



# Worker Handbook

*Business/trading name:*

**United Support Services**

## Table of Contents

<b>Introduction.....</b>	<b>3</b>
<b>Organisational Chart .....</b>	<b>Error! Bookmark not defined.</b>
<b>Delegation of Authority Policy.....</b>	<b>4</b>
<b>NDIS Code of Conduct .....</b>	<b>4</b>
<b>Company Code of Conduct .....</b>	<b>5</b>
<b>Workplace Behaviour.....</b>	<b>8</b>
<b>Conflict of Interest Policy .....</b>	<b>15</b>
<b>Participant rights, values, beliefs, privacy and dignity .....</b>	<b>17</b>
<b>Incident Reporting .....</b>	<b>18</b>
<b>Feedback and Complaints.....</b>	<b>19</b>
<b>Information Security .....</b>	<b>20</b>
<b>Privacy &amp; Confidentiality.....</b>	<b>21</b>
<b>Positive Behaviour Support Policy .....</b>	<b>22</b>
<b>The Use of Restrictive Practices Policy .....</b>	<b>23</b>
<b>Acknowledgement .....</b>	<b>24</b>

## Introduction

United Support Services would like to wish you every success during your employment, whether you recently joined or whether you are an existing employee. United Support Services management hopes that your experience of working with us is positive and rewarding.

The management team will do what is reasonably practicable to ensure you can undertake your work in a healthy and safe environment.

You play a crucial role in achieving a safe workplace. You owe it to yourself, to the participants, to those close to you and to your colleagues, not to expose yourself and them to unnecessary risks at work. You can do so by protecting yourself and others from hazards and hazardous situations by following legislation, safety procedures and other NDIS rules.

The Worker Handbook sets out the United Support Services rules and regulations, the policies and procedures relating to your employment and also contains information on your benefits and health and safety. If you require any clarification or additional information, please speak to your manager. All Employees / Workers are required to comply with the Worker Handbook. Therefore, we ask that you read the content of this handbook.

Any failure to comply with these requirements will take serious action by United Support Services. As an employee, you may be subject to disciplinary action (up to and including the termination of your employment) in the event you:

- breach NDIS and other roles,
- breach this handbook,
- breach any other policy or procedure made known to you; or
- take any action that could threaten the health or safety of yourself, the participant, your colleagues or others.

Amendments to this Worker Handbook will be issued from time to time.

This ['Worker Handbook'](#) does not form part of your contract of employment unless expressly stated otherwise. However, in any circumstances, the Worker Handbook may be considered when interpreting your rights and obligations under your terms of employment.

## Delegation of Authority Policy

[‘Delegation of Authority policy’](#) has been developed to ensure responsibilities are delegated for the authority at United Support Services to meet the financial, legislative, regulatory and contractual responsibilities, and to monitor and respond to quality and safeguarding matters associated with delivering supports to participants. The table below outlines the delegated authorities for main responsibilities of the Governance, Finance and Administration and Human Resources throughout the organisation. Also, delegated authorities are identified for each role in the [‘Position Descriptions’](#).

## NDIS Code of Conduct

United Support Services has established a Human Resource Management process against the [‘National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2018’](#) and [‘National Disability Insurance Scheme \(Code of Conduct\) Rules 2018’](#) requirements to deliver the highest quality services and supports to the participants.

All workers and Employees / Workers must:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- take all reasonable steps to prevent sexual misconduct

Please refer to the [‘National Disability Insurance Scheme \(Code of Conduct\) Rules 2018’](#) for more details.

## Company Code of Conduct

United Support Services is committed with the support of its people to providing a safe, flexible, supportive and productive work environment that is fair and favourable to all parties. United Support Services places the utmost importance in maintaining the highest possible ethical behaviour in all its dealings with participants, Employees / Workers, subcontractors, suppliers, competitors and the general public. This can only happen when everyone cooperates and agrees to suitable standards of conduct.

### General Conduct

- Employees / Workers must comply with all relevant legal and other requirements
- Employees / Workers must comply with NDIS Code of Conduct and other relevant rules, policies and procedures
- Employees / Workers must report and manage all hazards, near misses and incidents accordingly
- Employees / Workers must manage and resolve all complaints
- Employees / Workers must maintain a high standard of information security
- Employees / Workers must maintain hand hygiene and infection control compliance
- Employees / Workers always must be polite and helpful to the participants, participants, their family/support network and the general public. Threatening or intimidating behaviour, including loud, abusive language or swearing, including amongst employees, is not permitted
- The participant, participants, their family/support network and the public are always to be respected, and under no circumstances has any employee the right to argue
- Employees / Workers must reply to inquiries politely, and, if unable to supply the information requested, refer to the person from whom the information may be obtained
- Employees / Workers must not discriminate against anyone in connection with your duties on the grounds of sex, race, physical or intellectual impairment, religious, sexual or political conviction
- Employees / Workers must always be frank and honest and refrain from any form of conduct that may cause any reasonable person unwarranted offence or embarrassment
- Employees / Workers are required to conduct all activities they undertake on behalf of the company in compliance with all NDIS rules and other legal, statutory and regulatory requirements

### Business Courtesies and Gifts

- Our company does not seek to gain an improper advantage by offering business courtesies such as entertainment, meals, transportation, or lodging
- Employees / Workers should never offer any business courtesy to the participant, participants, their family/support network to obtain favourable treatment or advantage
- Employees / Workers must not provide a gift of nominal value
- Employees / Workers should never accept any gifts or promotional items of more than a nominal value

## Company Code of Conduct

- Employees / Workers may accept meals, drinks, or entertainment only if such courtesies are unsolicited, infrequently provided, and reasonable in amount

### Workplace Health and Safety

- Employees/Workers' involvement is essential in identifying potential hazards that can be eliminated or minimised before injuries occur
- Inductions, held at the commencement of the employment or particular jobs, to provide forums for workers to have their say about safety issues and to help ensure safety awareness is maintained throughout the services and supports to the participants
- Where required, specific safety issues will be raised, accidents reviewed, risk assessments developed and presented for evaluation and familiarisation, and safety alerts discussed

### Environmental Protection and Management of Waste

- We aim to ensure safe and appropriate storage and disposal of waste, infectious or hazardous substances has been provided throughout of services and supports to the participants, that comply with current legislation and local health district requirements
- ['Incident Management policy & Procedure'](#) to be followed to report, investigate and review all incidents involving infectious material, body substances or hazardous substances

### Company Resources

- The cost of personal calls made on company mobile phones will be monitored, and Employees / Workers may be asked to reimburse United Support Services if private usage is considered excessive
- Employees / Workers are responsible for accounting for all tools and equipment issued to them
- If any employee loses a tool or piece of equipment, then they may be required to reimburse United Support Services for its replacement
- Employees / Workers are responsible for the security and protection of tools and company equipment issued to them and must take all reasonable steps to prevent their theft, loss, damage or misuse

### Unacceptable Acts

- Being late or taking unauthorised absences from work
- Wilfully damaging, destroying or stealing property belonging to the participants, participants, their family/support network, fellow employees/workers or the company
- Inappropriate behaviour, including bullying, harassment, intimidation, or engaging in hostility toward other employees/workers or disorderly conduct
- Refusing to follow or failing to carry out the reasonable instructions of a manager/supervisor
- Ignoring work duties or wasting time during working hours

## Company Code of Conduct

- Coming to work under the influence of alcohol or any drug or bringing alcoholic beverages or drugs on to company property
- Intentionally giving any false or misleading information
- Use of coarse, profane or threatening language
- Smoking contrary to established policy or violating any fire protection regulation
- Failing to adhere to company policies, procedures and directives
- Gambling of any kind is strictly prohibited while on duty
- Sleeping on duty
- Engage in unsafe work practices and/or not reporting unsafe work practices
- Any action, at any time which would serve to bring discredit to the company

### Breaches of the Code

- This Code serves as a first and final warning which, depending on the severity of the breach, may include instant dismissal of an employee/worker. All cases involving a criminal offence will be referred to the appropriate authority.
- Any employee/worker who uncovers breaches of this Code or other Policies or has concerns can report such matters to the immediate Manager / Supervisor.

## Workplace Behaviour

United Support Services is committed, with the support of its people, to provide a safe and enjoyable workplace free from discrimination, harassment and bullying.

United Support Services expects that all employees/workers treat each other with dignity and respect, as outlined in United Support Services's Code of Conduct and consistent with our core values of Trust, Respect and Integrity. United Support Services is also proud to be an equal opportunity employer. This means that every job applicant and staff member is treated fairly.

This ['Workplace Behaviour Policy'](#) informs all employees/workers of what constitutes discrimination, harassment, bullying and victimisation in Australia, as well as identifying responsibilities in preventing and managing such incidents.

United Support Services encourages all employees/workers who experience discrimination, bullying or harassment to voice their concerns. All concerns raised will be treated seriously, confidentially and in a timely manner.

At United Support Services, instances of discrimination, harassment, bullying, and victimisation will not be tolerated, condoned or ignored.

United Support Services commits to take all reasonable measures to identify and prevent discrimination, harassment and bullying in the workplace as well as reduce the risk of this occurring. This involves implementing this policy, supported by grievance procedures and requiring compliance by all employees/workers.

This ['Workplace Behaviour Policy'](#) applies to all United Support Services employees/workers and their relationships with each other. Further, this policy applies in the workplace, which may include the natural work environment, and also work-related events, seminars, conferences, work functions, participants' interactions, Christmas parties, and business trips and the like.

### Discrimination

Discrimination is treating a person unfairly or less favourably because of irrelevant personal characteristics or attributes). In Australia, it is unlawful to discriminate against a person based on a particular personal characteristic. This is referred to as direct discrimination.

Attributes generally include:

- Race, nationality, religion or political activity
- Gender
- Marital status
- Age
- Carer or family responsibilities



## Workplace Behaviour

- Physical features, disability or impairment
- Pregnancy, breastfeeding or parental status
- Sexual preference

Discrimination can also include setting a requirement that a group or class of people with a particular characteristic cannot meet, and which is not reasonable in the circumstances. This is referred to as indirect discrimination.

### Equal Employment Opportunity (EEO)

United Support Services is committed to maintaining a workplace that promotes equal opportunity for all job applicants and employees/workers. All employment decisions (including recruitment, promotions, training, remuneration, leave, etc.) will be based on merit without reference to irrelevant characteristics such as the discriminatory attributes listed above and with fairness and consistency.

To achieve this, United Support Services upholds the principle of Equal Employment Opportunity which ensures that all staff and potential staff members are treated equitably and fairly, regardless of factors including but not limited to their sex, nationality, religion, physical or intellectual disability, age and sexual preference.

We will ensure that our management and policies and practices give everyone an equal chance when applying for jobs, promotion, training opportunities and in accessing all other benefits of employment. The merit principle underlies all our human resource activities, which is, choosing the best person for the job following an objective assessment of the skills, qualifications and work experience relevant to the job requirements and ability to develop within our organisational culture.

Any genuine commitment to detecting and preventing illegal and other undesirable conduct must include a mechanism whereby employees/workers and others can report their concerns freely and without fear of reprisal or intimidation.

Equal Employment Opportunity benefits all staff members by identifying and removing direct and indirect discriminatory practices and barriers that particular people have faced in seeking employment or advancement in organisations. United Support Services benefits because we will have a wider choice of applicants and a much better chance of employing the best person for the job. All our staff members will have access to training and development, and we will have a more qualified workforce that is representative of the customers we serve.

### Harassment

Harassment is unwanted behaviour that offends, humiliates or intimidates a person and targets them on the basis of personal characteristics (such as gender or race). Harassment can be an isolated incident or repeated behaviour.

## Workplace Behaviour

For harassment to occur, there does not have to be an intention to offend or harass. It is the impact of the behaviour on the person who is receiving it, together with the nature of the behaviour, which determines whether it is harassment.

There are many types of verbal, non-verbal and physical behaviour that could amount to harassment. Examples include, but are not limited to:

- Physical, verbal or emotional threats.
- Derogatory jokes, insults, slurs or taunts.
- Comments about a person's personal life or physical appearance.
- Unnecessary physical intimacy, e.g. brushing up against a person.
- Isolating an individual or group
- Offensive telephone calls, messages or emails.

### Bullying

Bullying is repeated, unreasonable or inappropriate behaviour directed towards an employee/worker or group of employees/workers that creates a risk to health and safety. Unreasonable behaviour is defined as any behaviour that a reasonable person, having regard to all the circumstances, would feel victimised, humiliated, undermined or threatened.

Examples of bullying include, but are not limited to:

- Verbal or physical threats or abuse
- The exclusion or isolation of an individual or group
- Behaviour or language that humiliates intimidates, belittles or degrades
- The withholding of information necessary for effective work performance
- Teasing or making someone the brunt of practical jokes

Bullying does not include:

- Reasonable action was taken in a reasonable manner by the company to transfer, demote, discipline, counsel, retrench or dismiss an employee/worker
- a decision by the company, based on reasonable grounds, not to award or provide a promotion, transfer, or benefit in connection with an employee/worker's employment
- reasonable administrative action was taken in a reasonable manner by the company in connection with an employee/worker's employment
- Reasonable action was taken in a reasonable manner consistent with the company's legal obligations, which affect an employee/worker.

## Workplace Behaviour

- Bullying is a breach of the duties of care owed by both employer and employees/workers. Persons held accountable for such behaviour may face prosecution under the Occupational Health and Safety legislation.

### Victimisation

Victimisation involves treating someone unfairly because they have made, or intend to make, a discrimination, harassment or bullying complaint. This also includes those who have supported another person in making a complaint.

### Procedures If Discrimination, Harassment, Bullying or Victimisation Occurs

Discrimination, harassment, bullying or victimisation concerns or complaints should be addressed as early as possible, preferably informally through direct communication, advice and conciliation. If employees/workers have concerned that discrimination, harassment, bullying or victimisation is occurring in the workplace, then the following steps should be taken:

#### **Discuss directly with the person causing the concern**

At times people may not be aware of the impact that their behaviour has on others. If the individual feels comfortable, they may discuss their concerns directly with the offender by informing them that their behaviour is offensive and must cease.

#### **Report concerns to your appropriate manager**

If the behaviour continues, or if the individual is uncomfortable in making a direct approach, seek assistance from their direct manager. Depending on the circumstances, it may be appropriate to consult with a member of the People Team instead of the direct manager. The manager or People Team representative will promptly take further action by providing advice, mediation/conciliation or commencing an investigation. The nature of mediation or conciliation will depend on the circumstances; however, it generally involves two parties meeting with an impartial facilitator (typically a People Team member) who assists them in reaching an outcome to which they can both agree on and which will resolve the issue.

#### **Formal Complaint**

If the matter remains unresolved or is of a serious nature, a formal complaint can be made using the guidelines outlined in the ['Feedback and Complaints Management Policy & Procedure'](#).

#### **Managers Responsibilities:**

All managers are responsible for preventing discrimination, harassment and bullying occurring within their teams. It is expected that the manager:

- Actively promote and support this policy, led by example, and live United Support Services values

## Workplace Behaviour

- Make sure their team understands and complies with this policy
- Take appropriate action when a complaint is raised with or observed by the manager
- Treat all complaints seriously, confidentially and with a sense of urgency
- Ensure all team members complete the required training

### **Employee/Worker Responsibilities:**

- Their behaviour and actions at all times
- Being aware of and complying with this policy and relevant legislation
- Treating other employees/workers fairly and with respect
- Promptly informing their manager if they believe that this policy has not been followed
- Undertaking a compulsory e-learning module(s) as required and participating in any other education/training provided
- By working to ensure the principles of this policy are applied, United Support Services will continue to provide a safe and enjoyable workplace free from discrimination, harassment, bullying and victimisation.

### Drugs and Alcohol Policy

United Support Services is committed to:

- Maintaining alcohol and drug free workplace at premises, we control and/or influence
- Preventing the effect of impairment, associated with the use of a substance(s) (being alcohol or drugs), likely to impact our people in carrying out their normal duties
- Maintaining an alcohol and drug program (procedure, guide, awareness, training, testing) as part of our fitness for work procedure and health and safety management system
- Ensuring the alcohol and drug program meets applicable laws, regulations, standards and codes
- Applying the alcohol and drug requirements to employees/workers, contractors and visitors in our workplaces
- Prohibiting the possession of, use or distribution of illegal substances and where the use of illegal substances is identified, the matter may be reported to the police
- Providing managers and supervisors with resources to monitor the workplace activities under their control and where any use of illegal substances(s) is identified have the authority to take necessary corrective and disciplinary action

To ensure the effectiveness of our alcohol and drug program, we will:

- Emphasise personal responsibility as the basis for compliance with the program requirements

## Workplace Behaviour

- Communicate and consult with employees/workers, contractors and visitors (via induction, awareness training, education materials), defining the requirement of the program, the program details and their responsibilities
- Provide assistance to employees/workers seeking counselling and/or medical attention and the necessary rehabilitation to work
- Train managers/supervisors in the appropriate monitoring and responses associated with suspected impairment in work-related behaviour and incidents
- Test individuals for substance use (if required) and where the acceptance criteria is exceeded, a fair and appropriate response will be applied
- Undertake tests in accordance with the relevant alcohol and drug testing regulation, standards or codes when confirming the presence of substances
- Monitor the results of substance testing to assess the prevalence of positive result
- Monitor, and when necessary, alter the work activities of any worker who is temporarily required to take legally prescribed drugs and that whilst at work. If those drugs are likely to impair the worker or affect the ability to work safely (the use of prescription drugs is to be disclosed if the doctor advised that the individual's fitness is likely to be impaired or effect workplace safety), refer to the fitness for work procedure
- Regularly review the performance of the programme in reducing the incidence of substance-related events in the workplace

### Return to Work

The return to Work process is a workplace program that assists injured or ill employees/workers to return to work as quickly and as safely as possible.

Occupational rehabilitation aims to provide an early and safe return to work for employees/workers suffering from work-related injury or illness by using the return to work as part of the rehabilitation process.

United Support Services is committed to the rehabilitation of injured employees/workers and will manage the rehabilitation and return to work process by:

- Facilitating a return to work plan for employees/workers who are injured or ill at work as soon as possible
- Determine the needs of the injured or ill employee/worker by liaising with the employees/workers and their treating medical professional, United Support Services ' workers compensation insurance provider and the employees/workers immediate Manager / Supervisor
- Provide early access to rehabilitation services
- Develop and implement a return to work plan in conjunction with the employee/worker and their treating medical professional and the workplace rehabilitation provider
- If available, provide suitable alternate duties for the injured or ill employees/workers as part of the return to work process

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## Workplace Behaviour

- Provide the employees/workers with information regarding workers compensation claims
- Maintain records of injury management

## Conflict of Interest Policy

United Support Services is committed to manage conflicts of interest in an open and transparent manner at all levels in the organisation and comply with NDIS rules and other obligations.

“Conflict of interest occurs when an individual or an NDIS provider is in a position to exploit their own professional or official capacity for a personal or corporate benefit (other than in the usual course of charging fees for services or supports rendered).” \*

\* [The NDIS Code of Conduct - 2018](#)

A conflict of interest may affect the way a person acts, decisions they make or the way they vote on group decisions.

We will ensure that each participant will be treated equally, and no participant will be given preferential treatment above another in the receipt or provision of supports.

United Support Services will act proactively to manage perceived and actual conflicts of interest through the development and maintenance of organisational policies to ensure that personal or individual interests do not impact the organisation's services, activities or decisions.

We also will:

- ensure our organisational or ethical values do not impede a participant’s right to choose and control
- manage, document and report on individual conflicts as they arise
- ensure that advice to a participant about support options (including those not delivered directly by the Provider) is transparent and promotes choice and control

Declaration and management of conflicts of interest are specifically required for management members as part of their legal responsibilities as management members.

Our management team, employees, and workers:

- are always required to act in the interests of the organisation, and to notify the organisation when this conflicts with other interests or commitments
- will present each participant with a range of choices about providers of supports and not only United Support Services
- will not seek to influence the customer to select United Support Services
- will never accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of an NDIS participant
- must have no financial or other personal interest that could directly or indirectly influence or compromise the choice of United Support Services or provision of supports to the Participant
- may accept meals, drinks, or entertainment only if such courtesies are unsolicited, infrequently provided, and reasonable in amount

## Conflict of Interest Policy

A conflict of interest will include situations in which:

- family members or close personal friends are involved, such as decisions about employment, discipline or dismissal, service allocation or awarding of contracts
- an individual or family members or close personal friends may make a financial gain or gain some other form of advantage
- an individual is involved with another organisation or offers services that are in a competitive relationship with our organisation and therefore may have access to commercially sensitive information, plans or financial information
- an individual is bound by prior agreements or allegiances to other individuals or agencies that require them to act in the interests of that person or agency or to take a position on an issue

United Support Services will ensure that when providing services and supports to the Participant under the NDIS, any conflict of interest is declared, and any risks to the Participant are mitigated.

United Support Services will document individual conflicts as they arise, and the relevant manager and the employee will be asked to declare:

- Potential or actual conflicts of interest that exist when a person joins the organisation
- Conflicts of interest that arise during their involvement with the organisation

The ongoing potential conflict of interest will be registered in the company '[Risk Assessment Register](#)' and will be managed as per the '[Risk Management Policy & Procedure](#)'.

The potential conflict of interest will be declared to the Participant. We will act as directed by the Participant and in the best interests of the Participant.



## Participant rights, values, beliefs, privacy and dignity

All Employees / Workers must:

- respect each participant legal and human rights as well as individual rights to freedom of expression, self-determination and decision-making, and is enabled to exercise informed choice and control
- communicate with the participant regarding their legal and human rights as appropriate
- recognise and respect the diverse backgrounds and allow participants to practice their culture, values and beliefs while accessing supports
- respect each participant's right to practice their culture, values and beliefs while accessing supports is supported
- respect and protect the personal privacy and dignity of each participant
- treat our participants fairly and without discrimination, and assist the company with promoting diversity in the workplace
- respect the human rights of the communities in which we operate
- engage with the management on consulting with our participants on human rights issues and provide easily accessible feedback and complaints management to resolve grievances in a timely manner
- recognise the rights of Indigenous people, acknowledging their connections to lands and waters and respecting their culture
- proactively attempt to identify and understand the communication modes and individual needs of the participants, that has been documented in the 'Participant Assessment & Support Plan'
- be informed of their obligations in interactions with the participants, and their significant others, families, and supporters, to conduct these interactions in a manner that reduces the opportunity for abuse and neglect to occur.
- attend training provided on recognising and responding to indicators of abuse, neglect and harm, exploitation, and rights-based approaches
- respect and protect the personal privacy and dignity of each participant
- report all type of Violence, Abuse, Neglect, Exploitation & Discrimination immediately to the office

## Incident Reporting

All employees/workers must report:

- the death of an NDIS participant
- serious injury of an NDIS participant
- abuse or neglect of an NDIS participant
- unlawful sexual or physical contact with, or assault of, an NDIS participant
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity
- the unauthorised use of the restrictive practice in relation to an NDIS participant
- detected waste, infectious or hazardous substances

Following actions to be considered to reduce the harmful consequences of the incident; includes, but not be limited to:

- provide immediate care to individuals involved in the incident
- make the environment safe to prevent immediate recurrence of the incident
- remove malfunctioning equipment
- notify emergency personnel if required
- complete the '[Incident Report Form](#)' and update '[Incident Register](#)' as soon as practical
- notify the Commissioner as per the above instruction
- notify the participant and their family/support network with the details of the incident and what actions have been taken as early as possible
- notify other authorities as required

All employees/workers must read and understand the '[Incident Management Policy & Procedure](#)' along with the following information (from NDIS Quality and Safeguard Commission website):

- '[Identifying and responding to incidents: 6 step guide for workers](#)'
- '[Ready reference resource for workers: 'Incident response: Is everyone safe?'](#)'
- '[Detailed Guidance: Expectations of workers providing services in incident management and reporting incidents](#)'

## Feedback and Complaints

United Support Services is committed to implementing a Feedback and Complaints Management Process to ensure that all participants have knowledge of and access to our complaints management and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed.

United Support Services will:

- ensure that any person can easily make a complaint orally or in writing (including an anonymous complaint)
- provide information about how to make a complaint to the provider and to the Commissioner
- ensure that all complaints are dealt with fairly and quickly
- ensure appropriate support and assistance is provided to any person who wishes to make or has made a complaint
- ensure that a person who makes a complaint, or a person with disability affected by an issue raised in a complaint, is not adversely affected as a result of the making of the complaint
- ensure the information provided in a complaint is kept confidential and only disclosed if required by law or if the disclosure is otherwise appropriate in the circumstances
- keep records about complaints that they receive
- demonstrate continuous improvement in complaints and feedback management by regular reviews

All employees/workers must:

- communicate with the person providing any feedback or making a complaint
- provide an environment for them to express their feedback and concerns
- clarify the concerns and identify their expectation about the results
- explain the process of managing the feedback managements and complaint resolution system
- express our acknowledgement, understanding, acceptance, empathy and apology
- complete the '[Feedback and Complaints Management Form](#)' and update '[Feedback and Complaints Register](#)' as soon as practical
- communicate the progress and outcome of review and investigation with the participant, participant's family/support network
- follow up with the person providing feedback or making a complaint to make sure whether they are satisfied with the process, resolution, and outcomes

All employees/workers must read and understood the '[Feedback and Complaints Management Policy & Procedure](#)'.

## Information Security

United Support Services has established and maintained an information management system to ensure each participant's information is identifiable, accurately recorded in a timely manner, current, confidential and easily accessible to the participant. This process covers information and records in all formats, including documents, emails, voice messages, memoranda, minutes, audio-visual materials, website, social media and business system data.

Information Management has been implemented to preserve the confidentiality, integrity and availability of information, in the pursuit of protecting United Support Services information assets.

Information security will be achieved by implementing a suitable set of controls, including policies, processes, procedures, organisational structures and software and hardware functions.

General responsibilities of employees/workers related to the information management process are:

- Attending training sessions on information security relevant to their roles and responsibilities
- Following the responsibilities for the information management
- Being aware of the information management requirements when using or having access to them
- Employees who are given access to confidential information should sign and follow the confidentiality agreement as part of the employee's contract
- Taking special care when using mobile devices, specifically in public places and other unprotected areas, to ensure that information is not compromised
- Separating the private and business use of the devices and protecting business data on a private device
- keeping passwords and/or secret authentication information confidential
- Avoid keeping a record (e.g. on paper, software file or hand-held device) of passwords and/or secret authentication information unless this can be stored securely and the method of storing has been approved (e.g. password vault)
- Changing passwords and/or secret authentication information whenever there is any indication of its possible compromise
- Selecting quality passwords in accordance with requirements set in relevant policies
- Ensuring that unattended equipment has appropriate protection
- Being aware of detection, prevention and recovery controls to protect against malware
- Cooperating through the information management audits
- Taking an action if other employees disregard the requirements

The formal disciplinary process applies to employees and workers who are suspected of committing breaches of information security.

## Privacy & Confidentiality

All Employees / Workers who may have access or become acquainted with written materials and other confidential information must:

- prevent misuse, loss, remove, change, unauthorised access and disclosure to or use by any other person or organisation
- maintain the confidentiality of the confidential information
- use the confidential information only for carrying out their roles and responsibilities
- make available and accessible to the Participant as appropriate
- return the borrowed information in a proper condition and at the time requested
- not keep or share the information outside the organisation
- not use images and videos of participants without their permission
- return all confidential information on termination of the employment
- read and understand this ['Privacy & Confidentiality Policy'](#) and acknowledge the ['Worker Handbook'](#)

The formal disciplinary process applies to employees and workers who are suspected of committing breaches of the ['Privacy & Confidentiality Policy'](#).

## Positive Behaviour Support Policy

United Support Services is committed to supporting the delivery of high-quality, ethical, and evidence-based positive behaviour support to participants to improve their quality of life and protect their rights. We also committed to providing positive behaviour support for each participant that is appropriate to their needs, incorporates evidence-based practice and maintains the dignity and rights of participants.

We provide all positive behaviour support in a way that considers participants' rights and ethical requirements, regardless of the existence of behaviours of concern. We ensure all positive behaviour support provided to participants reduces behaviours of concern while improving their quality of life.

All Employees / Workers who may implement a behaviour support plan must consider that we are committed to:

- provide behaviour support that is appropriate to each participant needs which incorporates an evidence-informed practice
- Provide strengths-based, person-centred support to each participant
- comply with relevant legislation and policy frameworks related to Restrictive Practices and Behaviour Support
- undertake ongoing professional development to remain current with evidence-informed practice and approaches to behaviour support, including positive behaviour support
- provide Person-focused training, coaching and mentoring to each participant, which covers the strategies required to implement a participant's behaviour support plan, including positive behaviour support strategies
- provide opportunities to reduce the use of restrictive practices based on documented positive changes
- use participant's preferred method of communication
- support each participant's own decision making and providing options to assist with this

Workers must also:

- ensure that their skills and knowledge are appropriate for the strategies included in behaviour support plans
- ensure that their supports align with evidence-informed practice when providing positive behaviour support
- support each participant using positive behaviour support principles
- provide supports with a person-centred approach
- respect each participant right to dignity of risk
- minimise the occurrence of behaviours of concern by providing supports that meet the needs of each participant

## The Use of Restrictive Practices Policy

United Support Services is committed to providing positive behaviour support for each participant that is appropriate to their needs, incorporates evidence-based practice and maintains the dignity and rights of the participant. That is in line with the requirements of the [‘National Disability Insurance Scheme \(Restrictive Practices and Behaviour Support\) Rules 2018’](#).

We use all positive behaviour support principles with consideration of each participant rights and ethical requirements, regardless of the existence of behaviours of concern.

Also, we only use restrictive practices when there is a legal authorisation granted from relevant authorities and legislations. We will cease restrictive practices at the end of the authorised period or as soon as they are no longer required or approved. United Support Services ensures to obtain authorisation for the use of any restrictive practices included in a behaviour support plan.

We are committed to reducing and eliminating restrictive practices through policies, procedures and practices. Our aim is to eliminate restrictive practices.

United Support Services ensures to provide appropriate support to the participant, their family/support network and relevant stakeholders when a reportable incident occurs while providing support through a behaviour support plan that includes restrictive practices.

In responding to the unauthorised use of the restrictive practice, it is our policy to collaborate with relevant mainstream services such as the police, other emergency services, mental health and emergency departments, treating medical practitioners and other allied health clinicians. Where an unauthorised restrictive practice is in place, we engage the workers and management of United Support Services in debriefing to identify areas for improvement and to inform further action.

Workers are not allowed to use restrictive practices without appropriate training in the safe use of the restriction. At United Support Services, all managers, employees and workers are trained and inducted regarding the positive behaviour support as well as the risks associated with the use of restrictive practices and the legislative and regulatory frameworks.

United Support Services considers and plans relevant training as developed and released by the NDIS Commission in Positive Behaviour Support and Restrictive Practices.

At United Support Services, we regularly seek advice from Specialist Behaviour Support Providers to evaluate the effectiveness of our current approaches aimed at reducing and eliminating restrictive practices.

We regularly evaluate the progress and effectiveness of implemented strategies to reduce or to eliminate restrictive practices based on observed progress or positive changes in the participant’s situation.

At United Support Services, we keep written information relating to the use of regulated restrictive practices under the requirements that prescribed in the [‘National Disability Insurance Scheme \(Restrictive Practices and Behaviour Support\) Rules 2018 \(section 15\)’](#). We keep the records relating to the use of regulated restrictive practices for seven years from the day the record is made.

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## Acknowledgement

I \_\_\_\_\_ (please print name) acknowledge that I received a copy of the United Support Services Worker Handbook and agree to abide by the rules and conditions it contains.

Emergency contact details (Name and Number):

Signature:

Dated: