

BLUEGUM

Employment Manual

Published

March, 2005

(Revised Jan, 2010)

This manual contains some important information about Bluegum. In particular, we want to make sure that you understand the rights and responsibilities you have as a crew member. Many of our policies are summarized in this manual. However, if you would like to see full copies of any of these policies, please contact Bluegum management. If you have any questions about any of the policies, please discuss them with the Bluegum Manager.

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1. Introduction

Bluegum, as part of NOSS, is a community-based workcrew, which carries out a range of jobs, including grounds maintenance and process work. It provides crew members with the opportunity for long term employment and training in a variety of community settings.

NOSS originally set up two workcrews known as Lightfoot Employment and Bluegum Home & Garden Maintenance. In 2001 these crews were amalgamated into one crew. Bluegum is funded by the Commonwealth Department of Family, Community Services and Indigenous Affairs and the State Department of Health and Human Services.

NOSS is governed by a Board who approve the policies for running Bluegum. These policies are reviewed regularly with input from crew members and staff.

Association members are people in our community who support the goals of NOSS. Any person 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.

The current members of the board are:

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

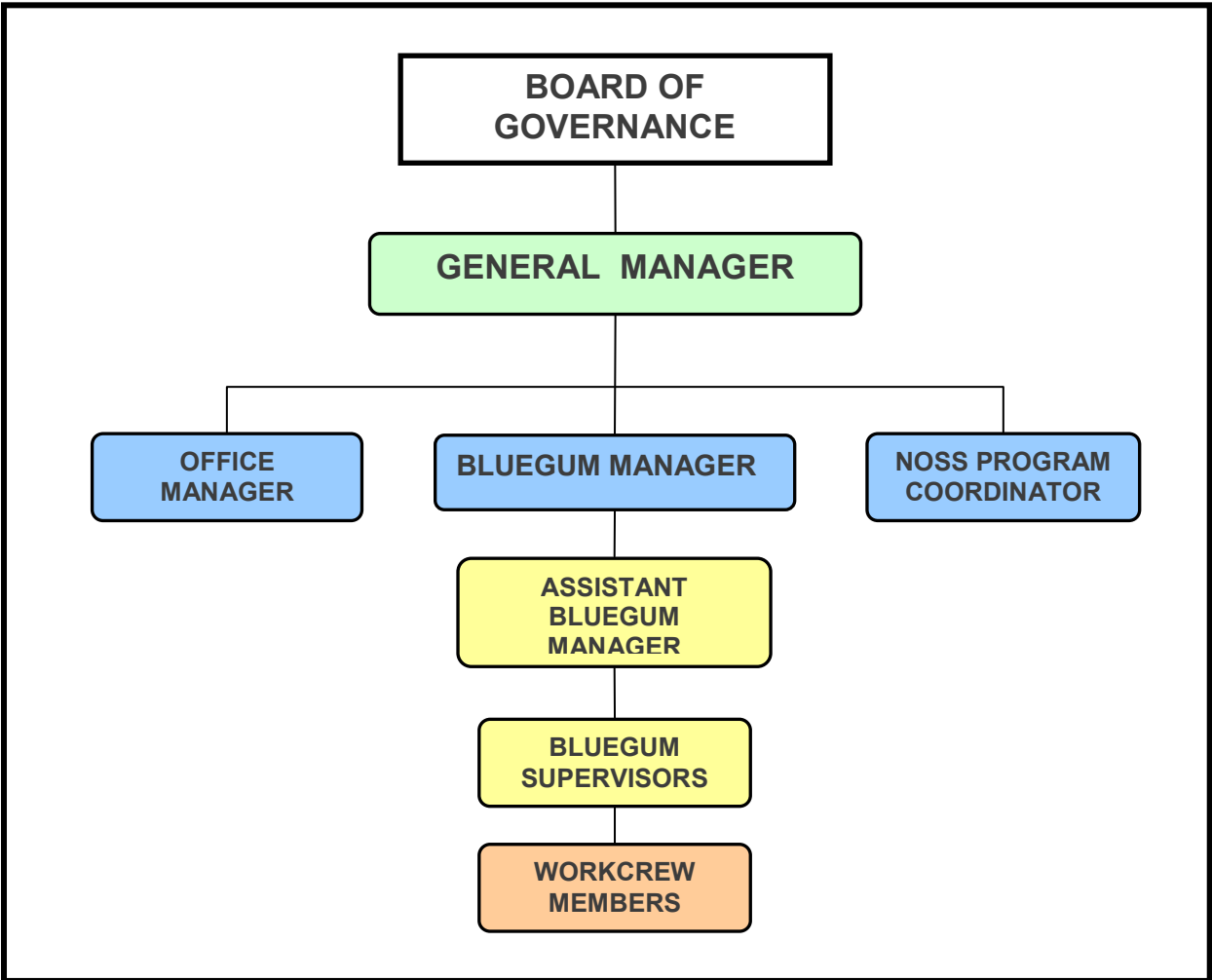


Chairman: Dennis Cook

2. Bluegum Goals

- to provide you with real employment options.
- to provide you with training and support to develop social and work skills.
- to provide customers with quality service.
- to help you to make decisions about your work and how we run Bluegum.
- to provide you with opportunities for you to be proud of yourself and your work.
- to promote your abilities to others within the community.
- to provide a place for you to meet new friends.
- to provide a safe workplace free from any form of abuse.

3. Management Structure



4. Bluegum Code of Ethics

VALUE STATEMENT

Every person is an individual that has the right to be treated with dignity and respect and as a responsible and valued human being.

PRINCIPLES OF PRACTICE

1. *Commitment to Bluegum crew members*

All Bluegum supervisory staff will recognise and uphold the rights of crew members including those associated with Duty of Care, Dignity of Risk, self determination and choice, personal skills development and freedom from abuse.

2. *Commitment to Privacy and Confidentiality*

All Bluegum employees will respect the privacy of coworkers and treat as confidential all personal information.

3. *Commitment to Coworkers*

All Bluegum employees will respect each other as individuals and equals and support each other.

4. *Commitment to NOSS*

All Bluegum employees will be loyal to the organisation and will display professional conduct at all times including appropriate behaviour, reliability and honesty and will follow all occupational health and safety policy and procedures.

5. *Commitment to Customers*

All Bluegum employees will respect customers' privacy and confidentiality and treat them with dignity and respect and carry out work to the highest possible standard.

5. Rules For Joining Bluegum

Entry to the Bluegum workcrew depends on appropriate funding, your needs, and the Bluegum entry criteria listed below:



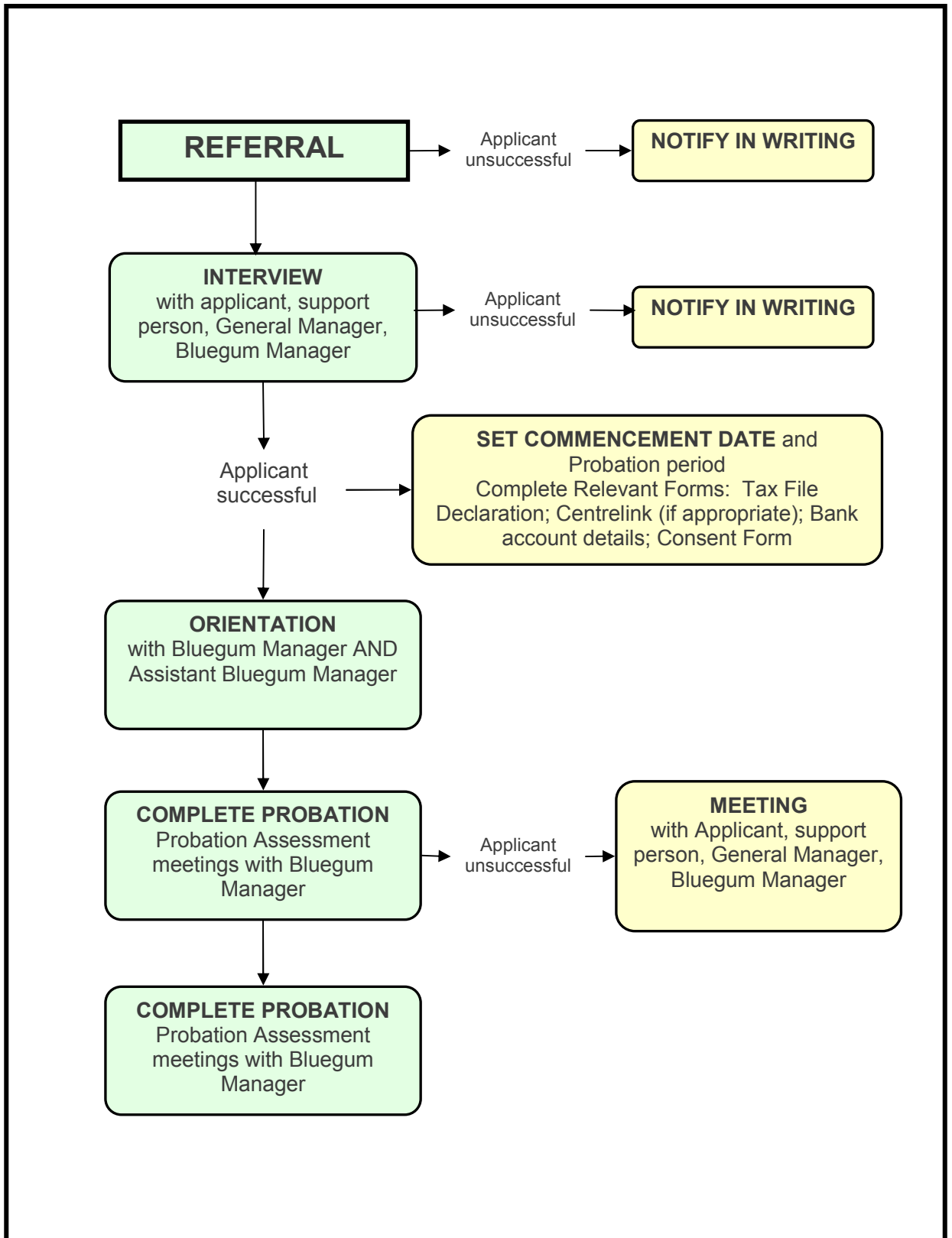
An interview with a potential Bluegum employee

- Centrelink assessment (Job Capacity Assessment).
- you must be able to behave in a socially acceptable manner, which will not harm yourself or others
- you must be motivated to work.
- you must be physically able to work.

When you apply to start work at Bluegum:

- an interview is held, including a workshop visit, with the General Manager and Bluegum Manager to explain how Bluegum is run and the conditions of employment.
- you may bring a support person to the interview if you wish.
- you will need to bring a Police Clearance with you to the interview.
- if you are successful, a starting date will be arranged. You will need to complete some forms and you will be given a copy of the Bluegum Employment Manual.
- a probationary period will be set.
- you will have an Orientation conducted by the Bluegum Manager and Training Officer.
- during your probation, the Bluegum Manager will hold regular meetings with you to discuss how you are going and decide if the probation period is to be extended.

Bluegum Entry Flow Chart



6. Rules For Leaving Bluegum

Although Bluegum will make every effort to meet your needs, it may not be possible for you to keep your job.

If you decide to leave, you need to let us know in writing as soon as possible (minimum of two weeks notice).

You may be asked to leave if:

- the Government is no longer funding Bluegum.
- your health or behavior changes so much that working becomes too difficult or dangerous
- you need more help than Bluegum is funded to provide.
- you refuse to do any work.
- you will not follow Bluegum rules.

Before you leave Bluegum for any reason, the Bluegum Manager will, if possible:

- talk to you (and your advocate if you wish) to try to work out any problems.
- send a copy of the reasons to you and your advocate.
- tell you about other services which may be able to help you when you leave.

If you are not happy about being asked to leave Bluegum, you may follow the Complaints Procedure.

7. Anti-Discrimination

Discrimination is when someone treats you badly because things like your gender, race, appearance, beliefs, sexual preferences or disability. It includes offensive jokes, bullying, insults and sexual harassment.

Bluegum will not allow any form of discrimination. Disciplinary action will be taken against anyone who discriminates against any other person.

Discrimination at the workplace is against the law.

If you feel that anyone has discriminated against you, you should report it to a Supervisor or Bluegum Manager who will help you to follow the Complaints procedure.

Regular training will be conducted to make sure everyone understands how they should behave at work.



Discriminatory Practice



Non-Discriminatory Practice

8. Rights And Responsibilities

NOSS agrees with the principles set out in the Commonwealth Disability Services Act 1986. If you would like a copy of those principles, please ask the Bluegum Manager.

YOUR RIGHTS

- the right to be treated with dignity and respect.
- the right to work in a workplace free from discrimination, harassment and abuse.
- the same rights as other Australian workers.
- the right to be involved in the decisions made about Bluegum.
- the right to be supported in your work with as few restrictions as possible.
- the right to make a complaint about anything to do with work.
- the right to have an advocate help you make a complaint.

YOUR RESPONSIBILITIES

- do your job to the best of your ability.
- dress, speak and behave appropriately.
- follow the Bluegum rules.
- follow your supervisors' instructions.
- treat other people and their belongings with respect.

9. Employment Conditions

9.1 Working Hours

Monday to Friday from 9:00am to 3:00pm with a lunch break of 30 minutes.

9.2 Transport

The workshop is situated on a bus route from Launceston city. Bluegum also provides a bus at a fare of \$1.00 per trip, from the rear of the NOSS Office at 49 York Street, Launceston to the workshop and return. The bus leaves Launceston at 8.30 each morning and returns by 3.30 pm each day.

9.3 Pay and conditions

You will be employed in accordance with the Supported Employment Services Award, 2010.

9.4 Wages

You will be paid productivity/competency based award wages as follows:

- for the first three months you will be paid the Probation Wage which is 20% of the basic hourly rate applicable to your position.
- after working three months, you will be assessed against how well you can do the work and your wage will be set (assessed wage).



Process Work - cleaning trays

- Wages will be put into your bank account every fortnight on the Tuesday following the end of the pay period. Usually your money will be available by Wednesday, but, due to bank delays, in some cases it may not be there until Thursday.

9.5 Award Based Wages

Bluegum pays crew members productivity/competency based award wages assessed by an independent assessor using a wage assessment tool.

9.6 Wage Assessment Tool

The wage assessment shows how much work you are able to do, how well and how quickly you can do the work. This will show how much you will be paid. The assessors will ask you some questions about your job and watch you while you are working. You can have an advocate or family member with you at the assessment if you wish.

Soon after the assessment you will be told your new pay rate. If you are unhappy with the assessment, Bluegum will arrange a meeting for you and your support person (if you wish) to talk to the Bluegum Manager and the assessor.



Being assessed for wage productivity

9.7 Annual Leave

Days worked per week	Days holiday per year	Sick days per year
2	8	4
3	12	6
4	16	8
5	20	10

Each year you are entitled to four weeks annual leave. The number of days paid will depend on the number of days you work each week.

Annual leave should be taken during the year at a time agreed with the Bluegum Manager.

If other leave is required, leave without pay will be considered. Applications should be made to the Bluegum Manager giving as much notice as

possible.

9.8 Sick Leave

Each year you are entitled to two weeks sick leave. The number of days paid will depend on the number of days you work each week.

If you are sick and not able to come to work, you must contact the Bluegum Manager as soon as possible. You will need to bring a doctor's certificate if you are sick for more than one day. You may also take sick leave in order to look after a family member.

9.9 Long Service Leave

After 15 years continuous service at Bluegum, you are entitled to 13 weeks long service leave. You may take eight consecutive weeks after ten years and the remainder after 15 years.

9.10 Workers Compensation

If you follow the rules for safety at work, you will reduce the chance of having an injury. However, if you do have an accident, you are covered by Workers Compensation insurance. This means that if you have an accident at work, the insurance company will pay your wages and any medical expenses.

All accidents must be reported to the Bluegum Manager or supervisor. If you don't report an accident you will not be covered by the workers compensation insurance.

10. Supervision and Training

10.1 Individual Employment Plan (IEP)

Bluegum understands that all crew members have different needs. To make sure that Bluegum helps you meet your needs, the Assistant Workcrew Manager is available to help you write an Individual Employment Plan. Your IEP will be reviewed at least every six months.

The IEP will show your goals and ways to help you achieve them.



Assistant Bluegum Manager carrying out training

The information for the IEP will come from a Performance Appraisal, which is a meeting between you, the Assistant Bluegum Manager and the Bluegum Manager, looks at how you work, your training needs, job satisfaction and any other work related issues. The Performance Appraisal will include information

from Skills Assessments which record how well and how safely you can operate Bluegum equipment and Crew Member Reports which the Bluegum Manager will complete every six months.

10.2 Training

Bluegum encourages you to develop skills in all areas related to your work. The Assistant Bluegum Manager will help you do this by running and recording training sessions to help you reach the goal in your IEP.

Bluegum will also provide general training in areas such as manual handling and first aid.



Assistant Bluegum Manager - Lynda Yates

10.3 Other Training And Employment Opportunities

Bluegum will give you opportunities to get qualifications such as Certificate 1 or 2 in Horticulture. We also regularly talk to other employers about work experience for crew members.

11. Privacy

Bluegum will only collect and give out information, to or from people to which you have agreed, when it is needed to safely support you. This information may include personal, banking and contact details. Your information will be kept in a locked filing cabinet and you may arrange to see your file by asking the Bluegum Manager.

Any concerns about privacy should be taken to the Bluegum Manager. If you are unhappy with the answer you can follow the complaints procedure and, if you are still unhappy, take it to the Federal Privacy Commissioner:

Office of the Privacy Commissioner

GPO Box 5218
Sydney NSW 2001
Tel: 1300 363 992
email:
privacy@privacy.gov.au



Files are kept in a locked filing cabinet

12. Decision making

You are encouraged to help make decisions about Bluegum, including:

- the type of work Bluegum does
- safety at work
- equipment
- training
- improvements and review of policies

Please bring any suggestions to the Bluegum Manager. You can also discuss any work issues at the monthly workcrew meetings.

12.1 Crew Member Representative

A member of the workcrew has been elected as your representative at the Board of Management meetings. This position is for a two year term. Currently this is Donna West. Donna will let you know if there is anything you should know which is discussed at the Board meetings. You are also welcome to talk to Donna and ask her to pass suggestions on to the Board.



Crew Member representative, Wayne Wright, reporting to a meeting of employees

Bluegum encourages you to make your own decisions regarding your work, training and future employment plans.

Your support person is welcome to help you make your decisions.

12.2 Advocacy

If you would like help during any part of this process, you may ask a family member or other advocate. Two advocacy agencies operate in Launceston:

Tas Advocacy
Shop 8, 216 Charles Street
Launceston 7250
phone: 03 6331 0740

Speakout
59d Amy Road
Newstead 7250
phone: 03 6343 2022

13. Safety at Work

Bluegum will do everything possible to keep employees safe. In order to be safe at work everyone at Bluegum has to work together and follow the rules for safety. Bluegum will:

- train employees to work safely.
- make sure you are supervised at all times.
- look into and fix all safety issues.
- make sure that all employees are aware of the rules for safety at work.
- ensure the Occupational Health and Safety representative is properly elected.



Safety gear supplied by Bluegum



Safety gear for Process Work

13.1 Hazard Reporting

To keep the workplace safe, you should always inform your Supervisor or the Bluegum Manager of anything unsafe. This may include another employee working in an unsafe manner. A supervisor will assist you to fill out a Hazard Report that will be given to the Bluegum Manager who will look into the matter.

13.2 First Aid Procedures

All employees will be trained in basic first aid each year.

Basic written first aid procedures will be available in each first aid kit.

If someone is injured, first aid will be given by the supervisor, who will also get medical help as quickly as possible, if needed.

If a supervisor is injured, a crew member should:

- give first aid, if it is safe to do so
- get help
- phone the Bluegum Manager or NOSS Office

Bluegum will keep first aid kits updated in all vehicles and the workshop.



First Aid Treatment

13.3 Accidents and Incidents

All accidents or incidents must be reported immediately to a supervisor or the Bluegum Manager.

13.4 Emergency Evacuation Procedure

All employees will be told about the Evacuation Plan. Annual fire evacuation drills will be carried out.

In the case of a fire or any other danger you must:

- tell the Bluegum Manager or supervisor immediately
- leave the building
- wait outside at the assembly point shown on the Evacuation Plan (if you are at the workshop)

The supervisor in charge will:

- contact emergency services if necessary make sure no one is left in the workshop
- turn off all running machinery, if safe to do so.
- use the fire extinguishers, if appropriate.

13.5 Smoking

Smoking is not allowed in the workshop. If you want to smoke, the Bluegum Manager will tell you where you can safely do so outside.

Smoking is only allowed during the regular breaks for lunch and for morning and afternoon tea.

13.6 Alcohol and Drugs

You must inform the Bluegum Manager of the type and side effects of any medication you are taking which could affect safety or performance at work.

Alcohol is not allowed in the work place unless at a function agreed to by management.

Any employee under the adverse influence of alcohol or drugs will not be allowed to work and disciplinary action will be taken.

13.7 Manual Handling

No employee will be asked to handle a load, which is too heavy for them. All employees will receive training on lifting (manual handling).

13.8 Protective Clothing and Equipment



Protective Clothing supplied

- Employees will wear protective clothing and equipment when appropriate.
- All crew members will be trained and supervised in the correct use of protective clothing and equipment
- Bluegum will provide safety glasses, goggles, face shields, ear muffs, chaps and gloves for use by employees. After you have completed your probation, you will be supplied with one set of the following:
 - work trousers
 - long sleeved shirts
 - steel capped work boots
- If you do not wear suitable work clothes you will not be able to work at Bluegum.
- Bluegum strongly advises the use of sunscreen during summer and will provide additional sunscreen.
- Bluegum will keep drinking water in each vehicle.

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13.9 Plant, Machinery and Vehicles

- All crew members required to operate machinery, equipment and vehicles will be trained to do so.
- No crew member is to use machinery or equipment unless agreed by Bluegum supervisory staff.
- All machinery has Safe Operating Procedure which must be followed.
- You must report equipment which doesn't work to the Bluegum Manager or supervisor immediately.
- Any equipment, which is unsafe, will be tagged to prevent its use.
- Any crew member performing maintenance on machinery or equipment must be supervised.

13.10 Occupational Health and Safety Representative.

Glenn Learmont has been elected to represent employees in any safety matters. If you have any concerns about health or safety at work you should speak to the Bluegum Manager or Glenn on 0458 451 226.

13.11 Hazardous Substances

Crew members must not handle dangerous substances unless supervised.



Storing hazardous substances

13.12 Electrical Safety

- Crew members must report any electrical fault or damage to electric leads or cables to the Bluegum supervisory staff.
- Electrical leads must not be left in places where they can be damaged by things such as vehicles or water.

13.13 House Keeping

Work areas are to be kept clear of rubbish or slipping and tripping hazards, eg, waste materials or electric leads.

To make Bluegum a safe place to work it is important that everyone obeys the safety rules. Any person who does not follow the safety rules may lose their job.

14. Quality Assurance

There are twelve Disability Services Standards that Bluegum has to follow to get money from the Government to support you. Every year we need to show the Government that we are meeting these standards.

STANDARD 1. Service Access

This is about services being there for the people who need them.



STANDARD 2. Individual Needs

This is about when you get a service, the staff giving you help to do the things you want and to reach your goals.

STANDARD 3. Decision Making and Choice

This is about staff and managers listening to what you say about the things you want and the way the service is run.



STANDARD 4. Privacy, Dignity and Confidentiality

This is about the service keeping information about you private and treating you with respect.

STANDARD 5. Participation and Integration

This is about the service helping you to get out into your local community and do the same sorts of things as other people.



STANDARD 6. Valued Status

This is about the service treating you as an adult and giving you help to do the sorts of things that other people do.

STANDARD 7. *Complaints and Disputes*

This is about staff and managers listening to you and trying to sort out any problems you are having with the service or staff.



STANDARD 8. *Service Management*

This is about the service running well and spending as much money and time as possible on helping people.

STANDARD 9. *Employment Conditions*

This is about you getting the same sorts of things from working (pay, holidays, sick days) as other people who are working.



STANDARD 10. *Service Recipient Training and Support*

This is about the service giving you the training and support you need to get and keep the sort of work you want.

STANDARD 11. *Staff Recruitment, Employment and Training*

This is about the service employing the right staff to help you and making sure those staff get the training and support they need from the Manager to do their job well.



STANDARD 12. *Protection of Human Rights and Freedom from Abuse*

This is about the service making sure you get your rights and are safe from any dangers.

15. Feedback

Bluegum is always trying to make Bluegum a better workcrew for crew members, supervisors, management and customers. As part of our plan to do this, once a year you will be given a form to fill in asking you what you think of Bluegum, the work you do and how you are treated. You may get help filling in this form from an advocate or family member.

We would also like you to tell the Bluegum Manager at any time if you have any ideas, which would make Bluegum a better place to work.

16. Complaints

16.1 Complaint Procedure

If you are worried about anything to do with your job at Bluegum you have the right to complain about it.

Bluegum will:

- make sure you know how to make any complaints about work.
- make sure that complaints are taken seriously and sorted out quickly and fairly.

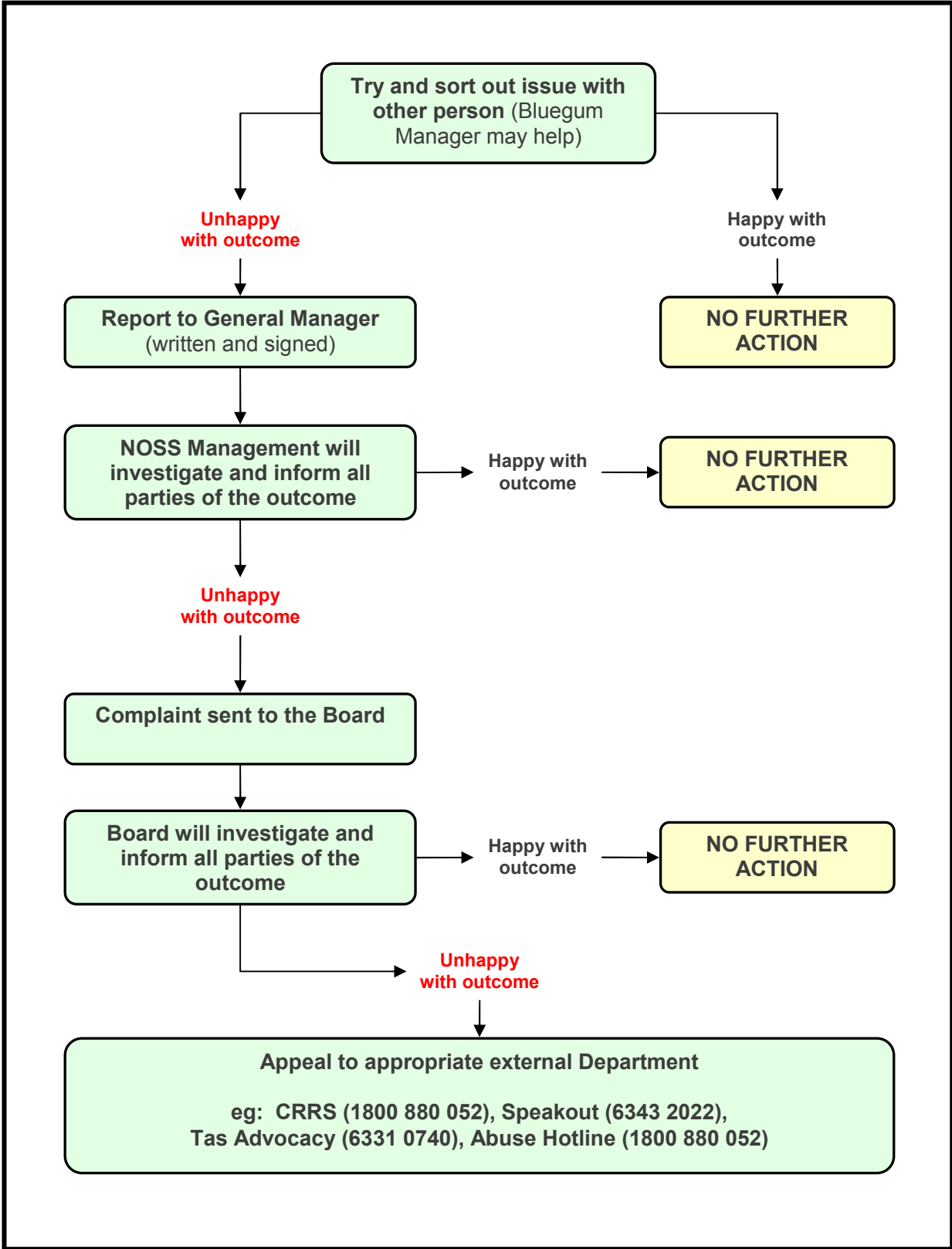
The types of complaints may include:

- if you are hurt by anyone.
- if anyone calls you names or threatens you.
- stealing.

If you have any kind of problem at work:

- Talk to the person concerned and try to sort things out between the two of you. Ask your supervisor or the Bluegum Manager if you need help with this.
- If this does not solve the problem the Bluegum Manager will try and fix the problem. You will have to fill out a “Complaints Form” (the Bluegum Manager can help you with this).
- If you are still unhappy, you can contact the General Manager, NOSS Board or another organisation such as CRRS, Anti-Discrimination Commission, Human Rights Commission, Privacy Commissioner, Tasmanian Industrial Commission.

Complaints Flow Chart



16.2 Abuse and Neglect

Bluegum will not tolerate any abuse or neglect at work.

Abuse is when a person hurts another person. Examples of abuse may include:

- Physical injury or physically forcing you to do something you don't want to do, for example: hitting, pushing etc.
- Psychological abuse, for example, emotional blackmail, threats, intimidation
- Stealing or trying to control your money.
- Failing to look after your safety
- Sexual abuse including rape, indecent assault and sexual harassment.

Neglect is when you are not given the care, help or guidance you need at Bluegum or elsewhere.

If you, or any co-worker, is being abused or neglected, you should talk to the Bluegum Manager as soon as possible. Bluegum will help you sort out these issues. Any serious abuse will be referred to the Police.

You could also ring the National Abuse and Neglect Hotline on 1800 880 052 or one of the numbers listed below.

See also Chapter 7 of this manual on Anti-Discrimination.

16.3 National Disability Complaints Resolution & Referral Service (CRRS)

The CRRS is a service that looks into complaints about services like Bluegum. If you have a problem at work and need some help making a complaint, the CRRS can help.

Some of the problems that the CRRS can help you with are:

- Problems with your pay.
- When you are not getting the support you need to do your job properly
- When you are having problems with someone you work with.

The **CRRS** or **Abuse and Neglect Hotline** can be contacted by:

Phone: 1800 880 052 (freecall)
National Relay Service: 1800 555 677
Fax: (02) 9318 1372
Tel Interpreter Service: 131 450
Address: Locked Bag 2705
Strawberry Hills
NSW 2012

17. Position description

CREW MEMBER

Responsible to: Supervisor/Bluegum Manager

Duties:

- Undertake a range of jobs including process work, lawn mowing, brush cutting, weeding, fencing with supervision.
- Dress, speak and behave in an acceptable way.
- Help prepare your Individual Employment Plan (including your skills assessment) and wage assessment.
- Take part in work crew meetings.
- Take part in training workshops.
- Follow the Employment Manual including rules for safety at work.
- Safely operate and look after Bluegum equipment.



18. Contact Details

Bluegum Manager:	0417 039 313
fax:	03 6334 4613
email:	bluegum@nossinc.org.au
web:	www.nossinc.org.au

Bluegum

131 Lilydale Road
Rocherlea 7250
Phone: 03 6326 5305

NOSS

49 York Street
Launceston 7250
Phone: 03 6334 4911

