



***Sovereign Lives***

Life With No Barriers

# ABOUT Sovereign Lives Victoria

Sovereign Lives is in existence since 2018 and serving throughout Melbourne, NSW and WA.

We are one of leading healthcare organization who provide comprehensive range of wellbeing and lifestyle services for the following:

- ▶ NDIS Participants – Registered NDIS provider.
- ▶ Department of Home affairs and Australian Border Force- Detainees/refugees who are not been physically fit to be kept in detention Centres of Border Force, they get placed in one of SLV's Tier4 Detention Centre to receive the supports.
- ▶ Group Centre activities
- ▶ Salvation Army: We have our partnership with Salvation Army, where we assist homeless and needy people from our Not for profit section. Along with that we run multiple Group Centre activities, where people with disabilities get a chance to participant in various activities: Art & Craft, Sewing, Excursion etc.

# Services Provided by Sovereign Lives

- ▶ In-Home Supports
- ▶ Respite Care
- ▶ SDA/SIL: Special Disability Accommodations, Supported Independent Living
- ▶ Day Activities: Dingley Village; Hoppers crossing

## Branches of Sovereign Lives

- ▶ MELBOURNE- Werribee, Dingley Village and Ballarat - Head office
- ▶ NSW: Marsden Park
- ▶ WA: West Minister, Carlisle, Rivervale and Banksia Grove

# We are here to help.

## **For general queries:**

Send an email to [reception@sovereignlives.com.au](mailto:reception@sovereignlives.com.au)

## **Roster related queries:**

Send email to [rosteringwa@sovereignlives.com.au](mailto:rosteringwa@sovereignlives.com.au)

## **Pay related queries:**

Send email to [payrolls@sovereignlivesvictoria.com.au](mailto:payrolls@sovereignlivesvictoria.com.au)  
or call on 0452 576 758.

## **HR related queries:**

Send email to [hr\\_wa@sovereignlives.com.au](mailto:hr_wa@sovereignlives.com.au)

HR Assistant: [hrwacompliance@sovereignlives.com.au](mailto:hrwacompliance@sovereignlives.com.au)

# We are here to help.

## **For general queries:**

Send an email to [reception@sovereignlivesvictoria.com.au](mailto:reception@sovereignlivesvictoria.com.au)  
or call on (03) 8721 0247.

## **Roster related queries:**

Send email to [rosters@sovereignlivesvictoria.com.au](mailto:rosters@sovereignlivesvictoria.com.au)  
or call on 0452 634 758.

## **Pay related queries:**

Send email to [payrolls@sovereignlivesvictoria.com.au](mailto:payrolls@sovereignlivesvictoria.com.au)  
or call on 0452 576 758.

## **HR related queries:**

Send email to [hr@sovereignlivesvictoria.com.au](mailto:hr@sovereignlivesvictoria.com.au)  
or call (03) 8721 0247  
HR Assistant: [hrcompliance@sovereignlivesvictoria.com.au](mailto:hrcompliance@sovereignlivesvictoria.com.au)

# Supports to be delivered to the participants are:

- Self care
- Social and Community Participation- Taking the participant out for doctor appointments or any other recreational activities. **Kindly note as you will be using your car for transporting the participant, therefore, you are responsible for any damage of your car.**
- Household Tasks
- Emotional Support
- Building rapport
- Helping them achieve their goals

# Purpose and Goals

- ▶ **Goal 1:** Deliver high quality services to our participants with disability.
- ▶ **Goal 2:** Empower our participant to become contributing members of the community
- ▶ **Goal 3:** Create a friendly and nurturing working environment where the carers and our participant's family can collaborate.
- ▶ **Goal 4:** Be a compliant, effective and accountable organisation.

# GUIDING PRINCIPLES

**Respect** – is the foundation of all human relationships. There is something special about each one of us, regardless of age, ability, status or background.

**Connectedness** - is about all-inclusive, linking people with disabilities with their families, and wider community organisations. We are a diverse community; young and old, from diverse cultural and language backgrounds.

**Accountability** - we will be relevant, transparent, responsive and accessible to our stakeholders. Participants receive care from other organisations along with us. Therefore, we aim to record all the support that we provide participants, in order to prepare reports for NDIS or other health care services.

**Innovation** – we will encourage fresh thinking, strive for continuous improvement in our services and use evidence to support ongoing improvements in the lives of people with disabilities. (through case notes and regular supervisory meetings)

**Quality and Professionalism** – As you will be representing SL, therefore we expect you to provide high standards of services. Together we will maintain high standards of quality services and governance



# CLIENT DIGNITY & PRIVACY

- ▶ **People with a disability have the right to be treated with dignity and respect.**

## **Privacy**

- Maintaining privacy in dressing, toileting and bathing
- Knocking before entering a person's bedroom or bathroom
- People having the opportunity to spend time on their own if they wish to do so

## **Dignity**

- Rights of a person to be valued and respected
- Treat them with respect

# YOUR ROLE-

to provide each person with the appropriate level of support in order for them to achieve their maximum level

- Include people in all decision-making that affects them
- Allow people to communicate for themselves
- Consulting with the person before accessing or spending any of their money
- Not touching any personal possessions of the person without obtaining permission
- Not assuming how the person feels
- Respecting the person's individually
- Consulting with the person before undertaking any procedures or action involving them.

# CARE PLAN

As soon as you get allocated to a participant, you will be provided with a document called care plan in which all the medical needs of the participant will be described. It is expected that you read that document very carefully and in case of any queries, contact the management.

We set a very high expectation of professionalism. As you will be working with a very vulnerable part of society, you need to be mindful of your actions and attitude and avoid sharing any of your personal matters with them. As this may cause anxiety and extra pressure to the participant. Maintain a professional standard and perform your best.

# PERSON CENTRED PLANNING (PCP)

- ▶ At the commencement you will be provided with a PCP document that you will have complete within 30 days.
- ▶ A PCP should be completed by the Key Worker

## The PCP will include

- ▶ Likes
- ▶ Dislikes
- ▶ Skills
- ▶ Family



# COMMUNICATION

## Good communication and avoid conflicts in the Workplace

- ▶ Any communication regarding changes in shift, additional supports required etc. needs to be done through the Coordinators and not directly through the participants.
- ▶ Do NOT share your contact numbers with the participant.
- ▶ Do NOT share your Pay details with Participants or Other Staff of SLV.
- ▶ Do NOT use your mobile Phones while on shift.
- ▶ Inform your supervisor if you are running late for your shifts.
- ▶ If your shift had to be extended, kindly mention that in case notes with the reason why it has been extended.
- ▶ Case Notes and Incident/Medication Reports are to be submitted within 24 hour of your shift.



**IMPORTANT**

# swag

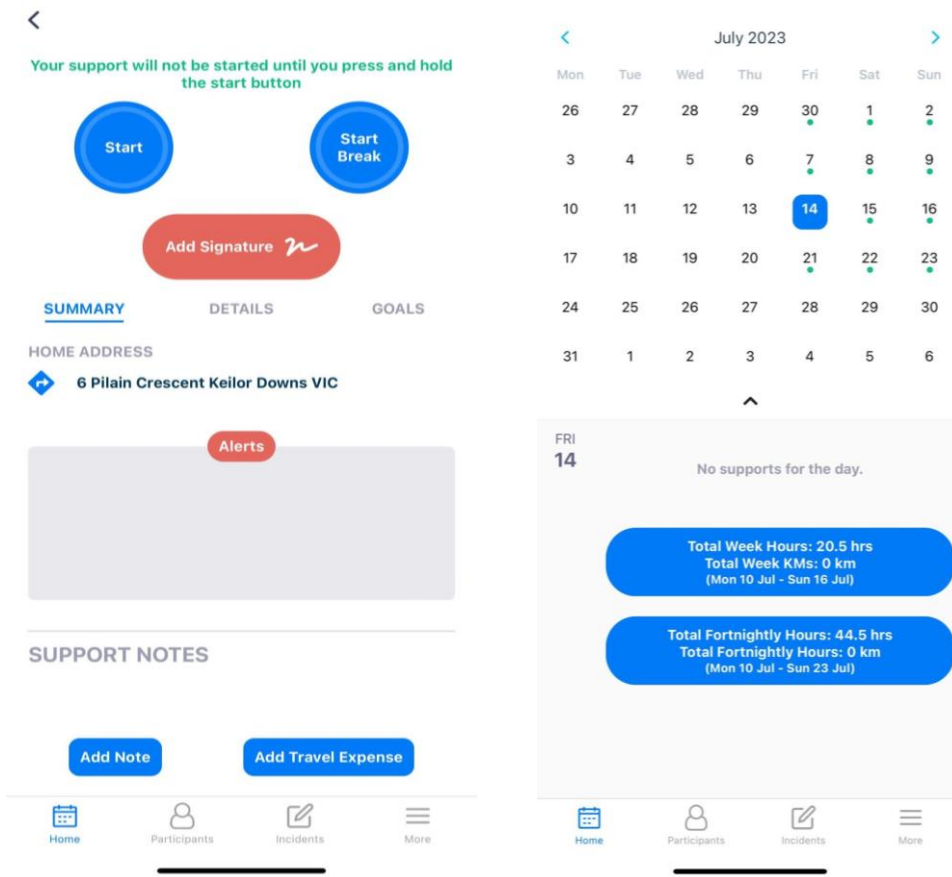
by Employment Hero

- ▶ Log in with your email address and add all details
- ▶ Upload Certifications
- ▶ Acknowledge the Policies
- ▶ Sign your Employment Contract
- ▶ Add Emergency Contact Details
- ▶ View Payslips on Home Page

\*Refresh the certification as soon as you get notified by EH/SWAG

# CAREMASTER

You will receive your username and password for the app in order to log in after this induction.



The screenshot displays the CAREMASTER app interface. On the left, the home screen features a blue 'Start' button and a 'Start Break' button. A red 'Add Signature' button with a signature icon is also visible. Below these are tabs for 'SUMMARY', 'DETAILS', and 'GOALS'. The 'HOME ADDRESS' is listed as '6 Pilain Crescent Keilor Downs VIC'. An 'Alerts' section is present, and at the bottom, there are 'Add Note' and 'Add Travel Expense' buttons. On the right, a calendar view for July 2023 shows the date '14' selected. Below the calendar, a summary for 'FRI 14' indicates 'No supports for the day.' and provides weekly and fortnightly statistics: 'Total Week Hours: 20.5 hrs', 'Total Week KMs: 0 km (Mon 10 Jul - Sun 16 Jul)', and 'Total Fortnightly Hours: 44.5 hrs', 'Total Fortnightly Hours: 0 km (Mon 10 Jul - Sun 23 Jul)'. The bottom navigation bar includes icons for Home, Participants, Incidents, and More.

- ▶ Clock In & Clock Out
- ▶ Availability
- ▶ Case Notes
- ▶ Record of KM's
  - ▶ You are required to complete regular time recordings as directed by management.
  - ▶ You are responsible for the completion of your own time record sheet.
  - ▶ Completing time records on behalf of another employee or permitting another employee to do so on your behalf, may result in disciplinary action, up to and including dismissal.
  - ▶ In the events of change of your availabilities, kindly upload the same on the App.

# CASE NOTES- VERY IMPORTANT

- ▶ These are created by support workers or nursing staff and it contains useful information that shows how successfully participants are moving towards meeting their goals.
- ▶ Progress notes also act as a tool for internal staff members to communicate the Participant's current status as well as improve on current policies and procedures.
- ▶ They can also be beneficial when providing an overview of a Participant's progression through time, in order to spot errors and any areas that need to be improved.
- ▶ Kindly write a detailed case notes at the end of your shift.

▶ **What are detailed case notes?**



07:00 On arrival of shift Peter was in his room sleeping. Night staff from MH&R reported that client stayed in the living area and went into his room at 4am to sleep.

7:45 PM come to the lounge where both heater was on and lay down on the couch. Pm reported th at he did not go to his room due to cold temperatures when 3x staff on shift checked his room it w as agreed his room is colder than the rest of the house. Staff moved one of the heater to his room and encouraged PM to use it when he needs. Staff was remind SW to check his room temperature i n future.

Staff asked SW when is to administer medication both staff called their office to confirm time to giv e meds, SW reported that their company said when he have breakfast, unfortunately there was no breakfast at the house so staff remind one of the career to get his chosen breakfast from Meca.

8:30 had his hotcakes and coffee for breakfast followed by PM his morning medication. Pm went b ack to sleep slightly snoring.

Peter medication timing need to be sorted with MH&H as meds needs to be administered at the rig ht scheduled timing. After breakfast can be anytime as everybody has different.

10:00 PM sleeping slightly snoring, Peter SW came full handover given.





Amanda was happy. We went out and came back home at 5pm and she went to sleep. Everything went well.

# BEHAVIOURS OF CONCERN

- ▶ Where a person demonstrates behaviours that may be disruptive or harmful to themselves or others, these are sometimes described as “behaviours of concern”. These behaviours can sometimes create a barrier to a person’s participation in daily life activities.
- ▶ To support people effectively you need to agree on a workable plan of action with the person and your colleagues. Always consult with the behaviour support plan (BSP) when working with people with behaviours of concern to safeguard the physical safety of the person and ensure that they and other people are not at risk.

## Behaviours of Concerns Levels:

- ▶ **Mild:** NO BSP (generally). Only the strategies with the best knowledge is implemented.
- ▶ **Medium:** BSP is created by Behavior Practitioner with Strategies/Reinforcements to assist people with behaviour of concern.
- ▶ **Complex:** BSP created by Behaviour Practitioner with the use of Restrictive Practices involved to assist people with behaviours of concerns

# STAFF RESPONSIBILITIES

## **Staff are responsible for:**

- reporting accidents, incidents or near misses to the Management Team as soon as practicable;
- undertaking mandatory reporting where such is applicable to the client, the incident and the location of the incident, in accordance with relevant legislation and standards;
- taking reasonable care for their own health and safety, and reasonable care that their acts or omissions do not adversely affect the health and safety of others; and
- complying with reasonable instructions that are given by supervisors and managers in order for Sovereign Lives to comply with its obligations and responsibilities.



# CODE OF CONDUCT

## Employees Expectations:

- Demonstrate current knowledge, skill, care and courtesy at all times
- Adhere to policies and procedures as specified by Sovereign Lives.
- Attend allocated work at the specified time or as determined
- Approach people accessing services, staff and members of the public with courtesy at all times
- Work within the OH&S legislative requirements, and organisational policy ensuring clients/staff are not endangered in any manner.
- Be appropriately dressed at all times taking into consideration the worksite attended
- Respect the rights of the clients and organisation to confidentiality
- Conduct themselves in a professional manner at all times, as they are representing the organisation
- Ensure they have appropriate information at the commencement of each shift to ensure all duties can be carried out efficiently and effectively
- Be aware of the Duty of Care responsibilities and to work in a safe and professional manner at all times.
- Approach all individuals with respect, dignity and as valued customers of the organisation
- Always behave according to acceptable professional and social standards.

# How to respond to Incidents

- Assess the situation and check for danger.
- Remove the person from danger if it is safe to do so.
- Call Emergency Services (dial 000) if required.
- Attend to the immediate needs of the person/s involved. Apply or refer to a First Aid Officer to apply First Aid treatment if required.
- Assess the situation and ensure no others are at risk of harm.
- Do not alter the scene (unless necessary to reduce risk of further harm or damage).
- Notify relevant emergency contacts by telephone as soon as practicable

## INCIDENT REPORT

An Incident Report is an official document detailing an unusual event or an incident, which may affect the safety of clients, staff.

An incident report is used to alert staff and management of an actual incident and or potential problems. Staff are required to complete an incident/hazard report following an incident and/or when if they identify a potential hazard. Please refer to below instructions and the Procedures manual for more specific details and the processes.

# SERIOUS INCIDENTS- Call 1300 758 634

- The death of a person with disability
- Serious injury of a person with disability
- Abuse or neglect of a person with disability
- Unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- Unauthorised use of restrictive practices in relation to a person with disability

# OCCUPATIONAL HEALTH AND SAFETY

The Occupational Health and Safety (OH&S) Act specifies that under legislation all government and non-government organisations are responsible for taking all reasonable steps to maintain the safety and wellbeing of all workers on their premises. This includes prompt action to ensure any identified unsafe work practices or hazards are rectified.

Employers have the responsibility to monitor and maintain safe working conditions, and ensure all employees are trained appropriately and inducted to follow safe work practices. Therefore, we do risk assessments before the start of services and mention any risks involved in the care plan.

Each employee is responsible for taking all reasonable steps to ensure the protection of their own health and safety at work and to make every effort to ensure the health and safety of every other person in the workplace.



# CONFIDENTIALITY

Employees have access to client's confidential information while on duty. Current legislation requires all staff to abide by confidentiality policies and procedures, and staff must read and understand and follow the organisations procedures around confidentiality. Breaches of confidentiality policies and procedures may result in disciplinary action. Confidentiality includes information about employees as well as clients.

# NEGLIGENCE

You are obligated to act in a manner that avoids harm to people in your care and to members of the general community. To act otherwise may be considered negligent.

To be found negligent you must have performed an unreasonable act involving another person to whom you have a Duty of Care, and that unreasonable action must have resulted in harm to that other person.

As a support worker your duty of care can be breached either by action or inaction. Harm to others can include physical, psychological emotional or financial damage.

# DISCIPLINARY ACTIONS:

## **MISCONDUCT: Casual Staff**

**Any misconducts or unsatisfactory performance, as an employer we have the right to pause the shifts.**

- Any disciplinary actions will be taken seriously
- HR & Coordinator Meeting
- Paused or Canceled Shifts
- 2 Hour Cancellation Shift under the Fairwork Australia

## **IMMEDIATE TERMINATION:**

Severity of the Misconduct

1. Physical injury due to negligence
2. Sexual abuse
3. Use of unauthorized restrictive practices

# Performance Review

1. Performance reviews are held every 3 months via Employment Hero.

- 9 Questions to fill in
- Editable
- Both HR and Employee to fill in

**PLEASE NOTE: ONLY DESKTOP VERSION WILL WORK FOR THE FORMS TO BE FILLED IN.**

An email will be sent to you on how to access the form if you are unable to access it.

2. Performance Appraisal are held every 12 months.

- Same form will be used as the every 3 months Review
- 2 Weeks to fill in the form

# QUALIFICATIONS TO BE MAINTAINED

## **Certificates that are a MUST have for SLV Employees:**

- FIRST AID (valid for 3 years)
- CPR (every 1 year)
- Police check (every 2 years)
- NDIS Screening Check (every 5 years)
- Administration of Medication (2 years)
- COVID19 Vaccines – Minimum 2 doses
- WWCC
- 100 Point of ID + Valid Driver's Licence
- NDIS Modules (4)
- Infection control (Refresher every year)
- Comprehensive Car Insurance (No Third Party)

# PAYROLL

- Payments are processed on fortnightly basis.
- Wednesday is the payment day
- All pay slips are accessible via Employment Hero/Swag app. Home page, under pay slip.
- You are responsible of your timesheets, and it gets generated via app log in and log out. You do not need to send manual timesheet.
- In case you are not able to log in, kindly email your working hours to [rosteringwa@sovereignlives.com.au](mailto:rosteringwa@sovereignlives.com.au) within 24 hours of completion of that shift.
- If you are claiming any Kms traveled with the participants, kindly provide detailed description of your travel- To & From; reason for travel (e.g., Appointments, Shopping etc)
- Expenses must be added into case notes. All KM's and Expenses will be processed from the case notes ONLY.
- All Receipts for expenses must be sent to [payrolls@sovereignlivesvictoria.com.au](mailto:payrolls@sovereignlivesvictoria.com.au)
- All payroll related enquiries must be sent to [payrolls@sovereignlivesvictoria.com.au](mailto:payrolls@sovereignlivesvictoria.com.au). Please allow 2 to 3 days for reply. Enquiry MUST BE IN WRITING (Email)
- Staff parking, food and entertainment is not claimable

# CHANGE IN PERSONAL DETAILS

It is vital that your current personal details are always on file. It is important that the organisation always has the correct information for the following:

- Name (Spelt correctly. As shown on your ID)
- Address and telephone numbers.
- Banking details
- Tax File Number
- Persons to notify in case of an emergency

Kindly log in to your Employment Hero/SWAG APP to update any of the above information.

If you are unsure how to update that kindly email us at: [hrwacompliance@sovereignlives.com.au](mailto:hrwacompliance@sovereignlives.com.au)

# THANK YOU !



***Sovereign Lives***

Life With No Barriers