

ORGANISATIONAL HANDBOOK

(to be given with Code of Behaviour & Confidentiality Agreement
and Organisational Chart)

For use by all Team Members



Forster Office – 65545447

Gloucester Office – 65582104

Tea Gardens Office – 49972266

Wingham Office – 65535860

<i>DOC 2.03-1-1-v3</i>	<i>Organisational Handbook</i>			<i>Date Approved</i>	
<i>Date Document due for review</i>	<i>Date Document Reviewed:</i>	<i>Amendments</i>	<i>Positions informed/trained in amendments</i>	<i>Method</i>	<i>Date</i>
30/6/18	8/3/16	See improvement request	Team members	meeting	17/3/16

[Table of Contents](#)

Agency Contact Details	3
Mission Statement.....	3
Philosophy	3
Definitions.....	3
Objectives of the Service.....	4
Target Group	4
Community Care Common Standards.....	4
Management	5
Policy & Procedure Manuals	5
Office Hours open to the Public.....	5
Confidentiality	6
Equipment.....	6
Code of Behaviour & Confidentiality Agreement	6
Personal and Professional Behaviour.....	6
Public Comment.....	6
Use of Official Information	6
Acceptance of Gifts or Benefits	7
Reports of Corrupt Conduct.....	7
Fairness and Equity	7
Dignity of Risk and Duty of Care.....	8
Working Safely and Maintaining a Safe Workplace.....	8
Accident/Injury/Incident, Incident and Injury Reporting	9
Fire Evacuation Plan	9
Agreement	11

The Service provides the contents of this manual as information only. The Service accepts no responsibility for the accuracy or usefulness of this information when applied to all situations, when in doubt independent professional advice should be sourced. No responsibility is taken for any damage, death or otherwise misadventure, which occurs through the use of this information and in no circumstances, shall the Service be held responsible for any such circumstances. Information is provided as a guide only.

Agency Contact Details

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Mission Statement

MVACTG provides direct relief to enhance the quality of life, through improved passenger transport services and access, for persons who are disadvantaged, due to frailty, age, misfortune, poverty, disability, location, isolation or otherwise and in the process contributes to improved community capacity in the three Local Government areas of Lower Mid North Coast NSW.

Philosophy

M.V.A.C.T.G. believes in:

- ❖ the right of people to make choices in their own lives,
- ❖ the right of people to dignity, respect, privacy and confidentiality,
- ❖ the right of people to be valued as individuals,
- ❖ the right of people to have mobility,
- ❖ the right of people to access services on a non-discriminatory basis,
- ❖ the right of the community to safe, comfortable and reliable services,
- ❖ the right of the community to accountable and responsive services

Definitions

Team Member – Refers to Employees/Volunteers and Management. We consider everyone an equal member of the Team! So we use the word Team Member where ever possible. If we must differentiate we use the following terms.

Staff/Employee - A person that has completed interview and employment processes and been appointed as a paid employee.

Volunteer – A person that has chosen to give their time to assist the Service. They have been interviewed, signed volunteer agreement and appointed to a role as a volunteer within the organisation.

Management – refers to Governance Body Members and/or the Manager depending upon the situation.

Objectives of the Service

The purpose of The Service is to provide services and undertake activities which alleviate transport disadvantage within its operating area of Greater Taree, Gloucester and Great Lakes local government area:

- ❖ without discrimination, to provide direct relief with transport services to persons who are disabled and disadvantaged.
- ❖ to provide access to services and facilities for those without adequate private transport,
- ❖ to foster the development of public transport to suit the growing needs of the three local government areas,
- ❖ to assess both established and innovative means of providing transport to meet community demand and to test and monitor their feasibility,
- ❖ to make representations to Government authorities and to obtain adequate and continuing funding for appropriate and required public transport,
- ❖ to assist local operators to co-ordinate and publicise transport resources,
- ❖ to liaise and co-operate with other groups to promote and extend transport facilities according to demand.

Target Group

The general target group of The Service includes people who are transport disadvantaged and are less able to participate equitably in the broader community due. The target groups for specific Community Transport services are defined by funding and regulatory guidelines. Passengers may include, but are not limited to:

- ❖ frail aged people,
- ❖ people with disabilities,
- ❖ people who are at risk of premature or inappropriate institutionalisation,
- ❖ carers,
- ❖ isolated people,
- ❖ people who are vulnerable or at risk,
- ❖ people from culturally distinct communities,
- ❖ people who live in areas affected by lack of public transport services.

Home Care Standards

Standard 1: Effective Management

The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

Standard 2: Appropriate Access and Service Delivery

Each consumer (and prospective consumer) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

Standard 3: Consumer Rights and Responsibilities

Each consumer (and/ or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Consumers (and/or their representative) have access to complaints

and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

Note: All activities of the Service are governed by the Community Care Common Standards

Management

The Service is managed by a community based Governance Body in line with the organisations Constitution. The Governance Body is empowered by the organisation's membership to manage the organisation. Governance Body members are elected at an Annual General Meeting according to the organisations constitution.

The role of the Governance Body is to manage the organisation in accordance with stated objectives, policies, procedures and budget as specified in the Policy and Procedure Manual.

The Governance Body has the following responsibilities:

- Service Management;
- Legal Responsibilities;
- To ensure Quality Services;
- Human Resource Responsibilities; and
- Financial Responsibilities.

Policy & Procedure Manuals

Are kept at the Forster Office in the Managers office and can be referred to by any Team Member at anytime. The Policy and Procedure manual will be taken to all Governance Body meetings as a reference to decision making.

Office Hours open to the Public

The Forster office is open 7.30am to 4pm Mondays to Fridays.

The Wingham is open from 8am to 4pm Mondays to Fridays,

Tea Gardens is open 7.30am to 4pm Tuesdays to Fridays

Gloucester Office is open 9.30am to 2.30pm Tuesdays to Fridays

all offices close for lunch between 12.30 and 1.30pm

These are the office hours that Consumers can contact office staff. However the office staff may start and finish at different times to the office hours. These variations on start and finish times are to be approved by the manager. No office staff should be in offices outside their normal working hours or leave during their normal hours without prior approval from manager.

The Manager is on call and can be contact on Mobile no: 0418217645 for emergencies

Confidentiality

As a Team Member there will be information that you will have to have access to because of the nature of your work. Information, phone numbers, addresses of Consumers/Team Members are not to be given out without the Consumers/Team Members or Managers permission. Not all Team Members will be allocated access to Consumer records and this must be respected at all times.

Equipment

All equipment must be used for the purpose intended and maintained at a high level at all times. It is the responsibility of the person using equipment to report any breakage or need for maintenance. No equipment is to be lent without authority from the Manager.

Code of Behaviour & Confidentiality Agreement

All involved with providing the Service acknowledge the Code of Behaviour and Confidentiality Agreement as a set of rules outlining standards of acceptable behaviour in the workplace. It makes it clear to all Team Members what is expected, and reduces confusion and possible conflict.

Personal and Professional Behaviour

All Team Members are required to comply with the Code of Behaviour & Confidentiality Agreement. All Team Members should perform any duties associated with their positions, skilfully, diligently and impartially, to the best of their abilities in order to contribute to the effective, efficient and economical management of the Organisation and the delivery of service to Consumers.

Public Comment

'Public Comment' includes public speaking engagements (including comments on radio or television) expressing views in letters to the press or in books or notices or where it is reasonably foreseeable that publication or circulation of the comment will flow to the public at large. Public comment includes comments made on social media, twitter or through text messaging.

Except when required by law or authorised in accordance with the Organisation's policy, a Team Member must not make public comments on the Organisation's matters in an official capacity.

Use of Official Information

Other than as required by law (as exemplified by the Freedom of Information Act) in the course of duty, or when called to give evidence in court or when proper authority has been given, a Team Member is not permitted to disclose official information or documents acquired in the course of his/her employment or volunteer work.

A Team Member should not misuse information gained in his/her official capacity. Misuse includes:

- seeking to take advantage for personal reasons of another person on the basis of information about that person held in the Organisation's official records;
- disclosing confidential information held in official records without the Consumer's express written information;

- seeking to transfer Consumers from services as provided by this organisation to fee paying services in which the Team Member has a direct or indirect interest; or
- Team Members should take care to maintain the integrity and security of official documents for which they are responsible. Documents are to be stored in locked cabinets/cupboards.
- All documents with Consumers information that are to be destroyed must be shredded. Do not place documents into confidential bins before shredding

Acceptance of Gifts or Benefits

Team Members are not to directly or indirectly demand or receive any gift or benefit in respect of work performed or services delivered by them in connection with their position.

If a Consumer wishes to give a sum of money over the standard rate for the service it will be considered a donation to the Service and a receipt issued. This will be explained to the Consumer.

Procedures regarding the acceptance of Gift must be strictly followed.

Reports of Corrupt Conduct

Team Members are obliged to account for their own conduct and for the conduct of those Team Members under their supervision. Accordingly, all Team Members have a responsibility to report any suspected cases of corrupt conduct. Corrupt conduct is conduct that involves the misuse of professional position that could involve a criminal offence, disciplinary offence or give reasonable grounds for dismissal of a Team Member. Reporting of complaints or allegations should be made to a Team Member's immediate supervisor, or if that is not appropriate, directly to the Manager or a member of the Executive of the committee.

Fairness and Equity

Team Members have a responsibility to ensure fairness in decision making and equity in program administration. Team Members should take the following principles into consideration:

- procedural fairness (like cases should be dealt with in a similar manner);
- the right of the Consumer to be self-determining; and
- social equity. Consumers should not be disadvantaged by the procedures of the organisation. Team Members will adhere to the aims and objectives of the Organisation with regard to discrimination issues.

Team Members should take reasonable steps to ensure that actions they take on a Consumer's behalf are based on factually correct information. They should avoid acting in a way that could be seen as unreasonable or discriminatory.

Where a Team Member makes a decision based on a statutory obligation or a decision based on Organisational Policy, the Team Member concerned should ensure that:

- decisions made are based on the appropriate legislation, policies and procedural guidelines;
- he/she has the delegation to make the decision;

- any procedures that are required by law to be complied with in the making of any decisions have been observed;
- decisions must be credible and their basis must be fully conveyed to those concerned. In practice this means no notification without the Consumer's knowledge; and
- the decision and the evidence upon which the decision is based and the actions taken are properly documented.

Dignity of Risk and Duty of Care

DIGNITY OF RISK is the belief that each person is entitled to experience and learn from life situations.

DUTY OF CARE is the obligation to take reasonable care to avoid injury to a person whom it can be reasonably foreseen might be injured by an act, or omission. It is the basis for civil (court) action.

NEGLIGENCE is not providing the standard of care reasonably expected from a position that results in injury to the person in his/her care. This can result in a civil action against the worker and/or the employer. Team Members are obliged to follow the Policies and Procedures of the organisation which endeavour to minimise the risk of negligence. Failure to do so may result in disciplinary or civil action.

Working Safely and Maintaining a Safe Workplace

Work Health and Safety Legislation require Team Members to take reasonable care and responsibility of themselves and others in the workplace by co-operating with the Service in all matter of health and safety. The following basic health and safety rules reflect our policies and procedures and apply equally to every person working within our organisation.

All Team Members should work (appropriate to the task & position) with the following rules in mind:

- Work safely, giving your full attention to the task you are performing and follow all reasonable instructions;
- Prescribed personal protective equipment and clothing is provided, and must be worn and used when required for a specific task;
- Comply with all safety signs, warning signs, MSDS (Material Safety Data Sheet), and danger tags;
- Use the proper equipment for the job. Follow designated procedures and manufacturer's instructions;
- Check equipment before use. Report all defective and damaged equipment immediately to your supervisor;
- Keep your work area clean and tidy. Clean up your spills;
- Maintain personal hygiene. Practice universal precautions and follow infections control procedures;

- Attend annual fire and emergency drills. Know your role in an emergency. Be aware of your evacuation route and assembly point;
- Be security conscious – ensure all sensitive documents and your personal belongings are safe and secure;
- Report all Accident/Injury/Incidents, incidents, near misses and unsafe conditions immediately to your supervisor and complete an Accident/Injury/Incident Report Form;
- Be aware of the consequences, and side effects, of using non-prescription drugs and their potential impact on your ability to safely perform your assigned tasks;
- Consumption of alcohol during any contact with Consumer is not allowed;
- Follow the Service Code of Behaviour and Confidentiality Agreement; and
- Know the location and function of the Emergency Folder.

Accident/Injury/Incident, Incident and Injury Reporting

Any Accident/Injury/Incident should be reported immediately to the Supervisor/Manager on an Accident/Injury/Incident Report Form. Team Members have a responsibility for their own and others safety. They also have a responsibility to assist the Service to provide you with a safe workplace. Please ensure that the Policy & Procedures within the Work Health & Safety Manual are read and referred to as needed.

Workers Compensation Claims Procedure is as soon as you become aware that you have a workplace injury or illness you are to advise your Manager using an Accident/Injury/Incident Report Form. The Manager is to ensure that the Employee Claim form and any Doctors Certificates and Work cover Medical Certificates paperwork is appropriately completed and forwarded to the Workers Compensation Insurer.

Fire Evacuation Plan

Each office has its own Emergency Plan displayed.
Please make sure you are aware of locations of these plans and familiarise yourself with the evacuation processes.

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Manning Valley & Area Community Transport Group Inc.
Section 2 Team Management
Document 2.03-1-1-v2 Organisational Handbook

Agreement

I have read and understand the Organisational Handbook. I agree to promptly hand back any equipment, keys or other items given to me by the Service when I cease employment and will ensure all necessary monies and records be handed in to office.

I realise that the Service is committed to maintaining the confidentiality of Consumer information to maintain respect, dignity and privacy of its Consumers.

I understand that all information given is confidential and will not be disclosed without manager's permission.

I hereby undertake and agree not to disclose by any means, be it verbal, written or any other form of communication, beyond the Service any information with respect to Consumers/other Team Members or any information I may acquire during the course of my service concerning the affairs of the Service including but not necessarily limited to information about suppliers, policies, procedures, work methods, corporate affairs, intellectual property or any other information designated by the Service to be confidential. (Information contained in any public promotional material may be provided to the general public)

I agree not to disclose any confidential information while working or after ceasing duties with the Service.

I understand and acknowledge that as part of this Agreement I am not permitted to speak to any media representative on any matter relating to the Service and that I will refer any media representative to the Manager.

As a Team Member I understand I must work within the Policies and Procedures of the organisation.

Name

Signed

Position

Dated