

STAFF INFORMATION HANDBOOK



Welcome to Marillac!

Our Mission, based on the spirit of the Daughters of Charity, is responding to the needs of people who have a disability, and their families. We believe every person has the right to develop physically, emotionally, socially and spiritually to his or her full potential.

To do this, we need well-trained staff who are committed to meeting these needs. Marillac offers a comprehensive induction and ongoing education and training to our employees.

This handbook is an introduction to Marillac, a guide to the work standards and practices our staff are expected to meet, and a summary of some of the benefits available to our employees. It also outlines some important health and safety procedures to protect both employees and people using our services.

This handbook is designed for all Marillac employees.

What you read here will be supplemented by more detailed information from your Co-ordinator about your specific role, services and working conditions. You should also read and understand all Marillac's policies.

You can get copies of this information from your Co-ordinator and from our intranet.

We hope all this information helps you, and in turn enhances the quality of the services we deliver.

This introductory handbook is just one part of our Induction Program, which begins your development as a Marillac employee, and provides you with a variety of experiences. You will also participate in ongoing facility-based discussion, observation, hands-on experience delivering services to people, and external training and educational opportunities.

We trust you will find your career with Marillac enjoyable, challenging and very rewarding.



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AN INTRODUCTION TO MARILLAC

SERVICES AT MARILLAC

Accommodation support

Marillac offers a home-like environment in both fully-staffed and semi-supported accommodation settings. We support people living alone and people living in small groups.

Currently Marillac provides accommodation support in fifteen settings, all in Melbourne's Southern Region.

Accommodation options include:

- Supported residential houses in East Brighton for people who require fulltime support - each house provides accommodation for a maximum of five people, as well as sleeping accommodation for one staff member overnight
- Independent living units, where people live independently with outreach support from Marillac
- Units for people who can live almost independently and need minimal support, including overnight support
- A three-unit development in Clayton provides independent living units for two people, with support as needed from a Catholic University student in the third unit
- "Neighbourhood Connections" networks where a group of young people can choose to live near each other in private, independent accommodation and maintain social links, with part-time staff support as they need it

Houses and units are owned by the Daughters of Charity, by people and their families and by the DHS.

Outreach support

People with a disability who want to live independently in the community can apply directly to Marillac to access a wide range of free support services from Marillac Community Services.

People's needs, wishes and choices are recorded in individual "My Life" or Support and Choice Plans, and reviewed constantly to make sure people are getting the services and outcomes they want.

Support ranges from providing connections to community, recreation and leisure activities, to helping with individual living skills including cooking, travel, budgeting and shopping. Help with advocacy, referrals and links with health and medical services is also available as required.

Individual support packages

Marillac supports people who choose to use our service to get support through individual packages provided by the government. Marillac works closely with the people we support, or sometimes with their families or advocates, to make sure each person gets the kind of assistance they choose.

Respite

Marillac supports children whose families have difficulties supporting them at home, or who need support so they can work. Our services include:

- Out of school hours and holiday programs in Casey through Marillac Casey Kidz Klub
- Individualised recreational activities through Marillac Youth Respite Services.



Specialised support

Marillac is funded through the Catholic Education Office to employ a range of specialists and therapists to work with children using Marillac's services. These consultants work with staff to make sure individuals' wishes and goals, as recorded in their "My Life" Plans, are met.

Specialists including speech therapists, physiotherapists, occupational therapists, neurologists and psychologists are employed as required to meet individual needs. Support ranges from specific communication assistance for children with autism and intellectual disabilities, through to specialist advice for children who have gastronomies.

Marillac also employs specialists for young people and adults to provide support with specific therapies as well as to support people learning about and enjoying music, computers and other areas of special interest.

MARILLAC'S HISTORY, AND WHY IT MATTERS

Every organisation talks about its "values" and "mission". In your contact so far with Marillac, you will already understand something of the values and sense of mission that set us apart from other service providers.

We are a progressive provider of disability services and we are delighted to add your skills and experience to our team.

We are also the heirs of a rich social and religious tradition, through our founders, the Daughters of Charity.

You will find many ways in which that tradition and our ongoing relationship with the Daughters of Charity shape the way we work together, make decisions and serve the people we support. We designed our logo to reflect this strong influence, showing the face of a Daughter at the centre of the Cross.

That makes it important for you to understand our history and our relationship with the Catholic church, and to reflect on how they influence us as individuals and as an organisation.

Marillac has been operating in Melbourne since 1943. Our services are funded mainly by the Victorian Government, private donations and our founders, the Daughters of Charity.

The Daughters of Charity were founded in France in 1633 by St Louise de Marillac, and began serving in Australia in 1926. St Louise worked with St Vincent de Paul, stressing respect, love and practical care for the disadvantaged in society, a position maintained by the Daughters of Charity and central to the ethos of Marillac.

"...You know that ... we must love them tenderly and respect them deeply. It is not enough for these maxims to be in our minds; we must bear witness to them by our gentle and charitable care...Never take the attitude of merely getting the task done. You must show them affection, serving them from the heart, inquiring of them what they might need, speaking to them gently and compassionately..."

St Louise de Marillac

Marillac was initially set up by the Daughters of Charity as a residential school in East Brighton, called Marillac House, for girls with intellectual disabilities who came from Catholic orphanages and Catholic families.



Since then, Marillac has significantly broadened its services to offer people with a disability a better range of options.

By 1960, Marillac had bought houses in East Brighton to provide girls and young women with cottage accommodation and greater independence. In 1987 the original building and school was closed, as Marillac focused on buying additional suitable houses in East Brighton and providing better targeted residential accommodation. In 1989, the first young men began using Marillac's accommodation services.

Outreach services to support children and adolescents were also substantially expanded. In 1993, these services were extended to adults with an intellectual disability who were living independently in the community. Outreach services were brought together in 1995 under the Marillac Accommodation Support Team, or MAST. This structure lasted until 2006, when services were expanded to include Support and Choice, and the team was renamed Marillac Community Services.

Since 1998, Marillac has offered units to people wanting to live semi-independently. Accommodation options were further expanded in 2005 with the opening of three new units in a single Clayton development. More new accommodation services have also been established in Dandenong and Murrumbeena

Since 2005 we have provided accommodation and support on the KeyRing model (Neighbourhood Connections) in south eastern Melbourne.

More recently we have expanded our offering of youth respite services, and added Casey Kidz Klub's after-school and holiday services.

Marillac House Limited was incorporated in 1990 and is managed by a Board of Directors. Now managed and staffed entirely by lay professionals, the organisation retains close links with the Daughters of Charity, who also have a representative on the Marillac Board.



PRINCIPLES OF MARILLAC'S SERVICES

In your work as an employee or contractor of Marillac, you will deliver services based on a set of shared principles, values and ideas.

Our Code of Conduct is in your workplace, and you can read it in our policy manual.

The rights and responsibilities of people using our services are the subject of Victorian legislation. While we meet the requirements of the Disability Act (2006) and regulations set by DHS and the federal Department of Families, Housing, Community Services and Indigenous Affairs, we also aim to exceed them, measuring the quality of our services based on the experiences and views of the people using them.

We talk about the principles of our service as "Basic Assurances". These are the non-negotiable, essential elements of the services we deliver, as they are experienced by the people we support.

These Basic Assurances are not goals, or statements of intent – they are fundamental to what we do. They are the things we guarantee to everyone using our services. So it is critical all our staff fully understand these assurances, and you carry them out at all times.

There are ten factors included in the Basic Assurances, each with its own indicators to measure how well we are delivering. Below is a brief summary – the full document is available from your Co-ordinator or manager.

Basic Assurances are just one element in the quality measures and systems Marillac has developed to be more genuinely focused on individuals' wishes and needs (and have had reviewed by the US-based Council on Quality and Leadership). You will become very familiar with this approach to planning, developing, implementing, measuring and improving our services.

RIGHTS PROTECTION AND PROMOTION

Marillac and its staff recognise, honour and promote the rights of people using our services. We support the UN Declaration on Human Rights, and the rights protection in the Disability Act (2006) and DHS regulations in Victoria.

People with disabilities have the same rights to exercise choice and pursue goals as everyone else in the community, and should have the same opportunities. An important part of your role is to support people in exercising their rights.

People with limited experience in exercising their rights get training and support, and people who need appropriate decision-making support from others, get it. We uphold due process, where concerns can be raised and people can be heard and treated fairly.

DIGNITY AND RESPECT

We show respect in how we interact with people, and always treat people first as people. We listen and respond with respect, honour people's privacy, provide services in ways that enhance dignity, and support people in making meaningful choices, including choices about work, activities and appearance.



NATURAL SUPPORT NETWORKS

Natural supports, including family members and close friends, are very important in people's feeling of belonging, and in protecting their health and safety. We promote networks of natural supports, helping people communicate and maintain existing relationships, and develop new and emerging relationships, beyond Marillac.

PROTECTION FROM MISTREATMENT, ABUSE, NEGLECT AND EXPLOITATION

No person using our services is subject to any kind of abuse, neglect, mistreatment, exploitation or threat, from any person. Staff are trained to recognise abuse from the perspective of each person using our services, and to take steps to stop and prevent abuse.

We have processes set up to keep people informed and listen to their views, track incidents and injuries, monitor trends, identify risks, investigate thoroughly, and respond appropriately.

BEST POSSIBLE HEALTH

We promote and support each person's health care needs, assisting with prompt access to suitable, quality health care providers and supporting people to manage their own health and make decisions about their health care.

Staff are trained and able to address acute health needs and medical emergencies, and to give whatever support is needed for people to get medications and treatments.

"My Life" Plans record people's needs and wishes for achieving the best possible health and health care.

SAFE ENVIRONMENTS

We do as much as we can to make sure people's living and working environments are free from avoidable hazards, and to promote health, safety and independence.

This includes identifying and monitoring hazards, conducting regular checks and inspections, and making sure staff are trained to manage risk and respond to emergencies.

STAFF RESOURCES AND SUPPORTS

We provide the best staff resources we can to meet the needs of individuals, and to ensure continuity of service. We recognise that direct support staff are professionals, and we treat our staff with dignity, respect, fairness and professionalism.

We seek to recruit competent, caring staff through ethical, professional hiring practices, and to retain them by offering respect, suitable compensation, working conditions, training and development, and performance feedback. We listen to staff concerns and monitor staff turnover, and respond to any emerging issues.

POSITIVE SUPPORTS AND SERVICES

All our services and supports are directed to helping people achieve the choices and goals they have defined in their "My Life" Plan or Support and Choice Plan. This plan is the basis of our interactions with each person, and staff are flexible as the plan is constantly reviewed and changed.



Where a person's behaviour or mental health status affects their ability to reach their goals, our responsibility is to determine what the person is trying to communicate, and whether any positive environmental changes can be made. We honour people's preferences regarding the supports they need, and do not use unnecessary intrusive interventions. As any formal behaviour or mental health support represents an intrusion, it is only considered after a full analysis is done, is minimised as far as possible consistent with safety, and is eliminated as soon as possible.

Staff are trained in the use of restrictive methods, in how to monitor their use, and in alternatives that can replace these methods as quickly as possible.

CONTINUITY AND PERSONAL SECURITY

We structure our services, and manage information and records, to ensure continuity and enhance people's sense of security. People using our services are aware of what information we retain, and make decisions about how that information is used.

We steward our resources wisely and operate under sound fiscal practices, to ensure the continuing financial stability of Marillac. Internal controls are verified by independent annual audits.

We apply our resources to make sure staff and people using our services have the supplies and equipment they need to implement "My Life" and Support and Choice Plans.

BASIC ASSURANCES SYSTEM

We have established a system of Basic Assurances, and we make sure it is clearly understood by staff and people using our services. We monitor how these Basic Assurances are experienced in the day to day life of Marillac. We also have a set process for responding to any issues that are raised about people's health, safety, personal security and dignity.



“MY LIFE” PLANS AND OTHER INDIVIDUAL PLANS

Every person who uses a Marillac service communicates their priorities, wishes and choices through an individually-created planning document.

These individual plans can be called “My Life” Plans, Support and Choice Plans or have another name, but they all work the same way.

Each person’s Plan forms the basis for deciding what services we deliver, and for how our success is measured. It gives people power over the support they get and the outcomes they pursue and achieve.

A Plan is specific about each person’s goals, what skills each person needs to achieve their goals, and how Marillac staff will help them get these skills and increase their opportunities and participation.

Working with people to create Plans, and deliver services to meet Plan goals, is a critical skill for all Marillac employees.

We call this process Person Centred Planning. We ask people using our services to stop and reflect on:

- My life
- Who I really am
- Where I want to go and what I want to do.

We ask people’s families and supporters, and our employees, to support them in this reflection. We then ask our employees to provide suggestions and connections that will help people achieve their goals. Importantly, we do not give people a menu of options based on what services we offer. We listen to the vision people have for their lives, then we deliver, create or source the services that will best help make that vision a reality.

The five key features of a “My Life” Plan, and of Person Centred Planning, are:

- The person is at the centre – the process is about their rights, independence and informed choice
- Family members and friends are full partners – their contributions to discussing what changes are safe, possible or desirable are valued
- The focus is on a person’s capacities and what is important to them – specifying the support they need to live the life they choose
- Build a shared commitment to action – recognising a person’s rights to choose and working together to make changes
- Continual listening, learning and action.



Plans are not:

- Concerned with eligibility for resources or any predetermined criteria
- Only for people who are “easy to work with” – they are useful for everyone, whatever their abilities, cultural background or the challenge to services they provide
- A replacement for other forms of planning – they are a vital element of planning services, but not the only kind of planning Marillac does.

“My Life” Plans and other individual Plans are regularly reviewed to make sure they are up to date with people’s changing thoughts.

The Plans also provide a critical ongoing way of measuring how well our services are meeting each person’s wishes and needs. Measurement is focused on specific goals, and on the experience of the person we support.

A detailed handbook about “My Life” Plans and the process for creating them is available on the intranet, or from your Co-ordinator.



ORGANISATION STRUCTURE AND EMPLOYEE ROLES

You can find up-to-date details about the organisation, Position Descriptions and job advertisements on the Marillac intranet.



EMPLOYEE BENEFITS

AWARDS AND EBA

Details about which Award applies to your role are available on the intranet and in your service location. Please talk to your Co-ordinator if you can't access this information.

Marillac is working towards an EBA – when it is in place you will be given details if it applies to you.

EMPLOYEE ASSISTANCE PROGRAM

Marillac has an employee assistance program to provide staff with confidential counselling and support for workplace and personal issues. You can use this service on three occasions during a calendar year. If you need support more often than this, you can discuss this with your Co-ordinator/Manager.

SALARY AND SALARY PACKAGING

Your salary is paid fortnightly, directly into the bank of your choice. Up to date salary information is available on the intranet and from your co-ordinator/manager. If you change your bank details, you must tell the Administration Officer at 790 Glen Huntly Road.

Salaries are reviewed according to the relevant Award or employment contract.

Marillac offers salary packaging, under which eligible employees (permanent employees, working more than a minimum number of hours each week, who have completed a qualifying period) can elect to have part of their remuneration in non-cash form. Employees can choose from a wide range of options including crèche or school fees, mortgage and accommodation expenses, loan repayments, health fund premiums, motor vehicle expenses, transport costs, private travel and investment savings plans. There is also the option of salary sacrificing into additional superannuation, through your Fund. You can see details of Marillac's policy in the policy manual.

SUPERANNUATION

Up-to-date superannuation information is available on the intranet. As a default, Marillac pays all employees' superannuation entitlements into the Catholic Superannuation Board fund.

LEAVE

Your leave entitlements will be outlined in your Award or letter of offer, and details are available on the intranet. All leave entitlements begin when you start your employment, and can be accessed pro rata. When you take any form of leave, you must complete a Leave Slip. For more than two days sick leave, you will need a medical certificate.

Annual leave should be requested and negotiated at least ten days in advance, and you need to specify on your Leave Slip if you want pay in advance.

TRAINING

Marillac will give you induction and orientation training and will offer training opportunities during your employment. You will also be given relevant First Aid and Occupational Health and Safety training.

Marillac encourages all employees to take advantage of discussion, observation, hands-on experience and a range of relevant training and educational opportunities, to enhance each person's skills and capabilities, and provide career and personal development.



GENERAL EMPLOYMENT INFORMATION

BEFORE STARTING EMPLOYMENT

A security screening check is required for every employee. Staff working with children will also need a Working with Children Check.

Every employee must also read and sign an Illness or Injury Declaration form before starting employment.

OUR EXPECTATIONS OF ALL EMPLOYEES

Whatever your role, every employee of Marillac is expected to:

- Work in accordance with Marillac 's philosophy and Mission Statement
- Work according to the Basic Assurances
- Provide high quality services
- Relate to each person using our services as a unique and valued individual
- Understand relevant state and federal legislation, and meet all requirements
- Take responsibility for job outcomes
- Develop their own skills and attend relevant in-service training, courses and seminars
- Maintain good working relationships with their co-workers, managers, other agencies and people using our services
- Seek to be innovative in work tasks
- Maintain appropriate professional standards for presentation and interaction
- Attend team meetings and actively participate in team planning and goal setting
- Keep accurate timesheets
- Have good writing skills
- Keep accurate, confidential records.
- Report incidents in a timely manner.

PERFORMANCE MANAGEMENT SYSTEM

Each employee sets personal commitments once a year, outlining their objectives, what they will do to achieve these commitments, timeframe and key indicators, and who will be assessing their performance. Commitments are discussed and negotiated with team colleagues, managers/ Co-ordinators, and people we support. It is especially critical that staff make sure their work commitments will meet the needs of people they are supporting and relate to the outcomes requested in "My Life Plans" and Support and Choice Plans.

Progress should be discussed regularly during the year, with a formal review annually. For the annual review, feedback from all stakeholders is used to assess performance against agreed indicators, and to create learning and development plans for the following year.



RIGHTS PROTECTION

Marillac has strict policies to protect the rights of people using our services. If any employee sees or suspects the rights of a person being supported by Marillac are not being respected, we encourage them to report it to their Co-ordinator or the Services Manager and also fill out an incident report form. If possible, staff can speak directly to the colleague or person they believe is responsible for the rights contravention, but if they prefer they can go straight to their Co-ordinator.

All reports will be taken to the Rights Committee. All reports will be investigated thoroughly and confidentially and Marillac will take whatever actions are necessary to protect the rights of the person being supported, and to protect the confidentiality and interests of the staff member who made the report.

TAXATION

All employees must complete a Tax Declaration form. It is your responsibility to inform the Administration Officer if HECS fees should be included in your tax deductions. If you need any other information, please talk with the Administration Officer at 790 Glen Huntly Road.

CONTACT DETAILS

Each employee is responsible for providing Marillac with accurate contact details and employment status details, and for keeping these details up to date.

If any of your details change, you should tell the Administration Officer at 790 Glen Huntly Road as soon as possible.

TRAVEL

Detailed information about how employees travel on authorised Marillac business is available on the intranet, and from your Co-ordinator.

Employees who work in Marillac accommodation services will use Marillac vehicles for all their work travel.

All Marillac employees must have a current, full Victorian driver's license.

CLOTHING AND APPEARANCE

We believe practical and suitable clothing and appearance is a sign of respect for the people we support and our co-workers. Clothing must also comply with Occupational Health and Safety requirements.

Please see our standards of dress policy in the policy manual at your work location or on the intranet.

CONFIDENTIALITY

All the records and information Marillac holds about our employees or people using our services, including photographs, is confidential, and will not be provided to any other party without the express permission of the person concerned.

Photographs are taken from time to time, and may be used in internal or external publications. Any employee can consent or refuse consent for photographs of you to be made available.



EQUIPMENT

Marillac will provide staff with equipment to help you do your job safely and effectively, including mobile phones, street directories, name tags and personal protective equipment. This equipment stays Marillac's property, and if you stop working for Marillac you must return it to your Co-ordinator.

GRIEVANCES

We aim to resolve any grievances quickly and openly through discussion and negotiation. Employees are made aware of how to register a grievance, and can choose who they register a grievance with. Reports are taken seriously and addressed as quickly as possible.

We encourage any employee who has a grievance to talk to their Co-ordinator or the Services Manager.

The procedure for resolving grievances establishes a process of discussion and, as necessary, escalation. During the resolution process, work should continue normally, as it did before the grievance was lodged.

Initial discussions should be internal to Marillac. If step 1 does not resolve the grievance, step 2 should be followed, and so on:

1. Informal discussions between the people involved
2. Involving the Co-ordinator/Manager in discussions
3. Involving the Services Manager in discussions
4. Involving the CEO in discussions
5. Involving the Chairman of the Board in discussions.

If all internal steps have been tried and the grievance is not resolved, external resolution should be pursued:

1. Union representation
2. Involving any other appropriate person or agency requested by the employee.

KEYS

Keys for houses and vehicles are kept in a nominated place in the staff room of the relevant service area. Keys should be kept secure and not copied without specific permission. In an emergency, spare keys are held in the Administration Office. When staff stop working for Marillac, you must return all keys to your Co-ordinator.



STAFF DISCIPLINE

Marillac has formal procedures to ensure consistent standards of behaviour, and effective and consistent responses to any misconduct issues.

Employees who show unsatisfactory standards of performance or behaviour will receive internal counselling, to clearly understand what performance or behaviour standards are at issue, and to know what assistance and guidance can help them achieve the standards that are expected.

If there is a significant misconduct issue, or recurring pattern, Marillac will invoke its Disciplinary Procedure (a full copy of which is available from supervisors and on the Marillac intranet). This procedure covers written notification of any issues, opportunities for employees to respond to these issues, investigations, formal warnings where warranted, dismissal for serious or repeated misconduct, and documentation of discussions and decisions.

Employees can have another available employee, union representative or other person present to witness discussions, or represent them, at any stage if they wish. Confidential records of all discussions will be held on the employee's file.

ON CALL

Each service has an on-call number. In case of emergency, injury or support needed decisions outside your role or in relation to the Health Care Policy, call that number.

Employees should consider calling if:

- You need to discuss major concerns and emergencies relating to the people being supported
- A person receiving services becomes ill or has an accident and needs to be transported to hospital
- There is an accident involving staff that will require a WorkCover claim
- On duty staff need to leave due to illness or emergency
- Serious allegations have been made against an employee by any person being supported, family member or another employee
- There is any theft, break-in or damage to Marillac property caused by a person external to Marillac
- Any incident requires police involvement
- There is any error with administration of medication.

RESIGNATIONS

If you resign from working with Marillac, you must do it formally in writing. You will be expected to discuss reasonable notice with your service Co-ordinator, and you must return all equipment and Marillac files before you leave.



EMPLOYEES' HEALTH AND SAFETY

ACCIDENTS, INJURIES AND WORKCOVER

If you have an accident at work, it should be fully recorded in the Register of Injuries in your service area, and reported to your Co-ordinator or manager. This is necessary to help identify risks and prevent future accidents, and will be needed if a Workcover claim is made as a consequence of the accident.

Marillac has a staff OH&S representative who is part of the OH&S Committee. Every service will have a Safety Officer, who will follow up on accident and injury reports and make sure they are reviewed by Marillac's OH&S Committee.

If you have a vehicle accident, you should make your safety and the safety of other people your first priority. To report the accident, call the police and, if there is another vehicle involved, exchange driver details. You must also call your service's on-call person. If the vehicle is damaged or anyone is injured, you should also use the work camera in the vehicle to take photographs at the scene. If your vehicle needs to be towed, call the RACV (Marillac has a policy with them). When you are back at your work location, you must complete an incident report form and claim forms for Catholic Church Insurance.

Workcover compensates wages and reasonable medical expenses for injuries and illness which are substantially contributed to by employment.

Any claim forms, medical certificates and relevant accounts can be forwarded to the Administration Officer at 790 Glen Huntly Road. You can talk to the Administration Officer or check the intranet for more information.

MANUAL HANDLING

The use of correct manual handling techniques is vital in avoiding back injuries and other strains. If you are required to lift as part of your work with Marillac, you will receive training in safe, correct techniques when you begin employment with us.

SMOKING

Marillac is a strictly smoke-free environment, including all Marillac premises and vehicles. Please see the smoking policy in the policy manual for details.

ALCOHOL AND DRUGS

Staff are not permitted to consume alcohol or non-prescription drugs during work hours, while at lunch or on other breaks during working hours. Staff are also not allowed to come to work with the effects of alcohol or drug consumption noticeably present.

Any employee of Marillac who is found to be under the influence of alcohol or drugs during working hours will be subject to immediate suspension.

VACCINATIONS

Marillac provides influenza and Hepatitis B vaccinations to all employees who wish to get them.

IDENTIFICATION TAGS

For OH&S and security reasons, Marillac will provide all staff with a photo-identification name tag. Staff must wear their name tag at all times while they are working. Name tags must be returned to Marillac if staff resign.



HEALTH CARE PROCEDURES AND INFORMATION

It is clearly vital to make sure everyone working for Marillac protects the health and safety of the people we support. It is fundamental to the Basic Assurances and to the quality of support we promise to those who choose to use our services.

To make sure our healthcare practices are safe, consistent and up to date, we have documented procedures that must be followed by everyone working in direct care or a supervisory role in any of our services.

These procedures are in a separate healthcare procedures manual relevant to the service you work in. All staff will receive a copy. If you need to refer to the manual at any time, talk to your supervisor or check the intranet.

You must also read and understand Marillac's policies relating to the health of people we support, which are in the policy manual.

A large, faint, light blue graphic of a person's head and neck is visible in the background, partially obscured by the text. It shows the outline of the head, neck, and shoulders.



GUIDELINES FOR EMAIL, INTRANET AND INTERNET USE

Marillac has guidelines for the appropriate use of network facilities:

- To ensure productivity
- To guard against problems including error, fraud, defamation, copyright breaches, harassment, privacy violations and service interruptions
- To protect the rights and safety of employees and people using our services.

USING EMAIL AND INTRANET

All Marillac staff will have access to email and intranet. You are expected to check your email at least once during your shift. If you have information you think should be on the intranet to be shared more widely across Marillac, talk to your Co-ordinator about it.

APPROPRIATE AND INAPPROPRIATE COMMUNICATIONS

Appropriate use of Marillac email and intranet includes:

- Sourcing disability-related and educational information and resources
- Communicating among Marillac employees
- Communicating with relevant external people and organisations
- Arranging meetings.

Employees can use network facilities for limited personal use, as long as this does not interfere with your duties (or contravene any of the points below).

Inappropriate use of Marillac network facilities includes:

- Any purpose that is likely to be against the law, including copyright, defamation, harassment, discrimination (sex, race, disability), confidentiality, contractual obligations, workplace relations or criminal laws
- Any purpose that could place you or Marillac in a compromising position (such as commercial activities, product advertisement, political lobbying, or creating or forwarding false or misleading information)
- Downloading, storing, creating, sending or printing files or messages that could be deemed profane or obscene, or that could offend or denigrate people
- Any activity that could cause network congestion, such as sending and receiving large or bulk emails
- Disclosing personal and/or confidential information.

CONFIDENTIAL INFORMATION

You should never use email to send or distribute confidential information, as it is not a secure means of communication. Email can easily be intercepted, copied, forwarded, saved and archived. It can also be used as evidence in legal proceedings, just the same as if it was on paper.



COPYRIGHT

You should not use Marillac email or internet facilities to distribute any material that is copyright to third parties, without specific authorisation. Copyright material can include software, database files, documentation, cartoons, articles, graphic files, text and downloaded information.

HARASSMENT, DEFAMATORY AND OFFENSIVE MATERIAL

You must not use Marillac network facilities to send and material that could be seen as harassing, threatening, obscene, defamatory, offensive, discriminatory or inappropriate.

Remember that email is not private, and electronic communication can easily reach audiences that you did not intend.

Material that could be seen as offensive or provocative on the basis of political or religious belief, sex, race, age, national origin, disability or sexual orientation must not be transmitted, downloaded or stored on Marillac network facilities.

PERSONAL USE

You can use Marillac email and internet for limited personal use, as long as it does not interfere with your duties. Unreasonable or excessive personal use can lead to disciplinary measures being taken.

MONITORING

Marillac has a responsibility to make sure our network resources are used efficiently, and to protect both Marillac and our employees.

To fulfil this responsibility, we expect our System Administrator to conduct appropriate monitoring of staff email and browsing activities. If a breach of Marillac policy is detected, disciplinary measures will be taken.

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