

- contribute additional superannuation
- deduct additional tax to be forwarded to the Australian Tax Office
- deduct an amount to be retained by NOSS and paid to you during December (Christmas Club).

### **2.5. Confidentiality**

During your employment or at any time thereafter you are not to disclose to any unauthorised person, confidential information relating to NOSS staff or clients, except where required to do so by law. Any breach of this condition whilst you are employed may constitute serious misconduct leading to immediate termination of your employment.

### **2.6. Salary Sacrifice/Packaging**

NOSS currently offers part time employees the opportunity to take a portion of your pay as salary sacrificed payments. There are two types:

- Salary Sacrifice - A nominated amount paid to your superannuation company on your behalf as an “employer contribution”. These are not treated as fringe benefits but are taxed in the superannuation fund (15%) under specific tax laws and/or
- Salary Packaging - Paying nominated amounts on your behalf to your creditors, such as loan repayments, school fees, credit card accounts. These payments are treated as fringe benefits and any amounts over

\$2,000 per annum the grossed up amount will be shown on your Statement of Earnings and would increase your 'nominal income'. This may affect some Government assessments such as Centrelink and Child Support.

In the case of both salary sacrifice and packaging, the amounts are deducted from your salary before tax thereby reducing your taxable income. Information about these options can be obtained by contacting the Office Manager.

#### **2.7. Police Clearance**

All new employees are required to provide a current National Police Clearance before commencing work.

### **3. Use of Vehicles and Equipment**

Employees must familiarise themselves with the NOSS Transport Policy. In particular:

- All drivers must be appropriately licensed and vehicles used for support work must be roadworthy and registered.
- In the case of an accident, NOSS insurance will cover the employee's vehicle excess and any loss of no claims bonus. If an employee chooses not to insure their vehicle, NOSS accepts no responsibility for any damage incurred. We recommend that you inform your insurance company that you will be using your vehicle for work purposes to ensure that you are covered in the case of an accident.
- Employees are responsible for payment of any speeding or parking infringements which they incur during working hours.
- Smoking is prohibited in Residential vehicles and in any vehicle in which a client is present.
- Support workers and clients are responsible for interior and exterior cleaning of a residential vehicle soiled during NOSS use.
- All employees must treat NOSS vehicles with respect and ensure that they are kept in a clean and tidy condition.

### **4. Leave**

#### **4.1. Personal/Carer's Leave**

If an employee is unable to attend work because of sickness, he/she must contact the office as soon as possible. A doctor's certificate may be required for any sick leave in excess of one day.

#### **4.2. Annual Leave**

The community access program closes down for approximately four weeks at Christmas. The workcrew may close for up to two weeks over Christmas. All accrued annual leave will be taken during those times.

#### **4.3. Leave at other times**

Any requests for leave at any other time should be given in writing to the General Manager with at least two weeks notice. A submission must be made to the Board for any leave without pay exceeding four (4) weeks. If annual leave is approved at other times, and/or sufficient annual leave has not been accrued to cover the shut down period, employees must be prepared to take the remaining time as leave without pay.

### **5. Staff Development**

#### **5.1. Probation Period**

All successful applicants for permanent positions will serve a probationary period of three months or twenty shifts, whichever is the greater, during which time, monthly written assessments will be undertaken by his/her supervisor. This process will provide a formal opportunity for you to raise any questions. However, this does not prevent you from, at any time, contacting your supervisor or other management staff if you have any queries or need assistance with any aspect of your employment.

#### **5.2. Performance Management**

Each employee is required to complete a Performance Appraisal and attend an annual review meeting. These meetings provide a channel for confidential consultation between employees and Management. At Performance Appraisal meetings, both management and employee concerns, training needs and any other issues are identified

and discussed. Performance goals are agreed and documented. Your performance appraisal is based on the duties contained in your position description.

Employees will be paid at their normal rate to attend the Performance Appraisal meetings.

### **5.3. Training**

NOSS supports ongoing training and encourages staff who would like to attend conferences, seminars, workshops etc. Information regarding upcoming events will be distributed when available. Specific training sessions will be considered in areas suggested by staff and management. Employees may be required to attend other compulsory training sessions and will be paid at their base rate. If an employee is unable to attend any meeting or training session, management must be notified as soon as possible.

Training resources are regularly updated and new materials purchased. All resources, articles, books, videos, etc. are kept at the office. Employees are encouraged to borrow this material by arrangement with the Administrative Officer.

## **6. Employee Files**

NOSS maintains a file for each of its employees. Employees have access to their own files by contacting the office. To ensure confidentiality, files are kept in a locked filing cabinet.

## **7. Office Premises**

A number of facilities are available at the NOSS office located at 49 York Street, Launceston for the use of clients and staff including activity rooms, meeting room, kitchen and bath and shower facilities. NOSS also provides a photocopier and other office equipment for work related purposes.

To facilitate effective communication between NOSS Management and NOSS staff, each staff member is allocated a pigeon hole which is located in the administration office in the foyer. All staff are required to clear their pigeon hole at least once a week. There is also a notice board in the foyer which should be checked regularly.

## **8. Occupational Health and Safety**

It is the policy of NOSS to do all that is reasonable to safeguard the health and safety of employees. Safety is the responsibility of everyone employed within the organisation. It is essential that we all contribute positively to safe work practices. There is no short cut to reducing or eliminating accidents within our organisation other than total commitment to the principles of safe work practices.

NOSS acknowledges its legal obligation to provide safe and healthy working conditions in accordance with the Health and Safety Act 1995 and Workplace Health and Safety Regulations 1998. NOSS expects employees to be aware of and follow safe work practices. Employees should familiarize themselves with the following:

- Hazard Identification and Control process (see Occupational Health and Safety Policy)
- Report Form for hazards/ potential hazards
- NOSS Occupational Health and Safety Policy
- Manual handling information (included in the Orientation Folder)
- The employees have elected Glenn Learmont as Employee Safety Representative – phone 6326 5305 or 0458 451 226.

The procedures we set in place are tools to assist us all. Our real objective is NO ACCIDENTS. No job is so urgent or important that it cannot be done safely.

## **9. Continuous Improvement Policy**

NOSS is committed to enhancing the quality of its service using a systematic process of continuous improvement in order to improve performance against those areas which are most important to consumers, employees, Board

Members, funding bodies and the community. Continuous improvement allows NOSS to constantly review its performance against the Disability Services Standards and Service Goals and to plan ongoing improvements.

All employees are encouraged to suggest improvements to any aspect of the Service via regular meetings and/or completing a Suggestion Form.

# Working with Clients

## 1. General

The level of support offered to clients is based on their individual strengths and needs. All employees will familiarise themselves with and abide by the contents of this Manual, in particular the Mission Statement, Goals, Principles and Code of Ethics contained in Chapter 1.

NOSS recognises that employees are often isolated from co-workers. Should any employee feel that this isolation, or any other factor is causing work related stress, this should be immediately reported to Management so it may be addressed. Management are available at all times if any assistance is needed during the day. In addition, the Community Access Manager will visit support workers in the community from time to time.

Employees should ensure that they are at all times positive role models in term of dress, language and behaviour.

It is the responsibility of the residential service, parent or carer to support clients when they are unwell. Support workers should make an assessment when they pick up a client to ensure that they are well enough to access the community. If not, they should contact the NOSS office for further advice.

## 2. Matching staff and clients

As detailed in the NOSS Client Support Policy, to ensure positive outcomes for both clients and staff of NOSS, great care must be taken in matching support workers to clients.

When selecting staff to support a new client and/or fill a vacancy, the following criteria are carefully considered:

- Common interests
- Personalities
- Communication skills
- Behaviour management skills
- Relevant medical condition

It may, at times, be more beneficial for both clients and staff to have different support workers working with a particular client on different days of the week.

At the end of each year, the staff/client roster is reviewed and staff will be asked for their input. There may be other occasions when changes may be necessary as a result of staff or client needs. You will be notified of any such changes, prior to implementation, with as much notice as possible. Although staff input will be considered, client needs will take priority in determining which staff will support each client.

## 3. Medication

Residential staff (or parents/carers) will be responsible for providing the correct medication and documentation to NOSS staff each morning. Medication should be pharmacy prepared and stored in a Webster pack or the original packaging. Medication should not be administered if not presented in a Webster pack or the original

packaging. Medication charts (signed by the client’s doctor) must accompany medication. NOSS employees are responsible for making sure the medication is correctly administered. Support workers will sign the medication chart, after administering any medications.

Any support worker required to give medication must have undertaken and successfully completed Tasmanian Qualifications Authority (TQA) accredited training in medication management course. Staff are NOT permitted to administer medication unless they have completed the appropriate training. Please contact the office if there are any queries regarding medication.

The NOSS Library has a range of drug guides which list the side effects of a wide range of medications commonly prescribed to many of our clients.

## 4. Privacy

Employees will treat information about clients and workcrew members, both written and verbal, as confidential. Issues regarding a client should only be discussed with relevant stakeholders such as other NOSS support workers who work with that client, residential workers and the persons nominated on their Consent form. It is a condition of employment that employees protect confidential information in accordance with the NOSS Privacy Policy.

## 5. Reporting of Accidents/Incidents

In accordance with the NOSS Reporting Policy, Employees must report any accident or major incident to Management as soon as possible, by phone or in person. Such incidents may include injury to any person, seizures or challenging behaviours.

Employees must provide a written report of the event, using an Incident Form, within **24 hours**.

A Workers Compensation Claim Form must be completed for any accident or incident requiring medical attention. Failure to report accidents may prejudice any workers compensation claim.

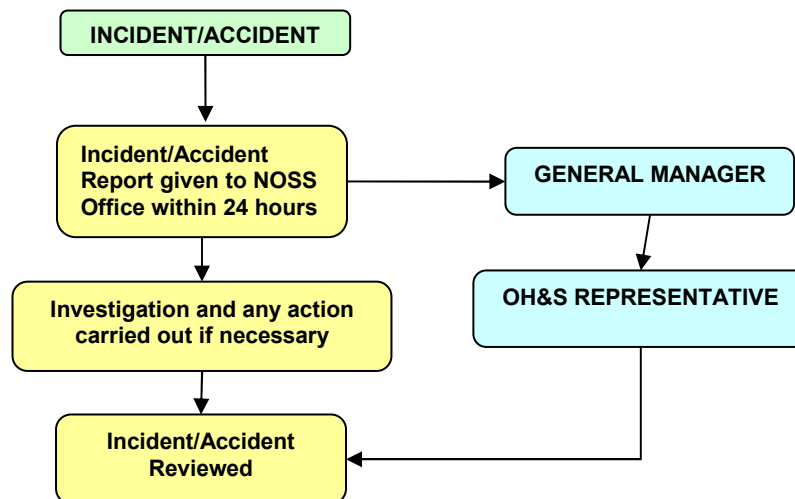


Figure 2: Incident/Accident Reporting And Control Process

## 6. Client Files

Confidential client and workcrew member files are stored at the NOSS (or Bluegum) office. Files contain pertinent client information including medication, allergies, behavioural profile, interests and dislikes, mealtime assistance plans, incident/accident reports, Consent form and Personal Plans and are regularly updated. These files can be accessed by authorised personnel by arrangement with NOSS Management. It is the responsibility of the support worker to ensure that they read the client’s file before working with that client for the first time and ensure that this is acknowledged by signing the appropriate place on the file.

Whenever possible, staff supporting new clients will be ‘buddied up’ with an existing support worker who knows the client. This will provide an opportunity to gather information such as:

- Activities which the client enjoys (or does not enjoy).
- Medical issues: Current medical condition and related procedures, medication (including prn) and allergies
- Personal needs: Mealtime assistance, personal care, mobility
- Communication issues specific to the client
- Behavioural issues specific to the client together with management strategies.

## 7. Decision Making and Choice

Employees will empower clients to make decisions and explain the consequences of such decisions. Gaining informed consent is extremely important, particularly when considering medical procedures, the use of medication, making financial decisions or when designing and implementing individual programs. The NOSS Client Consent Policy will assist support staff to better understand the concept of consent and the range of options open to them in relation to assisted decision making.

It is important that support staff ensure that clients are aware of their right to an advocate when making decisions. An advocate may be the ‘person responsible’, a friend, family member or a formal advocacy service (see Chapter 6 - Services in Close Liaison with NOSS).

## 8. Personal Plans

All clients are offered assistance and support in the development of a Personal Plan which aims to promote social, physical, intellectual and emotional life skills. Skills development will enhance self-esteem and increase competence.

The Community Access Manager will develop Personal Plans using information gained from Quality of Life assessments and Staff meetings. The Personal Plan will include strategies to achieve individual client goals. All support workers should familiarise themselves with the Personal Plan and incorporate these strategies during the course of the day and where possible, in generic settings.

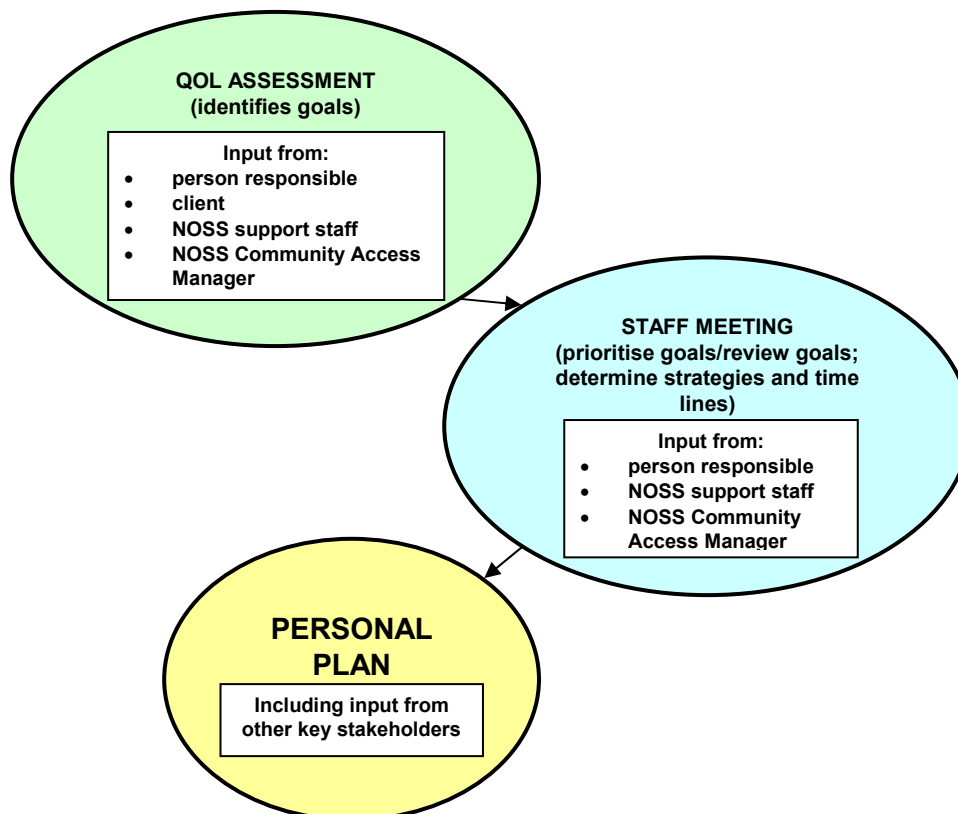


Figure 3: Personal Plan Procedure

### **8.1. Quality of Life Assessment**

The Quality of Life Assessment helps identify a number of areas to be addressed that will enhance the quality of life of the individual. These goals form the basis of Personal Plans.

### **8.2. Staff Meetings**

A staff meeting will be held at least twice a year with NOSS Management and all support workers who work with a particular client. The meeting will include the following:

- Ensure that all support workers have up to date information regarding the client;
- Discuss client needs
- Prioritise/Review the goals identified from QOL assessment.
- Determine strategies to achieve the goals, including timelines.
- Discuss any other relevant issues.

Support workers are expected to attend staff meetings when scheduled and/or write a report on the client and deliver it to the NOSS office before the scheduled meeting date. Minutes of each meeting are kept at the NOSS office and are available for access by relevant support workers.

Client case conferences may also be held to identify specific needs and strategies to improve the client's quality of life. Support workers may be asked to attend to provide specific client information.

Regardless of scheduled staff meetings, the Management team will be available at short notice to discuss any issue arising during the course of work or in the case of unexpected incidents.

## **9. Communication with Residential Services**

Support workers are required to document any incidents, achievements and money spent etc in the NOSS Communication Book daily.

It is important that the information written in the NOSS Communication Book is accurate and objective. When writing up reports, remember to comply with the following basic rules:

- Quality not quantity: You don't have to write pages to get your message across.
- Record accurate information - be precise - use facts
- Be objective - if recording your opinion, say so;
- Be logical - start from the beginning going right through to the end
- Include signature and date
- Cross out mistakes with a single line, do not obliterate writing – Client Participation Records may be used as legal evidence.

## **10. Clients' Residences**

Support workers should acknowledge that client's homes are private residential settings and should be treated accordingly. With that in mind, any food or drink which is consumed from the client's home, or any telephone calls made, by support workers will be recorded on the forms in each house and payment left in the appropriate place.

## **11. Activities**

Support time should be used to provide clients with the opportunity for decision making, socializing, learning new skills and having fun. The Community Access Manager is available if support workers require assistance in selecting suitable activities for their clients.

Two activity rooms are available at NOSS to be used by any support staff to run specific activities for their clients.

Staff will not take clients to their own home unless authorised by Management first.

When support workers attend activities with clients such as the cinema, Agfest, Launceston Show etc., support workers need to get approval from the NOSS Office and the client's residence prior to attending such activities.

Although NOSS primarily focuses on community access for its client group, we have a range of options for in house activities which can be accessed, particularly during inclement weather. These include:

- Art/craft materials
- Esky, including BBQ tools, plates etc
- Badminton set
- Cricket set
- Swimming noodles
- Frisbee
- Footballs
- Life jackets

## **12. Hep B Vaccination**

If employees wish to be immunised against Hep B, NOSS will assist in the cost. If any staff wishes to do so, please enquire at the office for further details.

## **13. Safety issues**

- Support workers will wear flat, closed in shoes (ie no slip ons or thongs).
- Support workers will be issued with a basic first aid kit. This should be kept in the support worker's vehicle whenever transporting clients. This kit remains the property of NOSS and will be returned to NOSS upon leaving the Service.
- Support workers will use appropriate means to protect themselves and others from infectious diseases such as the flu, including safe cough methods, hand washing, distancing etc in accordance with the NOSS Pandemic Policy and Guidelines.
- Gloves, alcohol based hand gel and plastic car seat covers are available at the NOSS Office if required. Gloves are also contained in the First Aid Kit.
- Employees will not smoke in the proximity of clients. Support workers will avoid accessing unhealthy environments and ensure that clients are not subjected to passive smoking.
- Smoking is prohibited within three metres of any client.

Workcrew Manager and Supervisors should refer to the Workcrew Manual.

# Bluegum

## 1. Background

Bluegum is a community based workcrew, based at 131 Lilydale Road, Rocherlea. Bluegum is engaged in a variety of work including grounds maintenance and process work and carries out work for a variety of customers ranging from corporate industry to private homes.

Bluegum is currently funded to assist 22 workcrew members and operates between 9.00am and 3.00pm

The workcrew is funded by the Department of Families, Housing, Community Services and Indigenous Affairs and the Department of Health and Human Services.

Anyone wishing to obtain a quote, please ring the Workcrew Manager on 0417 039 313.

## 2. Bluegum Goals

1. To provide real employment options for people with a disability.
2. To provide people with a disability training and support to develop the skills needed to obtain satisfying jobs in open employment.
3. To provide customers with quality service.
4. To promote the intellectual and social development of people within a generic work environment.
5. To encourage and support employees to be involved in decision making and planning processes associated with the business.
6. To enhance the self image of all employees and promote their acceptance as valued and productive members of their community.
7. To provide opportunities for the personal development of employees i.e. self esteem, self confidence and self respect.
8. To provide opportunities for employees to increase their social networks and develop new friendships.
9. To provide a work environment free from any form of abuse.

# Services in Close Liaison with NOSS

## 1. Disability Services (North)

Disability Services (North) is a division of the Department of Health and Human Services based at John L Grove Centre. They supports a number of adults with a disability through the provision of day support and respite accommodation. They also provide support for disability agencies and clients through its Resource Support Team.

The Resource Support Team may include a Speech Pathologist, Physiotherapist, Psychologist, Social Worker, Disability Nurse, Occupational Therapist and Community Liaison Officer. There is also a Service Coordination Team who is responsible for arranging access to appropriate services for people with a disability. A number of NOSS clients attend Disability Services' Adult Day Support Service and Seniors Program based at Archer Street, Rocherlea.

## 2. Residential Support Services

There are several accommodation services operating shared homes in the Launceston area. Their main aim is to support people with a disability to exercise their right to live in the community and to participate in community life. Many residents living in shared homes receive full or part-time day support from NOSS and the Services therefore maintain close contact.

- Northern Residential Support Group (NRSRG) operates six shared homes.
- St Michaels Association operates two shared homes and a tenancy support program.
- Anglicare operates five shared homes.
- St Giles operates seven shared homes.
- Able Australia operate nine shared homes.
- Devonfield operates a tenancy support program, hostel accommodation and one shared home.
- Optia operate one shared home.

## 3. Independent Services

Independent Services operates from 233B Charles Street. They offer a variety of activities and skill development programs for people with disabilities. They also support people wishing to access generic venues and recreational activities. A number of NOSS clients attend programs at Independent Services.

## **4. Wattle Group**

Wattle Group operates from 26 Mangin Street, Mowbray, offering activities to both younger persons with a disability and the frail aged. In addition to a day program (crafts etc) they offer both woodwork and aqua fitness courses.

Wattle Group also run a Transport Service operating 24 hours a day , seven days a week to transport people in their client group. A small charge applies.

## **5. New Horizons**

New Horizons is based at 292-294 Invermay Road, Mowbray and provides sporting and recreational opportunities for persons with a disability including Athletics, Rowing, Craft, Tennis, Bingo etc.

## **6. Advocacy**

Two disability advocacy agencies operate in Launceston:

Nicole Marquis  
**Tas Advocacy**  
Shop 8, 216 Charles Street  
Launceston  
Phone: 6331 0740

Scott Robson  
**Speakout**  
59d Amy Road  
Newstead  
Phone: 6343 2022



# Policies

The NOSS Board of Governance have approved a number of policies, all of which are available to peruse at the NOSS office. Employees should ensure that they become familiar with and abide by all the policies. These include:

- Anti-Discrimination Policy (**Appendix 1**)
- Client Support Policy (**Appendix 2**)
- Client Consent Policy (**Appendix 3**)
- Complaints Policy (**Appendix 4**)
- Counselling & Discipline Policy (**Appendix 5**)
- Decision Making Policy
- Entry Policy
- Equal Opportunity and Affirmative Action Policy
- Exit Policy
- Human Resources Policy
- Human Rights Policy (**Appendix 6**)
- Individual Needs Policy
- Missing Clients Policy (**Appendix 7**)
- Occupational Health & Safety Policy (**Appendix 8**)
- Pandemic Policy
- Privacy Policy
- Quality Assurance Policy
- Rehabilitation Policy (**Appendix 9**)
- Risk Management Policy
- Transport Policy (**Appendix 10**)