



# Employee Handbook

Human Resources Policy and Procedure Manual



# Human Resources Policy and Procedure Manual for Chosen Family Pty Ltd

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# 1. Welcome

Congratulations on your appointment and welcome to the team at Chosen Family Pty Ltd (“Chosen Family” “us” “we” “employer” “company” “organisation”)! We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Our business is primarily about delivering high-quality, person-centred support that enables individuals with disabilities to live independently, make their own choices, and actively participate in their communities. You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other employees and our community will reflect the value that we place on our commitment to superior customer service.

The purpose of this Human Resources Policy and Procedure Manual (Manual) is to introduce you to Chosen Family give you some information about our history, our community and what we do. You will also find information about the terms and conditions of your employment, our expectations around your behaviour and our policies and procedures. This manual should be read in conjunction with your Employment Contract.

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within this Manual are listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur.

Unless explicitly stated otherwise within this employee handbook, the policies herein are applicable to all employees of Chosen family regardless of their employment type.

<https://youtu.be/FEuArAKCm4M?si=qCLoWi7UvoSXx6la>

## 2.WHAT WE DO

Chosen Family is a disability support provider dedicated to empowering individuals with disabilities and promoting their inclusion in the community.

OUR VISION, MISSION AND VALUES

## Flexibility

Recognising that the diverse needs of our participants defy a one-size-fits-all solution we find ourselves in a constant pursuit of flexibility. Frequently the systems designed to aid our participants lack the necessary resilience inadvertently leaving our participants exposed to the potential harm these systems can inflict instead of fostering the support they so rightly deserve. We hope to ensure that our procedures and service delivery are not instruments of harm but rather become the steadfast pillars of support our participants can always rely upon.

## Tenderness

Embracing the guiding principle of tenderness within our team of support workers enables us to not just acknowledge but wholeheartedly honor the innate humanity of our participants. It embodies the act of approaching and engaging with individuals in a manner imbued with gentleness care and genuine compassion. This practice cultivates a nurturing and harmonious atmosphere fostering profound connections and mutual understanding among individuals. In these moments of tenderness, we create a space where the human spirit can flourish.

## Equity

We are committed to fostering an inclusive and equitable environment where every individual, regardless of their background, identity, or experiences, has equal access to opportunities, resources, and recognition. We celebrate diversity in all its forms, including race, gender, ability, socioeconomic status, and sexual orientation, with a particular emphasis on uplifting and supporting LGBTQIA+ individuals. By championing fairness and creating a safe, welcoming space for all, we ensure that every voice is valued and empowered to thrive.

## Belonging

We create spaces where everyone feels seen, heard, and valued, cultivating an environment where individuals can fully express themselves and thrive. At Chosen Family, belonging means embracing each person's unique story, fostering deep connections, and building a community rooted in trust, acceptance, and mutual respect. Together, we ensure that no one stands alone, and everyone feels at home in their journey toward self-determination and success.

## Our Values

**A foundation for care rooted in connection and individuality.**

At Chosen Family, we believe values should guide every action and decision. Our approach ensures that participants, families, and communities feel seen, supported, and valued.

Here's what defines us:

### **Belonging and Empathy**

Belonging starts with being seen and heard. We create spaces where every individual's voice matters, and their unique story is honoured.

### **Joy**

Joy is at the heart of what we do. We celebrate every achievement and create meaningful moments to brighten each participant's day.

### **Equity and Empowerment**

Genuine support means giving everyone a fair chance to grow. We focus on providing personalised care that fosters independence and helps participants confidently shape their futures.

### **Trust**

Trust is built by showing up and following through. We prioritise open communication and consistency, creating strong, dependable relationships that participants and their families can rely on.

### **Vision**

We are here to co-design your future, transforming disability services with the strength of family and the power of community. Together, we create spaces where everyone belongs, where your voice shapes the care you receive, and where your future is crafted with compassion.

### **Mission**

We envision a future where every participant can live confidently, free from barriers and biases. By fostering connection and belonging, we create communities where everyone feels valued and supported, and every individual can grow, contribute, and live with dignity.



## Why Ubuntu Matters

Ubuntu reminds us that humanity is interconnected and that uplifting one person strengthens the communities around them.

Our core services include:

- (a) Assisting with daily living activities such as personal care, household tasks, and community participation.
- (b) Providing emotional support and companionship to combat isolation and promote mental well-being.
- (c) Developing personalised support plans in collaboration with clients to help them achieve their goals.
- (d) Coordinating with allied health professionals and family members to ensure holistic, person-centred care.
- (e) Facilitating access to community resources and fostering social integration.

## 3 ROLES OF NDIS SUPPORT WORKERS

Understanding the various categories of needs and individual support is critical in assisting those with impairments or disabilities. This helps clarify the roles of our employees as a NDIS support worker, whose responsibilities can vary depending on individual needs. These responsibilities are broken down into three main areas:

### 3.1 Household Support

- (i) Description: NDIS support workers often deliver services at clients' residences, with the nature of the disability dictating the level of assistance needed.
- (ii) Tasks: Helping with domestic chores and errands, including cleaning, cooking, and shopping. Providing activities and social support within the home environment.
- (iii) Arranging outings and community visits to enhance social integration and quality of life.

### 3.2 Personal Care Support

- (i) Description: Providing personal care to individuals with disabilities.
- (ii) Tasks: Assisting with hygiene, dressing, and supporting clients through various programs, tailored to each client's needs. Assisting with daily tasks such as dressing, bathing, grooming, administering medications, and monitoring health.
- (iii) Ensuring a safe environment by identifying and addressing potential hazards.
- (iv) Collaborating with healthcare providers to coordinate comprehensive care plans. Tailoring support to meet individual needs, including hygiene, dressing, and health monitoring.

### 3.3 Emotional Support

- (i) Description: Offering emotional companionship and support.
- (ii) Tasks: Being a friend, understanding and communicating with clients, helping to alleviate feelings of isolation, and offering empathy and compassion. Offering companionship and emotional support to combat feelings of isolation and promote mental well-being.
- (iii) Helping clients navigate challenges such as anxiety, depression, and other emotional disorders.

### 3.4 Potential daily tasks

#### (a) Assisting with Daily Activities

**Tasks:** Maintaining records of clients' needs and locations, helping with daily activities such as feeding, cooking, shopping, cleaning, and transport.

#### (b) Prompting and Supervising Timely Medication

**Tasks:** Ensuring clients take necessary medications, contacting medical services for urgent needs, and verifying appropriate medication usage.

#### (c) Developing Personalised Support Plans

**Tasks:** Communicating with clients to develop support plans that fulfill individual goals and needs, ensuring services are covered by funds.

(d) Providing Emotional Support

**Tasks:** Offering companionship, helping with mental health challenges, and suggesting additional professional services when necessary.

(e) Working with Partnering Health Workers

**Tasks:** Coordinating with allied health workers to meet clients' needs, reporting progress, and arranging at-home healthcare services.

(f) Providing Transport Services

**Tasks:** Offering safe transport for outings or medical appointments, using appropriate vehicles to meet clients' needs.

(g) Working with Family and Other Personnel

**Tasks:** Collaborating with families and teachers to support clients, ensuring smooth transitions in different environments.

(h) Communicating Participant Needs

**Tasks:** Ensuring participants understand and control their support services, promoting independence and involvement.

(i) Assisting with Community Participation

**Tasks:** Helping clients attend social events, facilitating transportation and accommodation, and liaising with community organisations.

(j) Collaboration with Healthcare Providers: Working closely with allied health professionals to ensure holistic care and progress monitoring.

## **4 THE SOCIAL WORK MODEL FOR PEOPLE WITH DISABILITY**

### **4.1 Chosen Family's Commitment to the Social Model of Disability**

## **(a) Understanding the Social Model of Disability**

Chosen Family subscribes to the social model of disability, a perspective developed by people with disabilities. This model posits that individuals are disabled by societal barriers rather than by their impairments. These barriers can be physical, such as buildings without ramps or accessible toilets, or attitudinal, like the assumption that people with disabilities cannot perform certain tasks. Conversely, the medical model of disability focuses on individuals' impairments and what is perceived as 'wrong' with them, rather than addressing their needs. This approach often leads to low expectations and a loss of independence, choice, and control for people with disabilities.

## **(b) Removing Barriers for Greater Independence**

The social model helps us identify and dismantle these barriers, fostering equality and granting individuals more independence, choice, and control over their lives. When barriers are removed, people with disabilities can live more independently and participate equally in society. Here are some common barriers:

(i) **Attitudinal Barriers** These are created by people who view individuals solely through the lens of their disability. Attitudinal barriers manifest in bullying, discrimination, and low expectations, which contribute to other types of barriers.

(ii) **Environmental Barriers**

Inaccessible environments, whether natural or built, create barriers to inclusion. Examples include:

- (A) Sidewalks and doorways that are too narrow for wheelchairs, scooters, or walkers.
- (B) Desks that are too high for individuals using wheelchairs or other mobility devices.
- (C) Poor lighting affecting those with low vision or who lip-read.
- (D) Difficult-to-grasp doorknobs for individuals with arthritis.

(iii) **Institutional Barriers**

These include laws, policies, practices, or strategies that discriminate against people with disabilities. Examples are:

- (A) Denial of reasonable adjustments for qualified individuals with disabilities, preventing them from performing job functions.
- (B) Inaccessible public transport, limiting full community participation for people with disabilities.



#### (iv) Communication Barriers

Experienced by individuals with disabilities affecting hearing, speaking, reading, writing, and/or understanding, these barriers arise when communication methods differ from the norm. Examples include:

(A) Written health messages inaccessible to those who are blind or vision-impaired due to small print or lack of alternative formats like Braille or screen-readable electronic versions.

(B) Auditory health messages inaccessible to the deaf or hard of hearing due to a lack of captioning or Auslan in videos.

(C) Complex health messages inaccessible to individuals with cognitive disabilities because of technical language, long sentences, and complex words not provided in plain language or easy English.

(C) Complex health messages inaccessible to individuals with cognitive disabilities because of technical language, long sentences, and complex words not provided in plain language or easy English.

## 4.2 Chosen Family's Approach

By adopting the social model of disability, Chosen Family is committed to recognising and removing barriers to create an inclusive society where people with disabilities have equal opportunities and are empowered to make their own choices. This approach aligns with our belief in promoting independence, choice, and control for everyone, ensuring a more equitable and supportive community for all.

# 5 LGBTIQ inclusion policy

## 5.1 Purpose and scope

Chosen Family is a proud LGBTIQ service provider and is committed to creating an inclusive, affirming and welcoming environment for all LGBTIQ employees, clients and community members. This LGBTIQ Inclusion Policy outlines our key principles, practices and standards of behaviour.

## 5.2 Valuing Diversity

Chosen Family celebrates and respects the diversity of sexual orientations, gender identities and gender expressions within our workforce and client base. We recognise that people of all genders and sexualities have the right to be treated with dignity, respect and fairness.

### Chosen Family Diversity, Equity & Inclusion Policy

#### Vision

We are here to co-design your future, transforming disability services with the strength of family and the power of community. Together, we create spaces where everyone belongs, where your voice shapes the care you receive, and where your future is crafted with compassion. We envision dismantling oppressive technologies, systems, and moral frameworks, fostering a future grounded in true family and community values

#### Mission

We envision a future where every participant can live confidently, free from barriers and biases. By fostering connection and belonging, we create communities where everyone feels valued and supported, and every individual can grow, contribute, and live with dignity. Replenishing imagination, co-designing the future, disrupting the disability sector with true family and community values. Provides refreshing disability and psychosocial services to all participants.

#### Our Values

**A foundation for care rooted in connection and individuality.**

At Chosen Family, we believe values should guide every action and decision. Our approach ensures that participants, families, and communities feel seen, supported, and valued.

#### Belonging and Empathy

Belonging starts with being seen and heard. We create spaces where every individual's voice matters, and their unique story is honoured.

#### Joy

Joy is at the heart of what we do. We celebrate every achievement and create meaningful moments to brighten each participant's day.

## Equity and Empowerment

Genuine support means giving everyone a fair chance to grow. We focus on providing personalised care that fosters independence and helps participants confidently shape their futures.

## Trust

Trust is built by showing up and following through. We prioritise open communication and consistency, creating strong, dependable relationships that participants and their families can rely on.

### 1. Acknowledgement of Country

Chosen Family is committed to cultivating inclusive environments for all. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities. In the spirit of Reconciliation, Chosen Family Australia acknowledges the Traditional Custodians of the lands and waters across Australia. We pay our deepest respect to Elders past, present and emerging, and recognise their continuing connection to land, culture and community. Sovereignty was never ceded—this always was and always will be Aboriginal land.

### 2. Diversity Statement

Diversity Statement | Chosen Family Australia

#### Short version for socials:

At Chosen Family Australia, we celebrate diversity as our greatest strength. We honour every individual's identity and lived experience, embracing differences across culture, race, disability, neurodiversity, gender, sexuality, faith, and more.

Inclusion is not just a value—it's a practice. We commit to safety, accessibility, and equity at every level, and actively work to dismantle systemic barriers that marginalise our communities.

Rooted in equity, belonging, and tenderness, we are reimagining care, co-creating futures, and disrupting the disability sector with love and true community. In this chosen family, everyone is seen, heard, and valued.

## Longer Version

At Chosen Family Australia, we believe that every identity carries a story, every experience holds wisdom, and every difference is a thread in the tapestry of collective belonging. We are not simply an organisation—we are a gathering place for the voices and visions too often unheard.

We honour diversity not as a checkbox, but as the heartbeat of who we are. Our commitment reaches across cultures, races, ethnicities, ages, faiths, beliefs, abilities, neurotypes, sexual orientations, intersex variations, gender identities and expressions, parental and marital statuses, and every unique way a person exists in the world. We see you. You belong here.

Inclusion, to us, is not passive—it is a deliberate, daily act. It is in how we build our programs, shape our leadership, create our policies, and speak with one another. We centre safety. We demand accessibility. We champion equity. And we remain unwavering in our work to dismantle the systemic forces that exclude, marginalise, and silence.

We imagine a world unbound by the limitations of outdated frameworks and oppressive systems. A world where care is not conditional, where tenderness leads, and where community is not defined by blood, but by belonging. Through co-design, collective wisdom, and radical hope, we are reimagining the disability sector—and beyond.

✔ **Our vision is bold** – to dismantle the technologies, systems, and moral frameworks of oppression.

✔ **Our mission is clear** – to replenish imagination, co-create futures, and disrupt with love.

✔ **Our values are our roots** – Equity. Belonging. Tenderness.

✔ **We are Chosen Family. And in this family, there is room for all of you.**

## 3. Purpose

This Policy outlines how Chosen Family Australia will fulfil its commitment to Equity, Diversity and Inclusion (EDI), with a particular emphasis on inclusion for people with disability and intersecting identities.

## 4. Key Definitions

### 1. Definitions



## **Affirmative action**

A set of policies and practices seeking to actively address historical and/or contemporary marginalisation of identifiable group or groups of people.

## **Biphobia**

Abuse towards someone who is attracted to more than one gender, and even includes when that person's identity is erased. This can be in the form of telling someone that their sexuality is "just a phase", or even telling them to "pick a side." (definition from IDAHOBIT.org.au)

## **Diversity**

Includes the traits and characteristics that make people unique and the range of communities that our service users and staff come from. This explicitly includes people from the following communities: LGBTIQ+, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD) and those with a Disability.

## **Gender equity**

Fairness of treatment for all regardless of gender and according to their respective needs. This may include equal treatment or treatment that is different, but which is considered equivalent in terms of rights, benefits, obligations and opportunities.

## **Employee**

For the purposes of this Policy, any reference to employees includes any person engaged by CF, including volunteers, students, contractors, or office bearers and board members. The term "staff" can be used interchangeably with this term.

## **Equity**

Ensures everyone has access to the services, support, resources and opportunities. It acknowledges that all people have different needs, experiences and opportunities and that they may require support in different ways to achieve their goals. It also means equal right to all opportunities and freedom from discrimination.

## **Homophobia**

Verbal homophobia is the most common form. Things like name-calling, rumours, and abusive words. Phrases like “that’s so gay” which compare sexuality to words like ‘crap’ can have a negative impact. Homophobia also includes abusive threats or actual physical violence, sexual harassment and deliberately excluding someone because of their sexuality (definition from IDAHOBIT.org.au).

## **Inclusion**

Covers the behaviours and social norms that ensure everyone in the workplace feels culturally safe and welcome. People can: share their perspective and are recognised for their strengths and contributions; feel connected and share a sense of belonging; have equal access to services, resources and opportunities; are respected and celebrated for who they are and are able to be authentic while working at or accessing CHOSEN FAMILY services.

## **Interphobia**

Intersex discrimination happens when a person is treated less favourably than another person in a similar situation because that person has physical, hormonal, or genetic features that are neither wholly female nor wholly male; a combination of female and male; or neither female nor male. This can include exclusion or mistreatment in medical services.

## **Sexual Harassment**

Any unwelcome sexual advance, unwelcome request for sexual favours, or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated, or intimidated and where that reaction is reasonable in the circumstances. Sexual harassment can occur at any level of an organisation and can be experienced by any person, regardless of gender. The harasser does not need to be in a position of power over the person being harassed, and the alleged harasser’s intent is not relevant in determining whether someone has been harassed. It can include conduct of which occurs in the workplace or in connection with work, for example at a work function outside of work hours. Sexual harassment has nothing to do with mutual attraction and private, consenting friendships, whether sexual or otherwise.

## 5. Policy Commitments

### 5.1 Organisational Commitments

CFA is committed to:

- ✓ Upholding the principles of equity, diversity, and inclusion beyond legal compliance.
- ✓ Actively eliminating discriminatory practices and promoting equal opportunity for all.

Examples include: intrusive inquiries into an individual's personal life, reference to their sexuality or physical appearance, unwanted sexual compliments or excessive flirting, offensive or demeaning comments, questions, jokes and innuendo, physical threats or offensive gesture ( including standing too close, staring, leering, indecent exposure), physical contact (e.g. touching, excessively lengthy handshakes, patting, unnecessary familiarity, sexual assault), possession and/or display of erotic or sexually graphic material including posters, photographs, reading matter, objects, pictures, calendars, cartoons, graffiti, electronic mail, screen savers (words or images).

### Transphobia

Describes negative feelings or actions towards someone who's trans or gender diverse. You may have heard transphobic language or seen restrictions on the way that people are allowed to express their gender. Things like which uniform you're allowed to wear or toilets you can use. Transphobia can also include abusive threats or actual physical violence, sexual harassment and deliberately excluding someone because of their gender (definition from IDAHOBIT.org.au).

- ✓ Prioritising accessible, inclusive design in all services, programs, and physical or digital spaces.
- ✓ Embedding disability-inclusive language, systems and feedback mechanisms across all organisational activities.

### 5.2 Responsibilities

- ✓ **All Staff & Volunteers** – Uphold inclusive values, challenge discrimination, and model respectful behaviour.
- ✓ **Leadership Team** – Embed EDI into all practices and monitor compliance and culture.

## 6. EDI Implementation Procedures

CFA will operationalise its EDI values by:

## **1. Creating a Safe and Inclusive Workplace**

Zero tolerance for discrimination, harassment, ableism, homophobia, transphobia or other exclusionary behaviours.

Regular review of workplace safety, physical and psychological accessibility.

## **2. Inclusive Complaint and Feedback Systems**

All complaints related to discrimination, bullying or exclusion are treated seriously and confidentially.

Feedback from service users is used as a key tool for improvement.

## **3. Staff Training and Development**

Provide regular training on disability inclusion, cultural competence, and unconscious bias.

Ensure staff have access to professional development to realise their potential.

## **4. Fair and Inclusive Recruitment**

Ensure inclusive hiring practices that prioritise merit and address historical disadvantage.

Proactively recruit and support employees with disability and from underrepresented communities.

## **5. Inclusive Service Design**

Embed Universal Design principles across service planning and delivery.

Ensure accessible communication, including Easy Read and Auslan options.

## **6. Inclusive Language and Communications**

All policies and communications will use inclusive and affirming language.

Content will be reviewed for accessibility prior to release.

Email signatures to contain pronouns if consent obtained.

## **7. Support for Identity-Based Employee Networks**

Staff will be encouraged and supported to participate in staff-led networks related to identity, experience or advocacy.

## 7. Affirmative Action Strategies

CFA is committed to affirmative action as a proactive tool to achieve genuine equity:

- ✔ **Disability Leadership** – Proactively recruit and support people with disability into leadership and governance roles.
- ✔ **Board Diversity**– Target Board recruitment processes to ensure gender balance and representation of people with lived experience of disability, Aboriginal and Torres Strait Islander people, and LGBTQIA+ communities.
- ✔ **Supplier Diversity**– Where possible, CFA will prioritise partnerships with organisations that are disability-led or owned by people from underrepresented communities.
- ✔ **First Nations Engagement**– Strengthen partnerships with Aboriginal and Torres Strait Islander organisations, including targeted hiring and co-designed initiatives.

## 8. Monitoring & Evaluation

The EDI Policy is a living document that evolves with our organisation. Oversight is led by the Diversity & Inclusion Advisor in consultation with the Executive Team.

Monitoring methods include:

- ✔ Annual equity and inclusion audit from ACON & Traidy Bugeja-Naidoo
- ✔ Staff and service user surveys
- ✔ Regular reporting to the Senior team and clients on EDI metrics
- ✔ Review of training completion rates (e.g., Rainbow Tick, Acon)
- ✔ • Assessment of workforce and leadership demographics (voluntary disclosure only)
- ✔ • Tracking progress on accessibility and inclusive service goals

Where gaps or issues are identified, responsive action will be taken. This may include updates to this Policy, targeted training, or changes in practice.

### 5.3 Inclusive Practices

(a) Recruitment and retention practices actively encourage applications from LGBTIQ candidates and foster an LGBTIQ-friendly workplace culture.

(b) Training and resources are provided to ensure all employees are equipped to deliver LGBTIQ-inclusive services and support.

## 5.4 Gender transition Support procedures

- (a) The employee will meet with their manager and HR to develop a personalised transition plan, covering aspects such as name/pronoun changes, dress code, bathroom access, leave arrangements and communication with colleagues.
- (b) Chosen Family will work with the employee to update all relevant records, identification and contact information.
- (c) Employees will receive training on supporting their transgender/gender diverse colleagues and upholding a culture of inclusion.
- (d) Chosen Family will provide reasonable accommodations to support the employee's transition, such as time off for medical appointments, counselling or legal proceedings.
- (e) The employee's transition-related information will be kept strictly confidential and would only be shared with those who need to know.

## 5.5 Community Engagement and Advocacy

- (a) Chosen Family actively engages with and advocates for the local LGBTIQ community through initiatives such as:
  - (i) Participating in LGBTIQ community events and celebrations
  - (ii) Providing sponsorship and in-kind support to LGBTIQ organisations
  - (iii) Advocating for LGBTIQ rights and inclusion at the local, state and national level
- (c) Inclusive and affirming language is used in all communications, avoiding assumptions about gender or sexuality.

## 5.6 Reporting and Accountability

Chosen Family has a zero-tolerance approach to any discrimination, harassment or bullying on the basis of sexual orientation, gender identity or gender expression. Employees are encouraged to report any concerning behaviour, and Chosen Family will investigate and address all such complaints promptly and confidentially.

Chosen Family is committed to continuously reviewing and improving our LGBTIQ inclusion practices to ensure we remain at the forefront of LGBTIQ-affirming service provision.



## 6 CODE OF CONDUCT POLICY

### 6.1 Purpose

This policy clarifies the standards of behaviour that we expect of all employees and affirms our belief as a company in responsible social and ethical behaviour in compliance with NDIS Code of Conduct, to ensure the provision of safe, competent, and ethical supports and services to NDIS participants.

### 6.2 Principles

Our employees contribute to the success of our organisation and that of our users. Chosen Family fully endorses that all employees are not deprived of their human rights.

Chosen Family is committed to creating and maintaining a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices.

There shall be a no-tolerance policy for any discrimination or harassment against any employee, contractor, subcontractor, or NDIS participant based on race, skin colour, religion, sexual orientation, belief systems, values, political views, gender, gender identity, age, disability, or any other characteristic protected by applicable laws and regulations.

Furthermore, our employees have an obligation to Chosen Family, NDIS Participants and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine trust and will not be tolerated.

Chosen Family is a registered NDIS provider and adheres to the NDIS Practice Standards. Chosen Family is a child safe organisation and adheres to the National Quality Framework, together with the National Employment Standards and the Fair Work Act 2009. This Code of Conduct sets out the expected behavioural guidelines for all Chosen Family employees, regardless of employment type or position, to ensure professional standards are maintained in accordance with NDIS requirements, workplace laws, and child safe practices.

### 6.3 What constitutes a Code of Conduct breach?

## 6.4 Breaches of this Code of Conduct

(a) Where a Chosen Family employee is found to have committed any of the following acts or omissions, they may be issued a written warning and placed on a performance development plan. In serious cases, a first and final warning may be given. Repeated misconduct following a written warning may result in termination of employment without notice.

(b) Examples of misconduct include, but are not limited to:

- (i) Failure to follow Chosen Family policies, procedures, regulations or reasonable instructions from a supervisor.
- (ii) Failure to maintain an acceptable level of work performance, such as incompetence, carelessness, inefficiency, time wasting or tardiness.
- (iii) Failure to notify a manager of an inability to commence work at the scheduled time, without good reason.
- (iv) Repeated late arrival for work.

(a) Code of conduct breach is considered across two levels:

- (i) Misconduct - resulting in performance development and possible disciplinary action; and
- (ii) Serious or Gross Misconduct - resulting in termination of employment with or without notice.

(b) Determining whether an action or omission constitutes misconduct or serious misconduct will depend on the circumstances and consequences of each matter. As a general principle, behaviour outside of the workplace is of no concern to management except where it interferes with the performance of official duties or reflects on the standing or integrity of Chosen Family.

Consequently, employees should not bring Chosen Family into disrepute through their private activities or actions

- (v) Being absent from the assigned workplace during work hours without authorisation or legitimate reason.
- (vi) Failure to assist with client service changes when directed, for reasons of staffing ratios, unfilled shifts or regulatory compliance.
- (vii) Sleeping while on duty.
- (viii) Improper, wasteful or negligent use of Chosen Family property, resources or equipment.

(c) If a Chosen Family employee commits a serious breach of company policy that undermines the trust and confidence inherent in the employment relationship, they may be dismissed with or without notice. Employment may be suspended to allow a formal investigation

(d) Examples of serious or gross misconduct include, but are not limited to:

- (i) Unwarranted physical contact or inappropriate behaviour with clients, beyond what is required to provide care or demonstrate a skill. This includes but is not limited to piggybacking, lifting, hugging, sitting in lap, hitting, kicking, slapping, pushing, kissing or touching of a sexual nature. The only circumstances where physical contact with a child is considered acceptable is to administer first aid or to demonstrate a skill for instructional purposes as part of a group activity.
- (ii) Refusing to perform duties or carry out a lawful direction from a manager or supervisor.
- (iii) Unexplained absence from work for 3 or more consecutive days without authorisation.
- (iv) Possession or consumption of alcohol or illegal drugs at a client's home or other work location.
- (v) Behaviour that jeopardises the safety of clients or staff, such as smoking or misusing safety equipment.
- (ix) Reporting for work inappropriately dressed or unfit to perform duties safely and professionally.
- (x) Failure to report inappropriate or disruptive behaviour in the workplace.
- (xi) Posting offensive notices on social media or in the workplace
- (xii) Excessive use of personal electronic devices during work hours.
- (xiii) Failure to immediately report a fire, observe safety rules, work safely, or use required safety equipment.
- (xiv) Smoking at a client's home or other location while representing Chosen Family.
- (xv) Failure to report damage to Chosen Family or client property.
- (v) Behaviour that jeopardises the safety of clients or staff, such as smoking or misusing safety equipment.
- (vi) Abusive, bullying, harassing, discriminatory or threatening language or conduct towards clients, their families, visitors or colleagues and any other actions that create a hostile work environment.

## 6.5 Incident Management Procedures

- (a) Employees must report any incidents, accidents, or near-misses involving NDIS participants immediately to their manager or the designated incident management coordinator.
- (b) Incident reports must be completed, and the appropriate authorities (e.g., NDIS Quality and Safeguards Commission) must be notified within the required timeframes, as per the NDIS Incident Management and Reportable Incidents Rules.
- (c) Chosen Family will investigate all incidents thoroughly and implement corrective actions to prevent recurrence and ensure the ongoing safety and wellbeing of NDIS participants.
- (d) Employees must cooperate fully with any incident investigations and provide accurate and truthful information.
- (e) Chosen Family will provide support and counselling to employees involved in or affected by incidents, as required.

## 6.6 Regular Training and Policy Updates

- (a) Chosen Family will provide regular training to all employees on the NDIS Code of Conduct, incident management procedures, and any updates to NDIS guidelines and standards.
- (b) This Code of Conduct Policy will be reviewed and updated periodically to ensure alignment with the latest NDIS requirements and best practices in the disability support sector.
- (c) Employees will be notified of any changes to this policy and provided with the necessary training and support to ensure compliance.

## 6.7 NDIS Code of Conduct

The NDIS Code of Conduct sets clear expectations for disability support workers. Key principles include:

- (a) Respect for Individual Rights: Upholding freedom of expression, self-determination, and decision-making in accordance with laws and conventions.
- (b) Privacy: Respecting the privacy of people with disabilities.
- (c) Safe and Competent Support: Providing supports and services in a safe, competent, and skilled manner.

- (d) Integrity and Transparency: Acting with integrity, honesty, and transparency in all interactions.
- (e) Safety and Protection: Taking prompt action to address concerns about the quality and safety of supports, and preventing/ responding to violence, exploitation, neglect, abuse, and sexual misconduct.

As an employee of Chosen Family, you are required to follow the NDIS Code of Conduct. Any employee in breach of this policy may be subject to disciplinary action, including termination.

## **6.8 Solicitation and poaching**

(a) Chosen Family is committed to maintaining fair competition, protecting the interests of the organisation and its clients, and preserving the trust inherent in the employment relationship. As such, the following Solicitation and Poaching Policy applies to all employees:

### **(i) Prohibited conduct**

Employees are strictly prohibited from:

- (A) Directly soliciting or attempting to poach any current or former Chosen Family clients for the purpose of providing NDIS support services, either during or after their employment with Chosen Family.
- (B) Sharing any client contact information, client details or other confidential Chosen Family information with any third parties without the express written consent of Chosen Family.
- (C) Encouraging or assisting any third party to solicit or poach Chosen Family clients.

### **(ii) Confidentiality obligations**

Employees acknowledge that all information relating to Chosen Family's clients, operations and business affairs constitutes confidential information belonging to the organisation. Employees have a duty to maintain the confidentiality of this information and are prohibited from using it for personal gain or disclosing it to unauthorised parties, both during and after their employment.

### **(iii) Post-employment restrictions**

Upon termination of employment for any reason, employees are required to return all client information, records and materials in their possession. Employees are prohibited from contacting any Chosen Family clients for a period of 12 months following the end of their employment. This restriction applies regardless of whether the employee was terminated or resigned voluntarily.

#### **(iv) Breach of policy**

Breaches of this Solicitation and Poaching Policy will be considered serious misconduct and may result in disciplinary action up to and including termination of employment. Chosen Family also reserves the right to pursue any other legal remedies available to protect its legitimate business interests.

The employment contracts for Chosen Family employees include comprehensive non-solicitation, non-competition and confidentiality clauses to further safeguard the organisation.

## **7 DRESS CODE POLICY**

### **7.1 About this Code**

(a) The purpose of our dress code is to establish basic guidelines on appropriate clothing and appearance at our workplace so that we:

- (i) promote a positive and professional image;
- (ii) respect the needs of individuals from all cultures and religions;
- (iii) make necessary adjustments for disabilities;
- (iv) comply with health and safety requirements; and
- (v) help staff and managers decide what clothing is appropriate to wear to work.

(b) Who Does This Code Apply To?

This code applies to all employees, officers, consultants, self-employed contractors, casual workers, agency workers, volunteers, and interns.

### **7.2 Appearance**

(a) While working for us, you represent us. Your appearance contributes to our reputation and the development of our business. It is important that you appear clean and smart at all times, especially when in contact with clients, business contacts, or the public.

(b) We may require specific clothing for certain roles, particularly those involving public interaction or health and safety concerns. It is important to dress appropriately for your working environment and job type.

(c) General Attire: Employees should wear business casual attire unless specified otherwise.

Prohibited items include:

- (i) Leisure, gym, or beachwear (e.g., tracksuits, sweatshirts, t-shirts, shorts, combat trousers, jogging bottoms, denim, or leggings).
- (ii) Dirty, frayed, or torn clothing.
- (iii) Tops with offensive wording or pictures.
- (iv) Cut-off shorts, crop tops, see-through materials, or clothing exposing areas of the body normally covered at work.

(d) Footwear: Must be safe, clean, and consider health and safety. Closed-toe shoes are required. Trainers, stilettos, and flip-flops are not acceptable.

(e) Athleisure: Athleisure wear is acceptable to promote agility, provided it is clean, professional, and adheres to safety standards.

## **7.4 Health and Safety**

Protective clothing and equipment provided must be worn as directed. Clothing and jewellery should not present health and safety risks.

## **7.5 Compliance**

Non-compliance with this code may result in action under our Disciplinary Procedure.

## **7.6 Identity Badges**

We may require you to wear an identity badge. Your manager will instruct you to wear the identity badge and it must be worn and visible at all times when at work.

# **8 ABSENTEEISM POLICY**

## **8.1 Purpose**

The Absenteeism Policy applies to all of the following persons:

- (i) permanent employees (including full time and part time);
- (ii) fixed-term employees;
- (iii) casual employees; and
- (iv) temporary agency staff and contractors.



## 8.2 Absenteeism

(a) An employee must attend work during required hours unless:

- (i) the employee (or a member of the employee's immediate family or household) is affected by a medical or other serious emergency, including family and domestic violence, beyond the employee's control; or
- (ii) the employee has approval from Chosen Family to be absent from work.

(b) Failure to comply with this requirement is considered unauthorised absenteeism and may result in disciplinary action being taken against the employee. The disciplinary action may include written warnings or termination of employment or both.

## 8.3 Notification of absence

(a) In all instances where an employee is absent from work due to illness, injury or carer's responsibilities, the employee must contact the employee's manager directly and inform the manager of the absence.

(b) When contacting the manager, the employee must advise:

- (i) the reason for the absenteeism; and
- (ii) when the employee expects to return to work.

(c) This requirement applies to all absences from work during required hours without approval, including absences due to:

- (i) personal illness or injury;
- (ii) carer's responsibilities; or
- (iii) transport or traffic problems.

(d) The discussion between the employee and manager should take place prior to, or as soon as practical after, the scheduled commencement time.

(e) If contact cannot be made directly with an employee's immediate manager, or if the immediate manager is not available, the employee is required to make contact with the next level manager.

(f) If an employee is unable to return to work on the day the employee originally notified the manager, then the employee is again required to notify the manager using the same process above.



(g) Please refer to the Leave Policy for more information.

#### **8.4 Medical certificates**

(a) The Leave Policy indicates when employees are required to provide medical certificates or other reasonable evidence, such as statutory declarations, for personal or carer's leave.

(b) Failure to provide a medical certificate (or other acceptable evidence) as required by the Leave Policy will result in the employee's absence for the relevant period being unauthorised, and therefore the absence will be a breach of this policy.

#### **8.5 Abandonment of employment**

(a) An employee who is absent from work for 3 or more consecutive working days without notifying the employee's manager will be deemed by Chosen Family to have abandoned the employment. This means the employee is deemed to have no intention to return to employment.

(b) However, Chosen Family will not consider an employee to have abandoned the employment until Chosen Family has taken, what it considers to be, reasonable steps to contact the employee to establish whether the employee intends to return to work and has complied with an employment agreement (if any) in this regard.

#### **8.6 A breach of this absenteeism policy**

Any breach of this policy may result in Chosen Family counselling, or taking disciplinary action against, an employee. This may include provision of warnings or termination of employment or both.

For further information, please speak with your manager.

### **9 LEAVE POLICY**

#### **9.1 Annual Leave Policy**

(a) Purpose

(i) Chosen Family endorses an appropriate work-life balance. We encourage employees to have a break from the workplace by taking all annual leave available, in the year in which it accrues.

- (i) Chosen Family endorses an appropriate work-life balance. We encourage employees to have a break from the workplace by taking all annual leave available, in the year in which it accrues.
- (ii) This policy aims to ensure that managers are able to meet workplace resourcing needs and give each employee the opportunity to take annual leave, at a time which is mutually convenient to both Chosen Family and the employee.

#### (b) Eligibility

This policy applies to:

- (i) permanent employees (including full time and part time); and
- (ii) fixed-term employees.

#### (c) Entitlement

##### (i) Permanent and fixed-term employees

Permanent and fixed-term employees are entitled to 4] weeks (20 working days) of paid annual leave for each completed year of service with Chosen Family in accordance with the National Employment Standards. An employee's entitlement to annual leave accrues progressively during each year of service and accumulates from year to year.

##### (ii) Annual leave provision for shift employees

- (A) A shift worker is an employee who:
- (B) is employed in an area where shifts are continuously rostered 24 hours a day for 7 days a week;
- (C) is regularly rostered to work those shifts; and
- (D) regularly works on Saturdays or Sundays and public holidays.
- (E) Shift workers will also be entitled to an additional one week of annual leave, if they regularly work weekends and public holidays, per completed year of service with Chosen Family.

#### (d) Taking annual leave

- (i) An employee may take annual leave if:
  - (A) annual leave is credited to the employee; and
  - (B) the employee's manager approves the taking of leave.

(ii) An employee who takes a period of annual leave will receive payment during the period of leave at the employee's normal hourly rate.

(e) Applying for annual leave

(i) Employees are encouraged to take annual leave as soon as practicable after the leave accrues, having regard to the needs of Chosen Family.

(ii) Employees are encouraged to take their respective annual leave in periods of at least 7 consecutive working days or other reasonable period of time agreed by the manager and the employee, to ensure a sufficient break from work. Shorter periods, including single or half-days, may be taken by agreement between the employee and the manager.

(iii) To ensure adequate staffing during periods of leave, employees are expected to apply for leave as far as practicable ahead of the commencement of the leave.

(iv) Leave forms are available at

(f) Cancellation of annual leave

If an employee wishes to request to cancel an application for annual leave due to unforeseen circumstances, the employee should immediately advise the employee's manager.

(g) Annual leave loading

In addition to their ordinary pay, an employee, other than a shift worker, will be:

(i) paid an annual leave loading of 17.5% of their ordinary rate of pay.

(ii) Shift workers, in addition to their ordinary pay, will be paid the higher of:

(A) an annual leave loading of 17.5% of their ordinary rate of pay; or

(B) the weekend and shift penalties the employee would have received had they not been on leave during the relevant period.

(h) Excessive annual leave

Employees who have accrued excessive annual leave will be encouraged to take a portion of their leave. Chosen Family may, subject to any applicable award or agreement provisions, direct any employee who has excessive accrued annual leave to take a portion of the annual leave.

#### (i) Public holidays and annual leave

Any statutory public holidays that fall during a period of annual leave are recognised as a public holiday and not considered to be annual leave.

#### (j) Illness or injury while on annual leave

(i) If an employee suffers from a personal illness or injury while on a period of paid annual leave, the employee may take paid personal leave while on annual leave. The period during which the employee is taken to be on paid personal leave will not be considered annual leave and will be credited to the employee.

(ii) The usual notice and evidence requirements in relation to personal leave will apply.

#### (k) Use of annual leave for family or sick leave reasons

In situations where an employee has exhausted all personal leave and is ill or requires time off work for personal reasons, their manager may ask the employee to consider applying for annual leave rather than leave without pay. The manager cannot, however, force an employee to take annual leave in these circumstances.

#### (l) Payment of annual leave on termination

(i) On termination of employment, employees will receive payment for any accrued but untaken annual leave.

(ii) Where annual leave has been taken in advance of it accruing, resulting in a negative leave balance, then, to the extent permitted by law, this amount will be deducted from the employee's final pay.

## 9.2 Personal leave policy

### (a) Purpose

(i) Chosen Family provides paid personal/carer's leave to assist employees who may be unable to attend work due to caring for an immediate family or household member who is sick or injured or help during a family emergency. This policy is designed to ensure that employees are treated fairly and sympathetically.

(ii) For the purpose of this policy, personal leave includes sick leave and carer's leave.

## (b) Eligibility

This policy applies to the following persons:

- (i) permanent employees (including full time and part time);
- (ii) fixed-term employees; and
- (iii) casual employees (but only in the case of unpaid personal/carer's leave).

## (c) Entitlement to personal/carer's leave

- (i) Employees are entitled to personal/carer's leave, in accordance with National Employment Standards (NES) under the Fair Work Act 2009 (Cth) (Fair Work Act).
- (ii) Employees receive 10 days of personal/carer's leave per year with an additional 2 days of unpaid leave if this is exhausted. The personal/carer's leave may be taken for the reasons:
  - (A) that the employee is not fit for work because of a personal illness or personal injury; or
  - (B) to provide care or support to a member of an employee's immediate family or a member of the employee's household who requires care because of an illness or personal injury affecting that person or unexpected emergency affecting that person.
- (iii) Employees receive personal/carer's leave that has accrued but has not been taken will accumulate from year to year. No payment will be made with respect to any accrued but untaken personal/carer's leave upon termination of employment.
- (iv) Employees are also entitled to a period of up to 2 days of unpaid carer's leave for each occasion when a member of an employee's immediate family or household requires care or support because of an illness, injury or unexpected emergency affecting the member.
- (v) Casual employees are not entitled to any paid personal/carer's leave. However, casuals are entitled to unpaid personal/carer's leave.
- (vi) If a female employee has an entitlement to paid personal/carer's leave, she may take that leave instead of taking unpaid special maternity leave under section 80 of the Fair Work Act.

## (d) Using leave

- (i) Evidence of need for leave

In normal circumstances, employees must not take carer's leave where another person has taken leave to care for the same person. The employee must, if required by the manager, provide satisfactory evidence that the leave is taken for the reason stated above, which may include:

- (A) a medical certificate, if the leave is taken because of an illness, stating the illness of the person concerned and the period of the illness; and
- (B) a statutory declaration, if the leave is taken due to an unexpected emergency, stating that the employee requires leave to care or support the immediate family or household member.

(e) Notification of absence

(i) In all instances where an employee is absent from work due to illness, injury or carer's responsibilities, the employee must contact the manager or designated contact directly and inform them of such absence, including:

- (A) the reason for the absence; and
- (B) when the employee expects to return to work.

(ii) This discussion is to take place prior to, or as soon as practical after, the employee's scheduled commencement time.

(iii) If contact cannot be made directly with the immediate manager, or if the immediate manager is not available, employees are required to make contact with the next level manager.

(iv) If an employee is unable to return to work on the day originally notified to the manager, then the employee must again notify the manager using the same process above.

(f) Leaving work due to illness, injury or carer's responsibilities

(i) An employee may leave work because of personal illness or injury, or carer's responsibilities, with the consent of the employee's manager (where reasonably practicable).

(ii) Chosen Family is required to ensure the safety of an ill employee while at work, travelling to or from work, and when the employee reaches home. In cases when an employee is not well enough to remain at work, consideration must be given to whether the employee will be able to travel home safely either on public transport or by taxi. Depending upon the severity of the illness, consideration should also be given to having a family member collect the ill employee or ensuring that care can be provided upon reaching the home.

(iii) When an employee leaves work on personal leave during the day, a leave application is to be submitted for the hours not worked.

#### (g) Unused personal/carer's leave

Unused personal/carer's leave accumulates from year to year. There is no maximum to the amount of personal/carer's leave that may accrue. Personal/carer's leave may not be cashed out and is not payable on termination of employment.

#### (h) Medical certificates

(i) If an employee is absent for [2/3] or more consecutive days or if an employee is absent for sick leave on a day immediately before or after a public holiday, the employee is required to provide a medical certificate from a registered health practitioner in order to qualify for payment of the period of leave. If it is not reasonable to do so, a statutory declaration made by the employee is required.

(ii) Failure by an employee to notify the manager of any absence, or failure to provide a required medical certificate in the appropriate timeframe, may result in disciplinary action including written warnings or termination of employment.

(iii) Please refer to the Absenteeism Policy for more information.

#### (i) Work-related illness or injury

(i) If an employee suffers a workplace injury or illness, the employee or the employee's manager must complete the relevant occupational health and safety injury log or illness or injury log.

(ii) Employees are not entitled to personal leave if they are receiving workers' compensation payments.

#### (j) Monitoring long term or excessive absences

(i) Managers will take a proactive approach to addressing situations of excessive or long-term absences.

(ii) Long-term absences include those greater than 1 month. Excessive absences include total leave taken in broken periods in excess of 15 days within a 12-month period.

#### (k) Definition of immediate family

For the purposes of this policy, “immediate family” includes:

- (i) an employee’s spouse, former spouse, de facto spouse, former de facto spouse;
- (ii) child (including adopted children, stepchildren and ex-nuptial children);
- (iii) parent (including spouse’s and de facto spouse’s parents);
- (iv) grandparent (including spouse’s and de facto spouse’s grandparents);
- (v) grandchild (including spouse’s and de facto spouse’s grandchildren); and
- (vi) sibling (including spouse’s and de facto spouse’s siblings).

#### (l) Definition of member of household

For the purposes of this policy, a member of the employee’s household includes anyone the employee lives with in their house or other accommodation.

### **9.3 Paid parental leave policy**

#### (a) Introduction

(i) Under the National Employment Standards (NES) contained in the Fair Work Act 2009 (Cth) and the Fair Work Legislation Amendment (Secure Jobs, Better Pay) Act 2022 (Cth) certain employees are entitled to unpaid parental leave.

(ii) This policy sets out Chosen Family’s parental leave policy, and explains:

- (A) what an employee’s parental leave entitlements are (if any); and
- (B) the procedure for taking parental leave.

#### (b) Unpaid parental leave

##### (i) Entitlement

- (A) Under the NES, unpaid parental leave is only available to employees who have, or will have, responsibility for the care of a child. The leave must be associated with:
- (B) the birth of a child to the employee, the employee’s spouse, or the employee’s de facto partner; or
- (C) the placement of a child under 16 years of age with the employee for adoption.
- (D) In addition, the employee must have (or will have) a responsibility for the care of the child.



(E) If an employee has completed at least 12 months' continuous service with Chosen Family, the employee will be entitled to up to 52 weeks unpaid parental leave and the right to extend the leave.

(F) Casual employees are also entitled to take 12 months' unpaid parental leave if they have been employed with Chosen Family on a regular and systematic basis for at least 12 months and have a reasonable expectation of continuing employment with Chosen Family.

#### (ii) Notice of leave

In order to apply for parental leave, an employee must give written notice of at least 10 weeks before the start date of the intended leave and specify the intended start and end dates of the parental leave. The employee is required to confirm the leave dates with Chosen family at least 4 weeks before commencement of the leave.

#### (iii) Changing the leave

If an employee needs to make any changes to the leave dates, the employee should inform Chosen Family immediately. Where the change is unforeseeable (e.g. due to a premature birth or a miscarriage) no notice is required.

#### (iv) Medical evidence

Chosen Family has the right to request that employees provide evidence, such as a medical certificate or statutory declaration, of the expected date of birth, or date of placement of adoption.

#### (v) Return to work

(A) The employee should confirm the date the employee wishes to return to work through a letter to the manager. Any notice of intention of return to work should be sent at least 14 days prior to re-commencement.

(B) After parental leave has been taken, the employee is entitled to pre-parental leave position. If, for some reason, this position no longer exists, the employee is entitled to an available position for which the employee is qualified and suited, which is nearest in status and pay to the employee's pre-parental leave position.

(C) Chosen Family may replace an employee while absent on parental leave. The replacement employee must be advised of the temporary nature of the position and the period of employment. For this reason, it is important to ensure communication between the employee and Chosen Family is both open and clear during the period of parental leave.

(D) Employees may request to return to work on a part-time basis. Chosen Family is not obliged to provide part-time work but will consider any request having regard to the operational requirements at the time.

(vi) Accruing and taking other types of leave

(A) Parental leave does not break an employee's continuity of service. However, there is no accrual of leave during the unpaid parental leave period.

(B) During the period of parental leave, employees may take any accrued annual or long service leave, which will, in effect, increase the total amount of paid leave during the period of absence.

(vii) Extending the period of unpaid parental leave

(A) Employees may make a request to extend the 12-month period of parental leave up to an additional 12 months, in accordance with the conditions set out in the NES.

(B) If an employee wishes to request an additional period of leave, the employee must notify the manager, in writing, at least 4 weeks before the end date of the original period of leave. Chosen Family shall respond to that request, in writing, within 21 days.

(C) If the Employer does not accept the Employees request to extend the 12-month period of parental leave for a further period of up to 12 months, the parties may refer the matter to the Fair Work Commission to deal with any resulting dispute and the Employer agrees to make the Employee aware of this right to have the matter dealt with by the Fair Work Commission.

(iv) Medical evidence

Chosen Family has the right to request that employees provide evidence, such as a medical certificate or statutory declaration, of the expected date of birth, or date of placement of adoption.

(c) Government funded payments

(i) The paid parental leave scheme is an entitlement for working parents of children born, or adopted, from 1 January 2011 to receive some financial assistance from the Federal Government. It is your responsibility to confirm your entitlements (if any) under the paid parent leave scheme with the Department of Human Services.

(ii) Broadly, government payments are available to working parents, whether full-time, part-time or casual, who:

- (A) have at least 12 months' continuous service; and
- (B) meet the paid parental leave scheme's eligibility criteria.
- (C) Eligible working parents are entitled to receive up to 18 weeks of government funded parental leave pay.

For further information regarding eligibility, payments and application, please view the Department of Human Services website.

#### **9.4 A breach of any leave policy**

Any breach of this policy may result in Chosen Family counselling, or taking disciplinary action against, an employee. This may include provision of warnings or termination of employment or both.

### **10 DRUG AND ALCOHOL POLICY**

#### **10.1 Purpose and scope**

Chosen Family is committed to providing a safe, healthy and productive work environment for all employees. The use of drugs or alcohol can pose serious risks to the individual, their colleagues and our clients. As such, the following Drug and Alcohol Policy applies to all employees, regardless of their role or employment status.

#### **10.2 Prohibited Conduct**

- (a) Employees are strictly prohibited from:
  - (i) Attending the workplace under the influence of illegal drugs or alcohol to the extent that their ability to safely perform their duties is impaired.
  - (ii) Consuming alcohol or using illegal drugs during work hours, including breaks and mealtimes.
  - (iii) Possessing, distributing, selling or cultivating illegal drugs in the workplace or while representing Chosen Family.
  - (iv) Misusing prescription medications or over-the-counter drugs in a way that could impair their work performance or the safety of themselves or others.

### (b) Alcohol at Work Events

Chosen Family may permit the responsible consumption of alcohol at certain work-related events or functions. In such cases, employees are expected to drink in moderation, behave professionally, and arrange alternative transport if they are unable to drive safely.

### (c) Drug and Alcohol Testing

Chosen Family reserves the right to require an employee to undergo a drug or alcohol test in the following circumstances:

- (i) Where the employee's behaviour or performance indicates they may be impaired.
  - (ii) Following a workplace incident or accident where impairment may have been a contributing factor.
  - (iii) As part of a 'for cause' test where Chosen Family has reasonable grounds to suspect drug or alcohol use.
  - (iv) As part of a random testing program implemented to maintain a safe work environment.
- (d) Refusal to undergo a requested drug or alcohol test will be treated as a breach of this policy.

## 10.3 Employee Assistance

Chosen Family recognises that drug or alcohol dependency is a treatable condition. Employees who are struggling with substance abuse issues are encouraged to seek support through the organisation's Employee Assistance Program. Chosen Family will make reasonable accommodations to support employees undergoing treatment, provided they remain fit for work and comply with this policy.

## 10.4 Breach of Policy

Any breach of the Drug and Alcohol Policy will be treated as serious misconduct and may result in disciplinary action up to and including termination of employment.

# 11 MOTOR VEHICLE POLICY

## 11.1 If Chosen Family is providing the employee with a motor vehicle

Chosen Family is committed to providing a safe, healthy and productive work environment for all employees. The use of drugs or alcohol can pose serious risks to the individual, their colleagues and our clients. As such, the following Drug and Alcohol Policy applies to all employees, regardless of their role or employment status.

- (a) We will provide you with the use of a motor vehicle. The make and model of the motor vehicle are set out in your employment contract or shall be communicated to you time to time by your manager.
- (b) Travel to and from home to work is excluded for the purpose of the refund.
- (c) The Employer will not provide any refund unless you provide to the Employer a verified log book or other record of usage of your private motor vehicle (on a per kilometre basis).

## 11.2 If the employee uses their own motor vehicle

(a) Subject to clauses 11.2(b) and 11.2(c), if you use your own private motor vehicle in the performance of your duties, the Employer will provide a refund to you for such usage at the following rates:

Size of engine	Amount of refund
Any engine size	\$0.99 cents per kilometre

- (b) Travel to and from home to work is excluded for the purpose of the refund.
- (c) The Employer will not provide any refund unless you provide to the Employer a verified log book or other record of usage of your private motor vehicle (on a per kilometre basis).

## 11.3 If the Employer provides a fuel card and motor vehicle allowance

- (a) Subject to clauses 11.3(b)(ii) and 11.3(b)(iii)the Employer will provide you with:
- (b) Please note that this reimbursement rate is set at 0.85c as per ATO guidelines for business related travel. The expense reimbursement form to reflect this rate the 0.99cents rate is for Support Workers when they travel with clients. Support workers to ensure over 100 km travelled is approved by Management to ensure clients have adequate funding.

(c) You must ensure that:

- (i) no other person uses the fuel card without the prior written approval of the Employer; and
- (ii) The Employer may upon one month's written notice cease or vary the amount of the motor vehicle allowance or the Maximum Fuel Charge

#### **11.4 Vehicle Cleanliness**

(a) Employees who use their own motor vehicles or company-provided vehicles for work purposes, especially when accompanying clients, must ensure that the vehicles are kept clean and presentable at all times. This includes:

- (i) Regularly cleaning the interior and exterior of the vehicle to maintain a professional appearance.
- (ii) Removing any trash, personal items, or unnecessary materials from the vehicle before transporting clients.
- (iii) Ensuring that the vehicle is free from any unpleasant odours.
- (iv) Conducting routine checks to ensure the vehicle's cleanliness and safety features are in proper working order.

(b) Failure to maintain vehicle cleanliness may result in disciplinary action as per the company's policies. Employees must at all times bear in mind the fact that maintaining a clean vehicle not only reflects well on Chosen Family but also ensures a comfortable and pleasant experience for our clients.

## **12 ACCOMMODATION POLICY**

### **12.1 Introduction**

Chosen Family is committed to providing high-quality accommodation services to all eligible NDIS Participants including LGBTIQ participants under the National Disability Insurance Scheme (NDIS). This policy outlines the standards and procedures we follow to ensure a safe, respectful, and supportive living environment for all participants, including those who choose to sublease accommodation from the organisation.

## 12.2 Purpose and scope

- (a) This policy outlines the guidelines and procedures for employee accommodation arrangements at Chosen Family, a registered NDIS provider, and provide guidelines and procedures for Chosen Family employees when providing accommodation support services to NDIS participants.
- (b) This policy applies to all employees of Chosen Family, regardless of employment type or position.

## 12.3 Principles

- (a) Chosen Family is committed to providing a safe, secure, and appropriate living and working environment for both its clients and employees.
- (b) Any employee accommodation arrangements must not compromise the organisation's ability to meet its NDIS obligations, or the duty of care owed to its clients.
- (c) Chosen Family will ensure that employee accommodation arrangements are transparent, fair, and do not create any conflicts of interest or perceived favouritism.
- (d) The privacy and confidentiality of both clients and employees will be protected in all accommodation arrangements.

## 12.4 NDIS Standards and Requirements

- (a) Chosen Family is committed to upholding the NDIS Practice Standards, which include requirements for:
  - (i) Providing a safe, accessible, and well-maintained living environment.
  - (ii) Respecting the privacy, dignity, and autonomy of participants.
  - (iii) Promoting the independence and community inclusion of participants.
  - (iv) Ensuring effective management of incidents and emergencies.
  - (v) Maintaining appropriate records and documentation.
  - (vi) Employees must be aware of and comply with all relevant NDIS rules, regulations, and guidelines in the provision of accommodation services.

## 12.5 Accommodation Overview

- (a) Chosen Family provides NDIS participants with the right to occupy a private room and use shared common areas within the accommodation property.
- (b) The shared areas include the kitchen, laundry, bathroom, loungeroom, garage (if applicable), outdoor areas, alfresco, corridors, and walkways.
- (c) Chosen Family will ensure the accommodation meets all relevant safety, accessibility, and quality standards.

## 12.6 Employee Responsibilities

- (a) Employees must treat the accommodation with care and respect, and ensure participants do the same.

## 12.7 Participant Interactions

- (a) Employees must communicate respectfully with participants and involve them in decisions about the accommodation whenever possible.
- (b) Employees are responsible for maintaining the cleanliness and upkeep of shared areas, with the assistance of participants as appropriate.
- (c) Employees must respect the privacy and personal space of participants and avoid entering their private rooms without permission, except in an emergency or to provide essential care.

## 12.8 Accommodation Arrangements

- (a) Employees are not permitted to use Chosen Family premises or resources for personal accommodation or subletting purposes.
- (b) In exceptional circumstances, Chosen Family may consider providing temporary or short-term accommodation to employees, but only if it does not interfere with the organisations' ability to provide services to its clients.
- (c) Requests for employee accommodation must be submitted in writing to the employee's manager and the HR department. Requests will be evaluated based on the following criteria:



- (i) impact on client services and NDIS compliance
- (ii) Availability of suitable accommodation
- (iii) Fairness and equity in the allocation of accommodation
- (iv) Potential conflicts of interest or perceived favouritism
- (v) Approved employee accommodation arrangements will be subject to a written agreement that outlines the terms and conditions, including any applicable fees or charges.

## **12.9 Incident Management**

- (a) Employees must report any incidents, accidents, or near-misses involving the accommodation or participants to their manager or the designated incident management coordinator.
- (b) Employees must cooperate fully with any incident investigations and provide accurate and truthful information.
- (c) Chosen Family will provide support and counselling to employees involved in or affected by incidents, as required.

## **12.10 Training and Policy Updates**

- (a) Chosen Family will provide regular training to employees on accommodation-related policies, procedures, and best practices, including topics related to NDIS compliance.
- (b) This Accommodation Policy will be reviewed and updated periodically to ensure alignment with the latest NDIS requirements and participant needs.
- (c) Employees will be notified of any changes to this policy and provided with the necessary training and support to ensure compliance.

## **12.11 Breach of Policy**

Any breach of this policy may result in disciplinary action, including termination of employment.

## 13 CONFLICT OF INTEREST POLICY

### 13.1 Purpose

This policy provides guidance on the management of conflicts of interest in relation to employees and contracted staff of Chosen Family.

### 13.2 Application

(a) This policy applies to all employees. For the purpose of this policy, an “employee” includes:

- (i) permanent employees (including full time and part time);
- (ii) fixed-term employees;
- (iii) casual employees;
- (iv) temporary agency staff; and
- (v) contractors,

engaged by Chosen Family.

### 13.3 What is a conflict of interest?

(a) Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of Chosen Family.

(b) All employees are required to act in good faith towards Chosen Family. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of Chosen Family.

(c) As individuals, employees may have private interests that from time-to-time conflict, or appear to conflict, with their employment with Chosen Family. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of Chosen Family and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of Chosen Family will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of Chosen Family.

(d) It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

## 13.4 Procedure

(a) Employees must:

- (i) declare any potential, actual or perceived conflicts of interest that exist on becoming employed by Chosen Family to management.
- (ii) declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by Chosen Family to management.
- (iii) avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible.

(b) If an employee declares such an interest, Chosen Family will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

(c) Employees must disclose any other employment that might cause a conflict of interest with Chosen Family to their manager. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at Chosen Family. If such involvement does affect performance or attendance, it will be considered a conflict of interest.

(d) Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with Chosen Family using knowledge and/or materials gained during the course of employment with Chosen Family.

(e) Engaging in other business interests during work hours will result in strong performance improvement action.

(f) Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with Chosen Family in a timely manner, may result in performance improvement proceedings including dismissal.

## 14 IT, INTERNET, EMAIL & SOCIAL MEDIA POLICIES

For the purposes of this policy, social media includes all internet-based publishing technologies. Most forms of social media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of social media include, but are not limited to, social or business networking sites (such as Instagram, TikTok, Facebook, LinkedIn), video and/or photo sharing websites (e.g. YouTube, Flickr), business/corporate and personal blogs, micro-blogs (e.g. Twitter), chat rooms and forums and/or social media:

### 14.1 Internet

The internet is provided by Chosen Family for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic or gambling sites. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

### 14.2 Email

- (a) Email facilities are provided for formal business correspondence.
- (b) All staff must maintain the confidentiality of sensitive information.
- (c) Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
- (d) Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
- (e) All emails sent must include the approved business disclaimer (if any).

To protect Chosen Family from the potential effects of the misuse and abuse of email, the following instructions are for all users:

- (a) No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Chosen Family in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
- (b) Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory or harassing.
- (c) The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a technical matter involving Chosen Family's software, systems or networks. Access in each case will be limited to the minimum needed for the task.
- (d) A person must not pretend to be another person via email or use another person's computer without permission.
- (e) Excessive private use, including mass mailing, "reply to all" and sharing information that are not part of the person's duties, is not permitted.
- (f) Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.
- (g) This policy also applies to all employees, contractors and sub-contractors of Chosen Family who:
- (i) have an active profile on any social media;
  - (ii) write or maintain a personal or business blog; and/or
  - (iii) post comments on public and/or private web-based forums or message boards or any other internet sites.
- (h) This policy does not form part of an employee's contract of employment. Nor does it form part of any contractor or sub-contractor's contract for service.

### 14.3 Professional Boundaries

- (a) Employees must not add clients as friends or contacts on personal social media accounts. This includes, but is not limited to, platforms such as Facebook, Instagram, LinkedIn, Twitter, TikTok and any other social media or networking site.
- (b) Professional boundaries must be maintained at all times to protect the integrity of the client-employee relationship and to ensure confidentiality and professionalism.
- (c) Clients may contact Head Office and make arrangements; this will ensure no communication can be seen as undue influence or unprofessional and exposing risk to both clients and support workers.

### 14.4 Professional Use of Social Media

- (a) Chosen Family expects its employees to maintain a certain standard of behaviour when using social media for work or personal purposes.
- (b) This policy applies to all employees, contractors and sub-contractors of Chosen Family who contribute to or perform duties such as:
  - (i) maintaining a profile page or similar account for Chosen Family on any social media platform;
  - (ii) making comments on such networking platforms or sites for and on behalf of Chosen Family;
  - (iii) writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of Chosen Family; and/or
  - (iv) posting comments for and on behalf of Chosen Family on any public and/or private web-based forums or message boards or other internet sites.

### 14.5 Procedure

- (a) No employee, contractor or sub-contractor of Chosen Family is to engage in social media as a representative or on behalf of Chosen Family unless they first obtain company's written approval.
- (b) If any employee, contractor or sub-contractor of Chosen Family is directed to contribute to or participate in any form of social media related work, they are to act in a professional manner at all times, in the best interests of Chosen Family and must not communicate any:

- (i) confidential or sensitive information relating to Chosen Family, its users, business partners or suppliers;
- (ii) material that violates the privacy or publicity rights of another party; and/or
- (iii) information, (regardless of whether it is confidential or public knowledge), about users, business partners or suppliers of Chosen Family without prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

#### **14.6 Private / Personal Use of Social Media**

(a) Chosen Family acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites and apps not operated by the organisation. However, inappropriate behaviour on such sites has the potential to cause damage to Chosen Family, as well as its employees, users, business partners and/or suppliers.

(b) For this reason, all employees, contractors and sub-contractors of Chosen Family must refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- (i) is intended to (or could possibly) cause insult, offence, intimidation or humiliation to any person, including Chosen Family, its users, business partners and suppliers;
- (ii) is defamatory of any person or Chosen Family, or could adversely affect the image, reputation, viability or profitability of Chosen Family, its users, business partners or suppliers; and/or
- (iii) contains any form of Confidential Information relating to Chosen Family, or its users, business partners or suppliers.

(c) All employees, contractors and sub-contractors of Chosen Family must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

(d) Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of company's computer network.

## 15 PRIVACY POLICY

### 15.1 About

(a) The Privacy Act 1988 (Privacy Act) regulates the handling, holding, use, access and collection of personal information (including sensitive information) about individuals. Personal information is information or an opinion about an identified or reasonably identifiable individual.

(b) Chosen Family take its obligations under the Privacy Act seriously when handling all personal information, including information about employees and its clients.

(c) Personal information may be collected during the engagement, including during the recruitment process.

Personal information can include details relating to your:

- (i) recruitment, performance, discipline, resignation or termination;
- (ii) terms and conditions of engagement;
- (iii) personal contact details;
- (iv) hours of work or remuneration;
- (v) membership of a professional or trade association or trade union;
- (vi) leave entitlements; and
- (vii) banking, taxation or superannuation details.

(d) We may also access or collect any computer, internet, phone, or other records or information that has been created or accessed during the course of the engagement using company equipment or resources.

(e) We may also collect information relating to your health or personal circumstances, where this is disclosed and relevant to your role, such as where a nominated treating doctor has disclosed restrictions on an employee's ability to perform certain tasks for their safety.



## 15.2 Management of records

- (a) The primary purpose for collecting this information is to maintain your employee records and adequately manage the engagement circumstances, salary and superannuation details. We will only retain your personal information for as long as it is required for this reason, or where we are otherwise required to retain this information by law.
- (b) Family will take all reasonable steps to ensure that any personal information collected is stored in a secure manner, regardless of whether it is collected or stored in electronic or paper format. We will ensure that such information is protected from unauthorised disclosure and will only share such information for purposes related to the management of the engagement circumstances, or where legally required to do so.
- (c) You may request access to, including correction where applicable, to any records regarding the engagement, unless this would unreasonably impact on the privacy of others, or breach the company's legislative obligations.

## 15.3 Service Provider Obligations

- (a) Employee must also take their obligations under the Privacy Act seriously.
- (b) You must ensure that you handle any employer or client personal information in accordance with the Privacy Act and do not disclose it unlawfully. This includes ensuring that any personal information you encounter during the engagement is kept private and used only for a proper purpose.
- (c) Breaches of this policy are taken seriously and disciplinary action, including but not limited to termination, may be taken for such breaches.

## 16 WHISTLEBLOWER POLICY

### 16.1 Purpose and scope

(a) This policy outlines the process for employees, contractors, and other stakeholders to report any suspected misconduct, illegal activities, or unethical behaviour within Chosen Family. Chosen Family is committed to fostering a culture of openness, transparency, and accountability.

(b) This policy applies to all employees, contractors, volunteers, and other stakeholders of Chosen Family.

### 16.2 Reportable Conduct

(a) Employees and other stakeholders are encouraged to report any suspected wrongdoing, including but not limited to:

- (i) Corrupt conduct
- (ii) Fraud, misappropriation of funds, or financial irregularities
- (iii) Abuse of authority
- (iv) Substantial mismanagement of Chosen Family resources.
- (v) Conduct endangering health and safety.
- (vi) Discrimination, harassment, or bullying
- (vii) Unethical behaviour or conduct that breaches Chosen Family Code of Conduct

#### (b) Reporting Procedure

- (i) Internal Reporting: Employees and other stakeholders should first report any concerns to their direct manager.
- (ii) External Reporting: If an individual is uncomfortable reporting internally or believes the matter has not been adequately addressed, they may report their concerns to an external body such as the NDIS Quality and Safeguards Commission or Fairwork Ombudsman.
- (iii) Anonymous Reporting: Individuals may choose to report anonymously if they wish to remain confidential. Chosen Family will make every effort to protect the identity of whistleblowers.

### (c) Investigation and Outcome

- (i) Investigation: All reports will be thoroughly investigated in a timely and confidential manner. Chosen Family will ensure fair treatment of all parties involved.
- (ii) Outcome: If the investigation substantiates the reported misconduct, appropriate disciplinary action will be taken, which may include termination of employment or contract. Chosen Family will also implement corrective measures to prevent similar incidents from occurring in the future.

### (d) Protection for Whistleblowers

Chosen Family is committed to protecting whistleblowers from any form of retaliation, discrimination, or disadvantage as a result of reporting suspected wrongdoing. Whistleblowers who experience any form of reprisal should immediately report it to the manager or to the CEO as per the contact details at the end of this handbook before the employee declaration.

### (e) Confidentiality

Chosen Family will make every effort to maintain the confidentiality of whistleblowers and the information they provide, to the extent permitted by law.

### (f) Policy Review

This Whistleblower Policy will be reviewed and updated periodically to ensure it remains effective and compliant with relevant legislation.

## **17 CANCELLATION AND RESCHEDULING POLICY**

### **17.1 Purpose and Scope**

- (a) This policy outlines the procedures and expectations for Chosen Family employees regarding the cancellation and rescheduling of support services provided to NDIS participants. It aims to ensure clear communication, minimise disruptions, and maintain high-quality care for participants while providing guidance and support for employees.
- (b) This policy applies to all Chosen Family employees involved in providing support services to NDIS participants.

## 17.2 Participant Cancellations

- (a) Participants may cancel or reschedule support services with at least 7 days' notice to Chosen Family or there will be emergency cancellations.
- (b) If a participant cancels with less than 7 days' notice, Chosen Family may need to find alternate support staff to cover the shift.
- (c) Employees should be prepared to be flexible and potentially cover shifts on short notice in the event of participant cancellations.
- (d) Repeated participant cancellations or no-shows without notice may result in changes to the employee's schedule or workload.

## 17.3 Chosen Family Cancellations

- (a) Chosen Family will provide employees with at least 7 days' notice of any cancellations or rescheduling of support services, except in the case of an emergency or unforeseen circumstances.
- (b) In the event of an emergency or unforeseen circumstances, Chosen Family will make reasonable efforts to notify employees as soon as possible and reschedule the support services at the earliest convenient time.
- (c) Employees may be asked to be flexible and potentially cover additional shifts on short notice to accommodate Chosen Family cancellations or rescheduling.

## 17.4 Health Emergencies

- (a) In the event of a public health emergency (e.g., pandemic, natural disaster), Chosen Family will follow all relevant government guidelines and regulations.
- (b) Employees may be required to undergo additional training, use personal protective equipment, or adapt their work practices to ensure the safety of participants and themselves.
- (c) Chosen Family will provide employees with clear communication and support during health emergencies, including any changes to schedules, workloads, or leave entitlements.
- (d) If an employee experiences a personal health emergency, they should follow the Absenteeism Policy and notify their manager as soon as possible.

(b) Employees should familiarise themselves with the Absenteeism Policy and Disciplinary Action Policy for further information.

### **17.5 Rescheduling**

(a) Employees may be asked to reschedule or adjust their shifts to accommodate participant or Chosen Family needs, with as much notice as possible.

(b) Chosen Family will make reasonable efforts to ensure equitable distribution of rescheduling requests among employees.

(c) Employees should be prepared to be flexible and cooperative with rescheduling requests, within reason.

### **17.6 Consequences of Non-Compliance**

(a) Failure to comply with this Cancellation and Rescheduling Policy may result in disciplinary action, including written warnings or termination of employment.

## **18 DISCIPLINARY ACTION POLICY**

### **18.1 Purpose and scope**

(a) This policy outlines the process for addressing and managing employee misconduct or poor performance at Chosen Family.

(b) This policy applies to all employees of Chosen Family, including permanent, fixed-term, and casual employees.

### **18.2 Principles**

(a) Chosen Family is committed to:

(i) Addressing performance or conduct issues in a fair, consistent, and timely manner.

(ii) Providing employees with the opportunity to improve and correct their behaviour or performance.

(iii) Ensuring that disciplinary actions are proportionate to the nature and severity of the issue.

(iv) Adhering to the principles of natural justice and procedural fairness.

## (c) Disciplinary Procedure

- (i) Informal Counselling: For minor performance or conduct issues, the employee's manager may provide informal counselling and guidance to address the problem.
- (ii) Formal Warning: If the issue persists or is more serious, the employee may receive a formal written warning, outlining the problem, expected improvements, and potential consequences of further misconduct.
- (iii) Final Warning: If the employee's behaviour or performance does not improve after the initial warning, they may receive a final written warning, which may include a performance improvement plan.
- (iv) Termination of Employment: If the employee fails to meet the required improvements or engages in serious misconduct, their employment may be terminated.
- (v) Suspension In some cases, Chosen Family may suspend an employee with or without pay, pending an investigation into alleged misconduct or poor performance.

## 18.3 Documentation

- (a) Chosen Family will maintain accurate and confidential records of all disciplinary actions taken, including any warnings or performance improvement plans.

## 18.4 Policy Review

This disciplinary action policy will be reviewed and updated periodically to ensure compliance with relevant employment laws and regulations.

# 19 Reimbursement Policy

## 19.1 Purpose and scope

This policy;

- (a) outlines the guidelines and procedures for the reimbursement of work-related expenses incurred by Chosen Family employees.
- (b) applies to all employees of Chosen Family, regardless of employment type or position.

## 19.2 Prior Approval

- (a) All expenses must receive prior approval from the employee's CEO before being incurred. Employees should seek approval by submitting a written request detailing the nature and estimated cost of the expense.
- (b) Expenses incurred without prior approval may not be eligible for reimbursement.

## 19.3 Reimbursable Expenses

- (a) Chosen Family will reimburse employees for reasonable and necessary expenses directly related to their job duties, such as:
  - (i) Travel (e.g., transportation, accommodation, meals)
  - (ii) Professional development (e.g., training, conferences, memberships)
  - (iii) Office supplies and equipment
- (b) The following expenses are generally not reimbursable and should be borne by the employee:
  - (i) Personal items
  - (ii) Alcohol
  - (iii) Entertainment and recreational activities

## 19.4 Reimbursement Process

- (a) Employees must submit a completed reimbursement form, along with supporting documentation (e.g., tax invoices, receipts) within 14 days of incurring the expense.
- (b) Reimbursement requests will be reviewed and approved by the CEO. Approved requests will be processed within 14 days.
- (c) Employees may be required to provide additional information or clarification to support their reimbursement request.

## 19.5 Policy Compliance

Failure to comply with this Reimbursement Policy may result in the denial of reimbursement requests or disciplinary action, in accordance with Chosen Family's Disciplinary Action Policy.

## 20 Employee Assistance Program (EAP)

### 20.1 Purpose

Chosen Family is committed to supporting the overall well-being of its employees. This policy outlines the Employee Assistance Program (EAP) available to all employees. Chosen Family is pleased to announce that we are introducing an Employee Assistance Program to our company for all of our employees. The company we have chosen is Acacia EAP([www.acaciaconnection.com](http://www.acaciaconnection.com)). Acacia EAP operates 24 hours a day to be available to assist employees

An Employee Assistance Program is a confidential counselling and support service to help employees deal with personal or work-related problems in a positive way. Your EAP involves short term counselling of up to 3 hours support per employee per year. Your employer will never know exactly who has attended counselling, the Privacy Act (1988) protects our EAP provider from giving us this information. The only time we may know you have attended is if you tell us or give our EAP provider written consent. Below are some of the areas where employees and an immediate family member may benefit from accessing the counselling service:

Depression and Anxiety

Relationship and marriage difficulties

Family and parenting issues

Managing grief or loss

Relationship and marriage difficulties

Family and parenting issues

Managing grief or loss

Illness adjustment and Management

Stress management

Addiction and substance abuse

Work related stress

Sleep disorders

Dietician support

Eating disorders

Domestic violence



Mental Illness

Financial coaching

Nutritional support

Legal referral

And any other issues you may be faced with in your work or personal life

Please find attached the Acacia EAP brochure. You can access confidential counselling by calling Acacia EAP 24 hours a day on 1300 364 273 or you can lodge an appointment request/live chat with their team online at [www.acaciaconnection.com](http://www.acaciaconnection.com) or texting 0401 33 77 11.

Acacia EAP also has a number of support services designed for managers:

Manager Support Hotline: This hotline is available 24/7/365 to managers that may be facing complex staff issues that may be impacting morale and workplace performance. Today's workplace demands that managers know and understand how to deal with quite complex people issues such as supporting staff exhibiting suicidal behaviour; managing extreme behaviour and dealing with team conflict—we ensure that management receives assistance quickly and efficiently.

## 20.2 About the EAP

(a) Chosen Family has engaged Acacia EAP to provide confidential counselling and support services to its employees.

(b) The EAP offers up to 3 hours of counselling per employee per year, covering a range of personal and work-related issues, such as:

- (i) Mental health (e.g., depression, anxiety)
- (ii) Relationship difficulties
- (iii) Stress management
- (iv) Grief and loss
- (v) Addiction and substance abuse

## 20.3 Accessing the EAP

- (a) Employees can access the EAP services 24/7 via phone, online chat, or text, ensuring multiple avenues of support.
- (b) All EAP services are completely confidential, and Chosen Family will not have access to any information about the employee's use of the program.

## 20.4 Encouraging engagement in the programme

- (a) Chosen Family encourages all employees to utilise the EAP services when needed, as part of our commitment to supporting employee well-being.
- (b) Managers will periodically remind employees about the availability of the EAP and how to access the services.

# 21 REMOTE WORK POLICY

## 21.1 Purpose and scope

Chosen Family recognises that in certain circumstances, employees may be able to effectively perform their duties from a remote location, whether that be from home, a co-working space or another suitable venue. This Remote Work Policy outlines the guidelines, eligibility criteria and expectations for employees engaging in remote work arrangements.

## 21.2 Eligibility and Application Process

- (a) Remote work may be available to employees who have:
  - (i) Demonstrated the ability to work independently and productively without direct supervision.
  - (ii) Roles and responsibilities that are conducive to remote execution, with minimal need for in-person collaboration or access to on-site resources.
  - (iii) Reliable high-speed internet access and a dedicated, distraction-free workspace in their remote location.
  - (iv) Employees interested in remote work must submit a formal application to their manager, outlining their proposed remote work arrangement, including the location, schedule, and any equipment or technology requirements. Managers will assess each application on a case-by-case basis, considering the operational needs of the team and organisation.

### 21.3 Remote Work Conditions

(a) Approved remote work arrangements are subject to the following conditions:

- (i) Employees must maintain the same level of productivity, performance and responsiveness as they would in the office.
- (ii) Employees are required to be available during their scheduled work hours and to attend any necessary in-person meetings or events.
- (iii) Chosen Family will provide or reimburse the cost of any equipment, software or other resources deemed necessary for the employee to work remotely.
- (iv) Employees are responsible for ensuring their remote workspace meets relevant occupational health and safety standards.
- (v) Chosen Family reserves the right to terminate a remote work arrangement at any time, with reasonable notice, if the employee is not meeting expectations or if the operational needs of the organisation change.

### 21.4 Communication and Collaboration

Remote employees are expected to maintain regular communication with their manager and team, utilising available collaboration tools and videoconferencing technology such as Google meet, Zoom or MS Teams. Employees must be responsive to messages, attend virtual meetings as required, and proactively update colleagues on the status of their work.

### 21.5 Privacy and Security

Employees working remotely must take appropriate measures to protect the privacy and security of Chosen Family's confidential information and client data. This includes using secure internet connections, password-protecting devices, and storing physical documents safely.

Employees interested in remote work arrangements should review the full Remote Work Policy and discuss the opportunity with their manager.

## 21.6 Remote Work Policy for Third-Party Agency Engagement

### (a) Introduction

Chosen Family has engaged Care BPO Australia Pty Ltd (Care BPO), an offshore NDIS provider, to handle various services, including background checks, recruitment, and employment contracts for remote workers. This policy outlines the conditions under which remote workers engaged by Care BPO operate and ensures transparency in the relationship.

### (b) Applicability

This policy applies to all remote workers engaged through Care BPO Australia Pty Ltd. These workers will be bound by the terms and conditions set by Care BPO in discharging their work duties.

### (c) Terms of Engagement

- (i) Third-Party Agency: Remote workers engaged through Care BPO are subject to the employment terms and conditions set by the particular third-party agency. This includes compliance with their recruitment processes, background checks, and employment contracts.
- (ii) Agency Responsibilities: Care BPO is responsible for managing the IT infrastructure and ensuring privacy and data protection for remote workers.
- (iii) Compliance: Remote workers must adhere to all policies and procedures outlined by Care BPO, including those related to IT, and workplace conduct.

### (d) IT and Privacy Management

- (i) IT Infrastructure: Care BPO manages all aspects of the IT infrastructure for remote workers. This includes providing necessary hardware, software, and technical support.
- (ii) Privacy and Data Protection: Care BPO is responsible for implementing measures to ensure the privacy and security of data handled by remote workers. This includes adherence to relevant data protection laws and internal privacy policies.

### (e) Transparency and Accountability

- (i) Service Agreement: A signed Services Agreement between Chosen Family and Care BPO outlines the responsibilities and expectations for both parties. Remote workers should familiarise themselves with this agreement to understand their roles and obligations as directed by Care BPO.

(ii) Monitoring and Reporting: Care BPO will regularly monitor and report on the performance and compliance of remote workers to ensure alignment with Chosen Family's standards and requirements.

## 22 EMPLOYMENT CLASIFICATION

### 22.1 Purpose and Scope

- (a) This policy provides guidance on the classification of employees at Chosen Family in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award).
- (b) This policy applies to all employees of Chosen Family.

### 22.2 Employment Classifications

#### (a) Full-time Employees

- (i) A full-time employee is one who is engaged to work 38 hours per week or an average of 38 hours per week.

#### (b) Part-time Employees

- (i) A part-time employee is one who is engaged to work less than 38 hours per week or an average of less than 38 hours per week and who has reasonably predictable hours of work.

#### (c) Casual Employees

- (i) A casual employee will be paid per hour calculated at the rate of 1/38th of the weekly rate appropriate to the employee's classification. In addition, a loading of 25% of that rate will be paid.

#### (d) Minimum Hours

- (i) Full-time Employees: Minimum engagement of 38 hours per week.
- (ii) Part-time Employees: Minimum engagement of 3 consecutive hours per shift.
- (iii) Casual Employees: Minimum engagement of 2 consecutive hours per shift.

## (e) Compliance and Enforcement

- (i) Managers are responsible for ensuring that employees are correctly classified and provided with the appropriate minimum hours in accordance with this policy and the SCHADS Award.

## 23 Non-Compete Policy

### 23.1 Purpose and scope

(a) The purpose of this policy is to outline the non-compete obligations for all employees of Chosen Family. This policy aims to protect the legitimate business interests of Chosen Family by preventing conflicts of interest and ensuring that employees do not engage in activities that may harm the company.

(b) This policy applies to all employees of Chosen Family, including those who hold their own Australian Business Number (ABN).

### 23.2 Policy Statement

Chosen Family strictly prohibits employees from engaging in any business activities under their own ABN that compete with Chosen Family's operations. This includes, but is not limited to, providing similar services, soliciting clients, or working with competitors.

### 23.3 Exceptional Circumstances

In exceptional circumstances, an employee may request a waiver of this non-compete policy. Such requests must be made in writing and addressed to the CEO, outlining the specific circumstances and reasons for the request. The CEO will review the request and may grant a waiver at their sole discretion. The decision will be documented in writing and will specify any conditions or limitations of the waiver.

### 23.4 Procedures

- (a) Prohibited Activities: Employees are not permitted to:
- (b) Operate or be employed in any capacity under their own ABN that competes with Chosen Family's business.
- (c) Engage in any activity that directly or indirectly competes with the business interests of Chosen Family.
- (d) Solicit Chosen Family's clients or potential clients for personal business interests.

## 23.5 Requesting a Waiver

(a) To request a waiver, employees must:

- (i) Submit a written request to the CEO.
- (ii) Clearly describe the exceptional circumstances that justify the request.
- (iii) Provide any relevant documentation supporting the request.

(b) Approval Process:

The CEO will:

- (i) Review the request and may seek additional information if necessary.
- (ii) Make a decision based on the best interests of Chosen Family.
- (iii) Communicate the decision in writing to the employee, including any conditions or limitations.

## 23.6 Breach of Policy

Any breach of this non-compete policy will be considered a serious misconduct and may result in disciplinary action, including termination of employment. Chosen Family reserves the right to seek legal remedies to enforce this policy.

## 23.7 Review and Updates

This policy will be reviewed periodically and updated as necessary to ensure it remains effective and relevant to Chosen Family's business needs. Employees will be notified of any changes and provided with the necessary training to understand and comply with this policy.

## 24 HR and Payroll Systems

Chosen Family utilises a suite of HR and payroll management systems to support our employees and ensure efficient operations. This section provides an overview of the key systems and instructions for accessing and using them.

I have attached our Payroll document for all Staff and some useful links as well.

1. Vworker (Visual Care) – this is where you will access your roster, complete timesheets, reports and access participant information.

Step 1: You will receive an email from Vworker to create your account. Follow the prompts. Your username is your first and last name (e.g. John Smith)

Step 2: Download the Vworker App

Step 3: Make sure you allow notifications and location services

Step 4: Select the below link to access the Vworker app training video, to guide you on how to use the app.



**Download**

**vWorker SW Mobile App**

Welcome to Chosen Family! This guide covers payroll essentials using Employment Hero and VisualCare(vWorker) – including how to log leave, view payslips, understand your casual entitlements, and get help when you need it.

### Payroll Schedule

- Pay Period: Fortnightly (Monday to Sunday)
- Pay Day: The following Thursday
- If payday falls on a public holiday, you'll be notified of any changes



## Employment Hero

Employment Hero is our all-in-one digital platform used for:

- Onboarding and employment documents
- Managing personal and banking details
- Requesting and tracking leave
- Viewing and downloading payslips
- Tracking employment info such as superannuation and tax

It simplifies communication between you and payroll, and ensures everything you need is in one place.

### Entering Employment Details

1. Log in at [employmenthero.com](https://employmenthero.com)
2. Go to My Profile
3. Update your Bank Details, Tax, or Personal Details as needed
4. Click Save

### Logging Leave

1. Go to Time > Leave
2. Click Create Leave Request
3. Select your Leave Type, Dates, and add any notes
4. Click Submit

### Viewing Leave Balances

Go to Time > Leave

Your balances are displayed by category (e.g. Annual Leave, Sick Leave)

Click View future year to see upcoming accruals

## Accessing Payslips via the Swag App

Swag is Employment Hero's mobile app for accessing your payslips, roster, and more.

To download:

- Go to the App Store (iPhone) or Google Play Store (Android)
- Search for "Swag by Employment Hero"
- Download and log in using your Employment Hero credentials

To view payslips:

- Open the Swag app
- Go to Pay > Payslips
- Tap to view or download each payslip

## VisualCare (vWorker)

VisualCare (vWorker) is the platform used for:

- Viewing and managing your roster
- Logging in/out of shifts
- Writing shift notes
- Submitting leave
- Viewing support plans
- Recording client visit details

This system is critical to ensuring accurate payroll and care record-keeping.

## Key vWorker Features

### Roster Management

- View your scheduled shifts and any updates in real-time
- Receive notifications for shift changes or updates
- Download and log in using your Employment Hero credentials

## Clocking In/Out

- Use the app to clock in and out of your shifts
- Ensure location services are enabled when using this feature

## Accessing Support Plans in vWorker

Support Plans provide detailed information about a client's care requirements.

To access Support Plans:

1. Open the vWorker App
2. Navigate to the Clients section
3. Select the relevant client
4. Tap on Documents or Support Plans to view the available plans

Ensure you review the Support Plan before commencing your shift to provide care aligned with the client's needs.

## Shift Notes

Important: No shift notes = No pay. To ensure compliance and continuity of care, you must complete a shift note for each shift.

Why shift notes matter:

- They confirm the shift took place
- They provide important updates for client care
- They are required for payroll to be processed

## Examples of Well-Written Shift Notes:

- "Client was alert and in good spirits. Assisted with meal preparation and prompted medication as per care plan. No concerns noted. Client's mood was cheerful throughout the visit."
- "Provided full support with personal care including showering and dressing. Client complained of mild back pain, noted and reported. Cleaned kitchen and ensured home was secured before leaving."
- "Transported client to GP appointment. Discussed care changes with client and updated care notes. Encouraged fluid intake. Client expressed appreciation for support."

Avoid vague or incomplete notes like:

"All good"

No issues"

"Shift completed"

### Logging an Incident in vWorker

If anything unusual or concerning happens during a shift (e.g. client injury, aggression, hazards), log an incident report right away

To log an incident:

1. Open the vWorker App
2. Select the relevant shift
3. Tap "Log Incident" (or the ⚠️ symbol)
4. Fill in:

Date and time

Type of incident

Description of what happened

Actions taken

Who was notified (e.g., family, coordinator)

5. Submit the report

📌 **Note:** Always call the office if it's a serious or time-sensitive issue.

🌴 Submitting Leave via vWorker

1. Open vWorker App
2. Tap Leave > Create Leave Request
3. Fill in details and tap Submit

Leave requests in vWorker help manage rostering but do not affect payroll until approved via Employment Hero.

## Payslips

- Payslips are not available in vWorker
- View payslips in Swag or the Employment Hero web portal

## How to Read Your Payslip (SCHADS Casual Shiftworker)

Your payslip provides a detailed breakdown of your pay based on your classification, worked hours, applicable penalties, and entitlements under the SCHADS Award. Here's how to interpret the key sections:

### Sample Breakdown (from Payslip)

Earnings Type	Hours	Rate	Amount	Explanation
Ordinary	5.5	\$41.76	\$229.68	Standard weekday hours incl. 25% casual loading
Saturday	9.0	\$58.46	\$526.18	SCHADS penalty rate for Saturday
Shift - Night	3.0	\$46.77	\$140.31	Additional loading for working night shift
Shift - Afternoon	41.5	\$45.94	\$1,906.34	Penalty for afternoon shifts
Sunday	17.0	\$75.17	\$1,277.86	Double time for Sunday under SCHADS
Sleepover	6.0	\$100.00	\$600.00	Flat rate for overnight presence
Mileage	16.0 km	\$0.99/km	\$15.84	Reimbursement for using personal vehicle

 These rates reflect Level 2 Pay Point 1 (LV2 PayPt1) as classified under SCHADS.

## Common Terms on Payslips

Term	Meaning
Ordinary	Regular hours (Mon–Fri, non-penalty hours)
Penalty Rates	Higher pay for Sat/Sun/afternoon/night shifts
Sleepover	Set rate for overnight shifts (not active hours)
Mileage	Reimbursement for travel using your car, calculated per kilometre
PAYG	"Pay As You Go" income tax withheld
SGC	Superannuation Guarantee Contribution (typically 11.5% of ordinary time)

### Questions About Your Payslip?

If something doesn't look right or you need help understanding a deduction or rate:

#### Accounts Team – Chosen Family

 [accounts@chosen.family](mailto:accounts@chosen.family)

 02 4713 1801

[info@chosen.family](mailto:info@chosen.family)

### 24.1 Employment Hero

(a) Employment Hero is our Human Resources Information System (HRIS) that serves as the central hub for managing employee data and records.

Through Employment Hero, you can:

- (i) Sign your employment contract electronically.
- (ii) Complete your employee profile with personal and contact details.
- (iii) Upload required documents such as licenses, certifications, and identification.

(b) It is crucial that you maintain the accuracy and confidentiality of all information entered into Employment Hero.

## 24.2 Employment Hero

(a) Employment Hero is our payroll system where you can:

- (i) View and download your payslips
- (ii) Submit leave requests (for permanent employees)

(b) Please ensure you review your payslips regularly and report any discrepancies to the payroll team immediately. Leave requests should be submitted in a timely manner to ensure proper processing.

## 24.3 Visual Care

(a) Visual Care is our rostering and shift management system. Through Visual Care, you can:

- (i) Log in to view your upcoming shifts.
- (ii) Accept or decline shift offers.
- (iii) Add shift notes and updates.

(b) It is your responsibility as an employee to regularly check Visual Care and respond to shift offers as required. Failure to do so may result in disciplinary action.

## 24.4 General Guidelines

(a) Regardless of the system, it is crucial that you maintain the accuracy and confidentiality of all data entered. Providing false or misleading information, or accessing systems without authorisation, may be considered a breach of policy and result in disciplinary action.

(b) If you have any questions or issues with the HR and payroll systems, please contact the relevant support team for assistance. Refer to the contact information provided at the end of this handbook.

## **25 Safety and Emergency Protocols**

Employees must familiarise themselves with these safety and emergency protocols and be prepared to act quickly and appropriately in the event of an emergency or safety concern.

### **25.1 Emergency Procedures**

(a) In any emergency situation, employees must immediately dial 000 to request emergency assistance.

(i) Employees must remain with the client until help arrives, ensuring their safety and wellbeing.

(ii) Employees must be aware of and report any safety issues, suspected abuse, or neglect to their immediate supervisor or the HR department without delay.

### **25.2 Additional Safety Measures**

(a) Employees must remain vigilant about potential safety hazards in the work environment and take appropriate precautions.

(b) Employees must keep accurate records of any incidents or safety concerns and report them in accordance with Chosen Family's policies and procedures.

## **26 DOCUMENTATION POLICY**

### **26.1 Purpose**

This policy outlines the requirements and consequences for Chosen Family employees in relation to the timely completion and submission of compliance documentation.

### **26.2 Scope**

This policy applies to all employees of Chosen Family who are required to complete and submit compliance documentation as part of their employment.

### **26.3 Compliance Documentation Requirements**

(a) Employees are required to complete and submit all necessary compliance documentation, including but not limited to:



- (i) Police checks;
- (ii) Working with Children checks;
- (iii) Mandatory training and professional development certificates;
- (iv) Timesheets, expense claims, and other financial records;
- (v) Incident reports and client documentation;
- (vi) Any other compliance-related forms or records as required by Chosen Family Pty Ltd or relevant authorities.

#### **26.4 Timely Submission of Compliance Documentation**

- (a) Employees must submit all required compliance documentation within the specified timeframes, as communicated by their manager or the relevant department.
- (b) Failure to submit compliance documentation by the due date may result in the following consequences:
  - (i) First instance: Written warning and requirement to submit documentation within 3 business days.
  - (ii) Second instance: Final written warning and potential suspension of duties until documentation is submitted.
  - (iii) Third instance: Termination of employment

#### **26.5 Consequences of Non-Compliance**

- (a) Failure to submit compliance documentation within the required timeframes may result in the following consequences:
  - (i) Inability to perform work duties or provide services to clients.
  - (ii) Suspension of employment or removal from client-facing roles.
  - (iii) Disciplinary action, including written warnings or termination of employment.
  - (iv) Potential legal or regulatory consequences for Chosen Family.

## 26.6 Manager Responsibilities

(a) Managers are responsible for:

(a) Managers are responsible for:

(ii) Monitoring the timely submission of compliance documentation by their team.

(iii) Initiating the appropriate disciplinary actions for non-compliance, in accordance with this policy.

## 26.7 Policy Review and Updates

(a) This policy will be reviewed and updated periodically to ensure compliance with applicable laws and regulations.

(b) Employees will be notified of any changes to this policy.

## 27 CHOSEN FAMILY - POLICIES AND DECLARATION

You must read all the policies contained in this document. Company policies are a part of your Employment Agreement and therefore must be read and understood to ensure you are fully aware of your responsibilities as an employee of Chosen Family.

If you have any questions about the content, please do not hesitate to contact HR via email on [hr@chosen.family](mailto:hr@chosen.family)

### Employee Declaration:

I have read and understand the contents of this Manual along with the above policies and I agree to the terms and conditions of these documents.