

ALL ABOUT YOUR WORK AND RIGHTS AT WOORINYAN EMPLOYMENT



Workers Blue book

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15th Edition – May 2006

Endorsed by Workers Committee Meeting on the 8th May 2006

**WOORINYAN
EMPLOYMENT
SUPPORT SERVICE**

Blue Book

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MISSION STATEMENT

“Woorinyan exists to meet the individual needs of people with an intellectual disability.”

EMPLOYMENT SERVICE STATEMENT

Woorinyan Employment holds a commitment to the rights of people with a disAbility to integrated , meaningful employment, rewarded by a socially just wage. The service provides supported employment options to workers with a disAbility. Employment will either be based in a host company or provided within a company using a Woorinyan owned site. Stakeholders of the service include workers with a disAbility, carers ,staff members, committee members, government departments, community members, host companies and their employees.

The Employment Service theme is:

“In partnership with industry creating opportunities”

Woorinyan’s ‘Partnership Philosophy’ extends to all stakeholders and is based on:

Long term relationship	Customer satisfaction
Human dignity	Social justice in wages
Co-operation	Healthy & safe environments
Trust	Continued improvement

INTRODUCTION

This is a workers policy book to tell people what policies Woorinyan Employment Support Service has and what rules it works by. Workers also have a role in developing the policies. We have tried to write it in plain language and have used different ways to show the policies. To help explain them, pictures, cartoons and comments by workers have been used.

LIST OF POLICIES

Committee of Management
Roles of Committee Members
Service Access
Exit Policy
Staffing Policy
Worker Responsibility
Work groups
Developing IEPs
Decision Making & Choice
Meeting Individual Needs
Participation & Integration
Health & Safety
Valued Status
Confidentiality & Privacy
Suggested change and Improvements
Conflict Resolution Procedure
Employment Conditions
Freedom from Abuse

Other policies that are available on request are:

- Occupational Health Safety
- Industrial Relations
- Equal Employment Opportunities
- Inappropriate Behaviour
- Leave Without Pay
- Summer Sun-Protection
- Use of Service Vehicles
- Non Smoking
- Staff Professional Development

COMMITTEE OF MANAGEMENT

The Employment Service is a part of Woorinyan Inc. It is managed by a volunteer Committee of Management, who is committed to the Commonwealth Disability Service Standards.

In the 51 years that Woorinyan has been operating it has seen many changes. One of the biggest changes was in June 1992 when the Commonwealth / State Disability Agreement, changed funding and structures to create two organisations working under the umbrella of Woorinyan Inc.

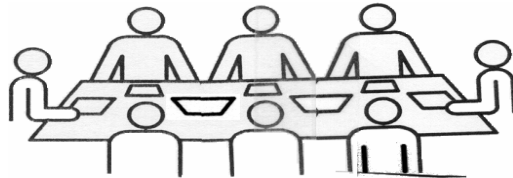
The two organisations are:

1. Woorinyan Employment Support Service. (WESS)
A service which provides supported employment options for people with a disAbility.
2. Woorinyan Adult Training Support Service. (ATSS)
A service which provides education, training and support services for people with an intellectual disAbility.

Although the two services are under the same Committee of Management, and often share facilities, they are managed as two quite separate bodies.

The Committee of Management meets regularly and is responsible for the overall running of services. It has to set the policies, after talking to the stakeholders. It has to ensure that all the money is handled properly and is accountable to the members and government departments that provide the funding.

Woorinyan Inc. receives the majority of its funding from the State and Federal Governments. Woorinyan remains independent from the government departments through our community based Committee of Management.



TO WORKERS THIS MEANS:

“ THE COMMITTEE LISTENS TO US ”

“ WORKERS HELP WITH DECISION MAKING ”

“ THEY MAKE SURE THE RULES ARE FOLLOWED ”

ROLES OF COMMITTEE

Committee members work together to plan services for and with the Woorinyan community. The committee has the responsibility for the legal requirements.

Committee members are also asked to be on Sub-Committees which look at specific aspects of the service.

The Committee has Executive members; these people have special roles and more responsibility.

The President (Sandra Smythe) makes sure all the rules are followed. Open and close the meetings, and make sure everyone has had a say and understands what decisions are made.

The Vice President (Chris Angerer) helps the president and fills in for the president if they are away.

The Treasurer (Greg Waterland) is the person who makes sure all of the money and the paperwork about money is correct. The treasurer tells the other members if all of the money is in the right places.

The Secretary (Michael Anderson. CEO) makes sure all decisions are written down in the minutes and that each COM member is sent a copy. They also write the letters from the committee.

The Workers' Representative (Sara Beasley) is one of the supported workers who are elected by the other workers to attend Committee and Sub-Committee meetings. This person tells the committee what they think the workers would say. They provide a written report from the workers committee and feedback to the workers.

ROLES OF THE WORKERS COMMITTEE

The Workers Committee is made up of workers from each work setting. If there are more workers nominating than positions they will be elected by their work group. There may be more than one person from large work areas. Work group meetings are weekly and issues raised are taken to monthly Workers Committee meetings. The Workers Committee meets in the week prior to the COM and discusses issues raised by workers and listens to feedback from COM and Management. The Workers Committee prepares a report for the CEO to be tabled at the COM meeting. The Worker Representative is at the COM meeting to answer questions about Workers Committee report and to listen to meeting.

WORKERS CODE OF CONDUCT

During 2004 workers began discussing the need for a Code of Conduct for workers this was suggested as an improvement to Woorinyan Employment. In March 2005 the Draft Code of Conduct was endorsed by the Workers Committee for inclusion in the Blue Book.

Worker Code of Conduct

- **Not to attend work or work functions affected by drugs or alcohol.**
- **Never to be aggressive or violent to others.**
- **Want to work.**
- **To treat others with respect and respect their rights and privacy.**
- **No stealing or lying.**
- **To help promote a spirit of goodwill and co-operation amongst all.**
- **Workers do not engage in harassment of any form, including unwelcome tormenting, belittling or teasing.**
- **Not to tell inappropriate jokes.**
- **Workers will not bully others.**

Harassment and Bullying is an unlawful (as outlined in the Protection of Human Rights & Freedom from Abuse Policy page 31 of this book).

Workers breaking the Code of Conduct will face Disciplinary procedures

Disciplinary procedures may include:

- **counselling**
- **retraining or more support**
- **temporary exclusion from the work place**
- **expulsion from the work place (as outlined in the Exit Policy page 9 of this book)**

TO WORKERS THIS MEANS:

“WE TREAT PEOPLE HOW WE WANT TO BE TREATED”

“IF YOU BREAK THE RULES YOU MIGHT GET KICKED OUT”

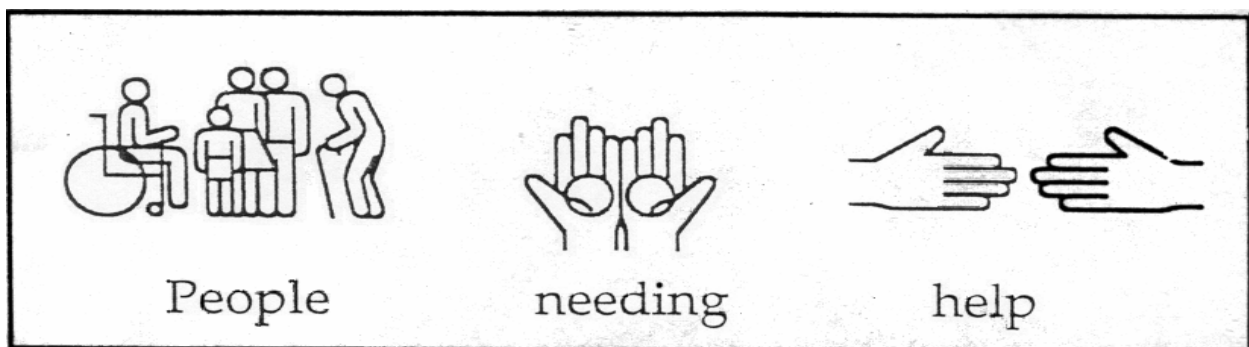
“RESPECTING EACH OTHER AND THEIR FEELINGS”

“WESS IS FOR NICE PEOPLE”

SERVICE ACCESS

Service Access: To ensure each person seeking a service has access to a service on the basis of relative need and available resources.

- Access to our services is free from discrimination of any kind, including gender, race, sexual preference or age.
- We ensure that each new worker, has met the eligibility criteria and has been referred by the appropriate government department, (for most workers this will be Centrelink).
- Access to our services is on the basis of relative need and our available resources. This means someone may get a service first because they have a good reason. Example: moving into a house where they can't stay at home during the day and need to go to work, or someone who loses their job.
- The double disadvantage experienced by people with a disability who are women, Aborigines, Torres Strait Islanders or people from a non-English speaking background is taken into account when establishing their needs.
- From time to time the Minister of the Department of Family and Community Services identifies groups of people as priorities for placement in employment, these could be - young people, women, people with certain backgrounds, these people will also get help first.
- All work placement being with a ten week work trial, this gives new workers a chance to look at Woorinyan and Woorinyan time to complete assessments.



TO WORKERS THIS MEANS:

- “ THERE ARE WRITTEN RULES ABOUT WHO CAN COME TO WESS ”
- “ SERVICES ARE THERE FOR THE PEOPLE WHO NEED THEM THE MOST ”
- “ YOU NEED TO GO TO CENTRELINK AND FILL IN PAPERS ”
- “ WESS IS FOR PEOPLE WHO WANT TO WORK ”

EXIT POLICY

Exiting the Service : To ensure each person leaving the service does so in a planned manner.

- Exit from W.E.S.S. should be planned and Workers will be encouraged to use an advocate (help you speak up for yourself) in this planning. W.E.S.S. Support Staff will assist and try to give information on other appropriate services. This may take the form of a referral to Open Employment Services (C.E.T.P.) , referral to other Supported Employment options; to take up employment; retirement from the workforce; or referral to other training and activity based services where they are seen as a more appropriate placement.
- Workers will be asked to fill in an Exit Form. This form will give the reason for leaving. It will also have the time the placement will be held open for the Worker to come back to W.E.S.S. (maximum of 2 months).
- Temporary exclusion can be authorised by the CEO, Employment Manager or senior enclave staff member.
- Temporary exclusion will follow every incident of Physical Violence.
- Temporary exclusion may be taken when a worker's problem behaviour is affecting other people.
- An Incident Report will be completed at the time of exclusion.
- A memo explaining the incident and detailing return date will be provided to the worker. If carers cannot be contacted the worker will be stood down from work for the remainder of the working day and the next rostered day.
- Temporary exclusion may not exceed 5 rostered days of work.

Problem behaviour may include:

- Violence to co-workers or Support Staff.
- Bullying
- Sexual Harassment.
- Action that puts the safety or well being of others at risk.
- Refusing to undertake work.



NO FIGHTING

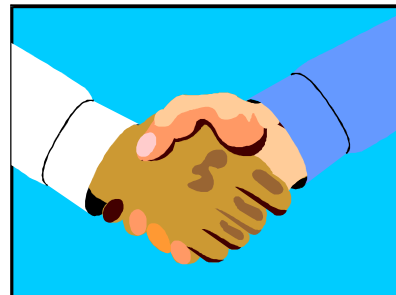
Workers need to be safe from Assault by other Workers

EXIT POLICY CONT

Permanent Exclusion can be authorised by the Committee of Management of Woorinyan Incorporated.

Woorinyan Incorporated has the right to withdraw its services when:

- Where workers behaviour creates an unacceptable risk to self, other workers, staff or visitors.
- When there are repeated cases of workplace violence against others.
- Where the workers support need is outside the scope of the service model.
- Where the workers support need is greater than the recourses provided by the funding body to support that individual.
- Theft or other criminal acts against Woorinyan Inc, Host companies, or other stakeholders.
- Where a worker has caused conflict by making repeated, unfounded or vexatious complaints.
- Where worker's productivity is consistently below 10% of baseline production.



A meeting to plan what you want to do after you leave Woorinyan.

TO WORKERS THIS MEANS:

“ THERE IS A PLAN FOR THE NEXT STEP ”

“ THERE ARE RULES ABOUT HOW PEOPLE LEAVE ”

“YOU MIGHT HAVE TO LEAVE IF YOU BREAK THE RULES”

“YOU NEED TO DO YOUR WORK”.

“ IF YOU HURT OTHER PEOPLE YOU CANNOT COME TO WORK ”

STAFFING POLICY

Staffing policy ensures professional and qualified support staff who are committed to quality service provision.

- Workers at W.E.S.S. will be supported by qualified support staff who are committed to your well being.
- Support staff will treat and communicate with workers in a manner which shows respect and dignity .
- While providing appropriate employment support, support staff will work towards providing a happy and enjoyable work environment.
- Workers will be involved in and given support to be on interview panels for support staff selection.
- Workers will have input in to the roles for support staff, e.g. Job descriptions for support staff.
- As part of the services' commitment to Health & Safety, all Support Staff are qualified in First Aid.
- Support staff will participate in in-services training both on training days and as part of staff meetings.
- Support Staff will be encouraged to undertake formal training.
- Support staff have passed Police Clearance Checks.
- Support staff have signed and work to a Code of Conduct.



TO WORKERS THIS MEANS :

“ I LIKE THE SUPPORT STAFF AND THEY LIKE ME ”

“ WORKERS HELP PICK NEW STAFF ”

“ OUR STAFF ARE TRAINED AND KNOW THE RULES ”

“ THE STAFF LIKE HELPING US ”

WORKER RESPONSIBILITIES

Worker responsibilities policy ensures that workers in the service are aware of their responsibilities as well their rights.

- Workers at W.E.S.S. have a responsibility to learn and follow W.E.S.S. policies and procedures.
- Workers at W.E.S.S. have a responsibility to participate in Individual Employment Plan meetings and identify and set employment goals.
- Support Staff will help you by spending time with you to help you learn how to do your job properly.
- Workers have the responsibility to listen to instructions and to carry out tasks, as shown or told by support staff or host company staff to the best of your ability.
- Workers are, should act like and be treated as adults.
- Workers should be polite and helpful to support staff, host company staff and co-workers.
- Workers need to remember they are being paid to do their job.
- Workers have a responsibility to the host company and support staff. Support staff are here to help you get the work done.
- Workers have a responsibility to participate in work group meetings.
- Workers can be stood down without pay for not following policies, procedures or instructions given by support staff or authorised co-workers.
- Workers Stand Downs of more than 1 hour without pay will be considered as Temporary Exclusion (See Exit Policy).
- If you feel you are being unfairly treated or instructed in an unfair manner, you will be given support to access the conflict resolution procedure.

We are here to work that is why we get paid.

Staff are here to help, we need to listen.

As Woorinyan workers we have responsibilities.

If we are not happy we can use the complaints procedure.

TO WORKERS THIS MEANS :

“ BEING NICE”

“ YOU HAVE TO ACT LIKE AN ADULT”

“ YOU HAVE REponsibilities AND IF YOU BREAK THEM THERE ARE CONSEQUENCES”

WORK GROUPS

Work groups : To ensure each worker is made aware of service policies and has a voice in workplace discussion.

- The reason for work groups is for you to have a say in the running of your work place. We want you to speak up in your work group meetings so that we know what you think.
- Your work group meetings are to help you understand and learn this book and all other Woorinyan policies. You may even want to change them, if so your work group support staff can help you.
- Your work group staff person knows you and your program. They take a special interest in you and how you are going at work. You can feel free to go to them with any troubles or questions you have about work.
- Your work group staff person will normally run your IEP meetings and update your productivity and competency assessments.
- Your work group will also give out notes and information about what is happening in the service.
- If you are uncomfortable with taking a problem to your work group staff member then you can talk to the Employment Manager or let the Employment Manager know you are wanting to talk to another staff member.



TO WORKERS THIS MEANS:

“ A MEETING EVERY WEEK TO TALK ABOUT WORK ”

“ WE HAVE OUR SAY ABOUT OUR WORKPLACE ”

“ THEY SHOW US THE POLICIES AND WHAT THEY MEAN ”

DEVELOPING INDIVIDUAL EMPLOYMENT PLANS (I.E.P.)

Developing IEPs: To ensure each worker has a planned service with input from family and caregivers.

- Part of your I.E.P. is making sure you know what your work choices you have. We do this by giving you information about the enclaves we run, where they are, what current workers do, we may even take you on site to have a look for yourself.
- Where appropriate, information on services in the community such as: other Employment Services, TAFE, Job Focus and Skills plus, is given to you.
- Part of I.E.P. development aims to make your caregiver comfortable with your choice, we do this by giving them similar information on what work options W.E.S.S. offers and inviting them to visit work sites.
- We encourage all workers to bring a support person to their IEP meeting.
- In your I.E.P. meeting, you will talk about what employment you would like and what W.E.S.S. can offer you and how much support you will need. You and your support staff are responsible for following up your I.E.P., checking how you are going and where possible will support you to implement your plan.



- We want to know what you want to do in your work placement and what you want to do in the future.

TO WORKERS THIS MEANS :

“ WE MAKE A PLAN ABOUT MY WORK ”

“ THEY SHOW YOU THE JOB FIRST ”

“ WE TALK ABOUT WHAT I WOULD LIKE TO DO ”

“ I BRING MY SISTER WITH ME ”

DECISION MAKING AND CHOICE

Decision Making & Choice: To ensure each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.

- Workers have the right to make choices about their lives and all workers have the right to be represented and involved in the decisions that affect them and the way they are supported.
- This involvement must be at all levels of the Employment Service. Workers choose a worker to attend the Committee of Management as their representative.
- You will be given information that will help you to make decisions.
- Workers are asked to make choices at all levels of the service.

This can mean :
Individual Employment Plans (I.E.P.)
Work group meetings
Workers Committee
Sub-Committee meetings
Staff selection interviews
Conflict Resolution
Committee of Management meetings

- Workers are given support, information and training on workers' rights, assertiveness and advocacy (speaking up for yourself).
- Workers are encouraged to use independent advocates and other supports or information as they may need to take part fully in decision making. These may include friends, family, co-workers or an advocacy service.
- All employment policy reviews will involve workers at work groups and all changes will be discussed with workers. Changes are taken to the Workers Committee for ratification before begin presented at the Committee of Management Meeting.

TO WORKERS THIS MEANS:

“ HELPING YOU SPEAK UP FOR YOURSELF ”

“ MAKING DECISIONS FOR MYSELF ABOUT MY WORK ”

“ CHOOSING WHAT WORK YOU DO ”

“ HAVING A SAY IN WEEKLY WORK GROUP MEETINGS ”

MEETING INDIVIDUAL NEEDS

Individual Needs: To ensure each person with a disability receives a service that is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

- You have the right to a service that meets your needs in the way you wish. This is written down in an agreement each year called your **Individual Employment Plan (I.E.P.)**
- Each worker agrees to do the work that has been requested in their I.E.P. meeting. this might be different for different workers. Everybody has their own needs.
- If W.E.S.S. can't meet an individual's needs, then Woorinyan will try to help you find out if there is somewhere that does meet that need.
- W.E.S.S. might seek your permission to ask other services to help meet your needs.
- Your I.E.P. can be reviewed or changed anytime you wish. Workers are supported to run the plan by themselves, wherever possible.
- Each worker has the option of support from an independent advocate , family member or friend if desired, to help you with your I.E.P. or other work issues.
- We encourage the use of advocates in all areas of decision making.
- Each worker has a work group support staff member who takes an individual interest in you and your placement, daily. Talk to them if you want to change something.



At my I.E.P
I got help to go
to T.A.F.E.



I'm working
outside on a work
trial. If I like it I
might stay!

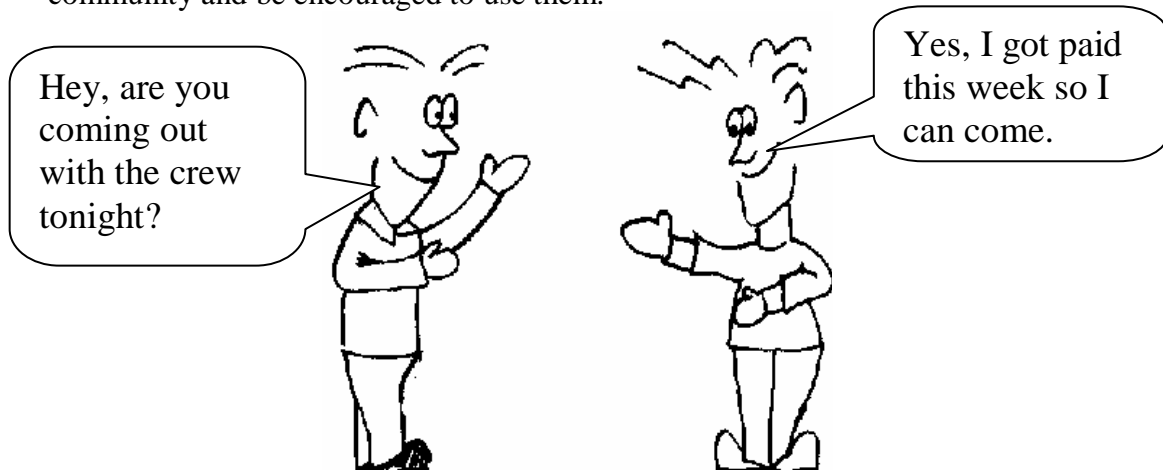
TO WORKERS THIS MEANS :

- “ WORKERS CAN MAKE CHANGES WHEN THEIR NEEDS CHANGE ”
- “ STAFF HELP DIFFERENT PEOPLE IN DIFFERENT WAYS ”
- “ TO TALK ABOUT WHAT WE WANT AT WORK GROUP MEETINGS ”
- “ I CAN TRY THINGS OUT TO SEE IF I LIKE IT.”
- “ I WANT MY BOTHER TO COME TO MY MEETING.”

PARTICIPATION AND INTEGRATION

Participation & Integration: To ensure each person with a disability is supported and encouraged to participate and be involved in the life of the community.

- Employment is a vehicle which should lead to a number of observable outcomes (things we can see):
 - An expanding range of personal relationships
 - Acceptance by fellow workers
 - More money to buy things for yourself
 - An opportunity to be a contributing member of the community for example , to become a Tax Payer.
 - Access to a greater range of community facilities and services
- W.E.S.S. thinks it is very important to make new work programs in the community. It also believes that all new programs should be integrated i.e. working alongside non-disabled workers.
- Extra training should be in the community in integrated settings whenever possible.
- W.E.S.S. encourages workers to community based services whenever they can.
- Woorinyan workers have the right to go out into the community and use the services the community offers to everybody.
- Woorinyan workers will have information on other services within their community and be encouraged to use them.



TO WORKERS THIS MEANS :

“ MIXING WITH OTHER PEOPLE IN THE COMMUNITY ”

“ DOING THE SAME THINGS AS OTHER PEOPLE DO ”

“ HAVING FRIENDS TO GO OUT WITH, KNOWING WHERE TO GO. ”

“ GOING TO PLACES LIKE TAFE, LEISURE LINK UP AND SPEAKING OUT ”

PARTICIPATION AND INTEGRATION CONT

Woorinyan encourages workers to access other community based services whenever they can.

Examples of Local Services use by workers are:

- Woorinyan Adult Training Support Service 9781 1473
- Wongabeena 59 868118
- Kankama 59 752180

- Chishlom Institute 9212 5000

- St Lukes Frankston Short Course Activity Groups 9783 1561
- Orwil Street Community Centre 9783 5073
- Karingal Neighbourhood House 9776 7221

- Leisure Linkup 9782 1390
- Brotherhood Community Access Project 9782 1184

- Frankston Library 9784 1020
- Jubilee Park Swimming Pool 9789 6144
- Dreams Dancity 9782 5282

WORKERS THIS MEANS :

“ WE ARE PART OF THE COMMUNITY ”

“ WE DO MORE THAN JUST COME TO WORK ”

“GOING OUT AND HAVING FUN”

“ GOING TO PLACES LIKE TAFE”

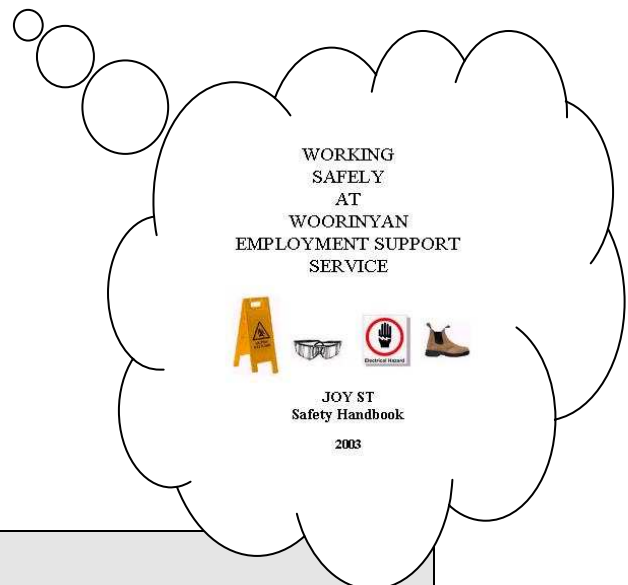
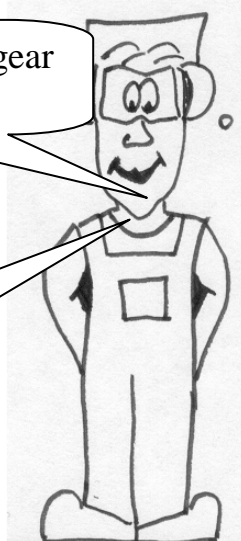
HEALTH AND SAFETY POLICY

Health and Safety: It is our policy to provide and maintain a safe and healthy work place and environment in which the physical and psychological well being of staff, service users and community is protected.

- It is our policy to provide and maintain a safe and healthy work place for all workers and support staff.
- It is part of every worker's responsibility to follow safety rules, identify and reduce risks and work with management to improve safety.
- The service will promote safety training and education for all levels of the service including onsite instruction.
- Resources will be provided to maintain safety facilities for the protection of all workers.
- Having safe workplace policies like NO BULLYING, NO VIOLENCE.
- Each enclave site will develop safety rules to address identified risks.
- Each enclave site will develop and review a safety booklet.
- All support staff are qualified in First Aid.

Wearing the right safety gear is important.

There are SAFETY RULES at each site.



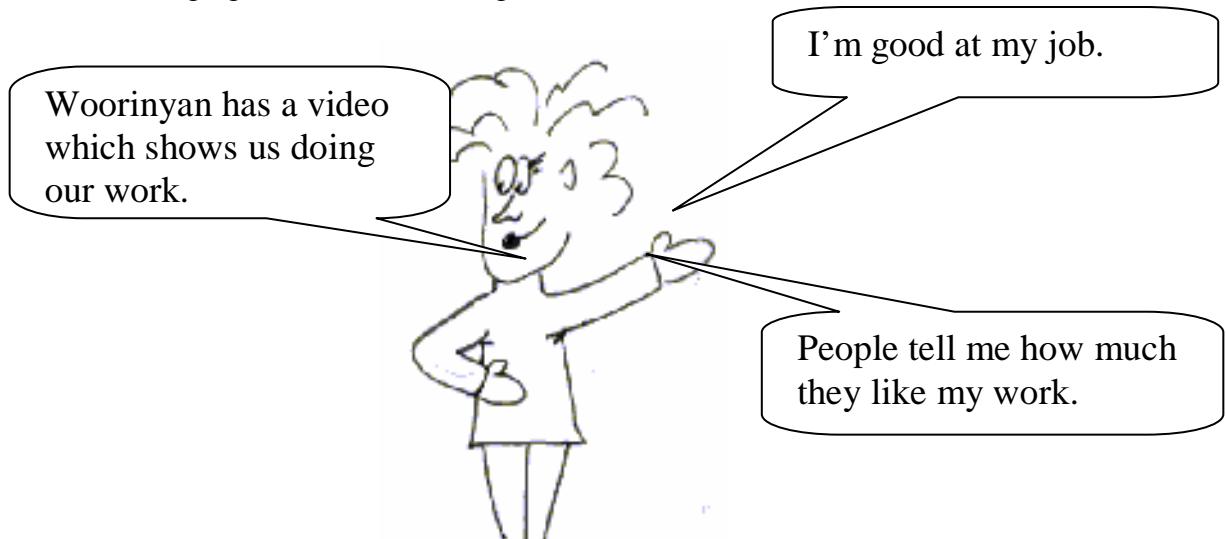
TO WORKERS THIS MEANS :

- “MAKE SURE YOUR WORK PLACE IS SAFE”
- “EVERYBODY DOES THE RIGHT THING SO OUR WORKPLACE IS SAFE”
- “ASK TO GET THINGS FIXED IF THEY ARE NOT SAFE”
- “WE ALL HAVE A SAFETY BOOK ABOUT OUR WORK”

VALUED STATUS

Valued Status: To ensure each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

- All of our workers have the opportunity to develop and maintain skills and lifestyles and to participate in activities that enable them to achieve valued roles as friends, brothers, sisters, uncles, aunties, footballers and workers.
- All of our policies, procedures and practices recognise and promote the value and contribution of individuals by :
 - ensuring that all documentation and promotional material reflects the skills, value and contribution of people with disabilities,
 - providing individualised support to develop skills and lifestyles that are valued in the community,
 - ensuring that training is functional, age appropriate and outcome based.
- Promoting workers status in their community through :
 - being part of and having a say on the Committee of Management,
 - being on interview panels to choose new staff,
 - encouraging workers to use integrated services.



TO WORKERS THIS MEANS :

- “ I AM A VALUABLE WORKER AND I AM GOOD AT WHAT I DO ”
- “ YOU FEEL GOOD IN YOURSELF ”
- “ YOU ACHIEVE YOUR GOALS AS A GOOD WORKER ”
- “ I AM HAPPY AT WORK, I WORK WELL ”
- “ SHOW PEOPLE RESPECT FOR THEIR WORK ”

PRIVACY, DIGNITY AND CONFIDENTIALITY

Privacy, Dignity & Confidentiality: To ensure that each person's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected.

- We recognise and respect each worker's right to privacy, dignity and confidentiality in all aspects of his or her life.
- We ensure that workers are being treated with honour, respect and worthiness thereby reflecting their culture, community and providing a positive influence for their self esteem.
- You will have a place to lock up your belongings.
- An assurance that written and spoken information is protected from access and use by unauthorised persons.
- We only collect information that is directly relevant to your work and support.
- All written, spoken and observed information is treated as private and confidential.
- No information is sought or disclosed without written consent (or the written consent of the person responsible or guardian) except:
non-identifying data required by funding bodies and by government departments for planning purposes,
where disclosure is required or authorised by law.
- Your employment file will contain :
Your I.E.P.s ,
Wage reviews
File Notes
Major & minor incident reports
Training objectives, behaviour plans
Productivity Assessments and Competency Checklists
Other support or funding related papers
- You will be asked to review your file every 12 months as part of your IEP meeting. You will have a safe place where you can lock up your things.
- Information will be held for 7 years after the file becomes inactive.

TO WORKERS THIS MEANS :

- “ **HAVING A SAFE PLACE TO PUT MY PRIVATE THINGS ”**
- “ **MY FILE IS LOCKED AWAY IN MAX'S OFFICE “**
- “ **I SIGN THE FORM BEFORE THE STAFF TALK ABOUT ME ”**
- “ **TALKING IN PRIVATE TO EACH OTHER ”**

**WOORINYAN
EMPLOYMENT
SUPPORT SERVICE**

Blue Book

SUGGESTED CHANGE & IMPROVEMENTS

As part of Woorinyan Employment's Continued Improvement process all stakeholders are encouraged to suggest ways Woorinyan can improve its service.

**This Form may be posted to The CEO Woorinyan Inc. PO Box 773
Frankston 3199**

Name: _____

Date: _____

Program Area: _____

Form Address To: (please tick)

<input type="checkbox"/> Support Staff	<input type="checkbox"/> Workers Committee	<input type="checkbox"/> Employment Manager	<input type="checkbox"/> CEO	<input type="checkbox"/> COM
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Section 1: TO BE COMPLETED BY THE PERSON SUGGESTING THE IMPROVEMENT

WHAT DO YOU FEEL NEEDS IMPROVEMENT? (Attach additional pages if required)

WHAT DO YOU RECOMMEND WE DO? (Attach additional pages if required)

CONFLICT RESOLUTION

Complaints & Disputes: To ensure each person receiving a service is free to raise and have resolved, any complaints or disputes he or she may have regarding the service or agency.

Our organisation ensures that workers:

- receive support when reporting a conflict,
- are encouraged to raise any problems via our Conflict Resolution Process without fear of punishment,
- are listened to, treated with respect and have their conflict resolved within set time frames.
- We have developed a Conflict Resolution Procedure that is written in plain English and:
 - lists the “steps” to take to resolve a conflict ,
 - documents time frames, contact positions and phone numbers,
 - is available in a medium suitable for each disability group.
- Information is made available to workers (and families/carers) about relevant independent services that deal with conflict and disputes. All workers receive ongoing formal and informal training on the conflict resolution procedure.
- Unresolved Industrial disputes will be referred to the Australian Industrial Relations Commission for settlement.
- Unresolved Service conflicts will be referred to the Complaints Resolution Referral Service 1800 880 052.
- Our annual workers satisfaction survey provides workers with an additional means of reporting concerns and conflicts.



TO WORKERS THIS MEANS :

“ YOU CAN COMPLAIN WHEN SOMETHING IS WRONG ”

“ WE CAN FILL OUT A FORM WHEN OUR COMPLAINT IS SERIOUS ”

“ IT’S OKAY TO COMPLAIN ”

“ YOU WILL NOT BE TREATED BADLY IF YOU MAKE A COMPLAINT ”

CONFLICT RESOLUTION PROCEDURE

Conflict resolution means sorting out any problems or conflicts you have if you are not happy with something at Woorinyan Employment.

Woorinyan Workers, stakeholders and support staff can use the following conflict resolution procedure:

- If the problem or conflict is with a person, talk to the person and try and work it out with the person you think is causing the conflict.
- If the problem or conflict is with work or your program, talk to the support staff.

If this does not solve the problem,

- Talk about the problem to your work group support staff or the Service Manager.

If this does not solve the problem,

1. You will need to fill in a Conflict Resolution Form, you can get help to do this
 2. After completing the Conflict Resolution Form, the matter will be dealt with by the CEO or designate.
 3. You will get a written reply to your Conflict Resolution Form within 14 days of it being received by Woorinyan Incorporated
 4. The Conflict Resolution Process will continue to seek a solution to the conflict.
- You may want to get help from outside the service eg.
 - DisAbility Employment Action Centre Ph. 9650 2533
 - Dispute Settlement Centre of Victoria 1800 658 528
 - Westernport Speaking Out Ph. 9770 1710
 - Office of the Employment Advocate Ph. 1300 366 632
 - Unresolved Industrial disputes will be referred to the Australian Industrial Relations Commission for settlement.
 - Unresolved Service conflicts will be referred to the Complaints Resolution Referral Service 1800 880 052

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EMPLOYMENT
SUPPORT SERVICE**

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CONFLICT RESOLUTION FORM

DATE STAMP

**This Form must be posted to The CEO Woorinyan Inc. PO Box 773
Frankston 3199**

Name: _____ **Contact No** _____

Address: _____

Date: _____

Support Person: _____ **Contact No** _____

BACKGROUND TO THE CONFLICT? (Attach additional pages if required)

WHAT IS THE CONFLICT? (Attach additional pages if required)

WHAT DO YOU WANT TO HAPPEN? PREFERRED RESOLUTION

(Attach additional pages if required)

By Signing Conflict Resolution Form I give Woorinyan permission to investigate the conflict.

Signed:

Date:

Signed Support Person:

Date:

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OFFICE USE ONLY

Section 2: TO BE COMPLETED BY CEO or designate.

INVESTIGATION OF CONFLICT: (Attach additional pages if required)

All questioning should be conducted with a support person present.

Maintain an open questioning approach; follow the principles of Natural Justice.

RECOMMEND ACTION: (Attach additional pages if required)

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Section 3: TO BE COMPLETED BY,CEO or designate.

WRITTEN RESPONES SENT: (Copies attached)

DATE:

NAME:

SIGNATURE:

**Section 4: TO BE COMPLETED BY ALL PARTIES TO THE
RESOLUTION.**

AGREED RESOLUTION AND FOLLOW UP ACTION:

(Attach additional pages if required)

NAME:

POSITION:

SIGNATURE:

DATE:

NAME:

POSITION:

SIGNATURE:

DATE:

NAME:

POSITION:

SIGNATURE:

DATE:

NAME:

POSITION:

SIGNATURE:

DATE:

EMPLOYMENT CONDITIONS

Employment Conditions: Each person with a disability enjoys comparable working conditions to those expected and enjoyed by the general workforce.

- Woorinyan Inc. is a party to a Certified Enterprise Agreement that covers supported employees in all Woorinyan enclaves.
- Our service recognises the rights of the individual in respect to employee and industrial relations issues and their right to use an advocate to achieve the same fair hearing and resolution as any other member of Australian society. Unresolved industrial disputes will be referred to the Australian Industrial Relations Commission for settlement.
- W.E.S.S. stakeholders have been involved in development of current Enterprise Agreement and employment practices.
- W.E.S.S. wages are productivity based as described in the Enterprise Agreement and workers information book (the green book).
- W.E.S.S. program wages are all based on casual employment
This means: No paid sick days
No paid holidays

Workers are involved in the planning of service holiday breaks, and workers can apply for extra leave without pay.

- Woorinyan workers Industrial Relations Booklet contains information about the follow Employment conditions :



- *Employment Conditions
- *Casual Loading
- *Full Casual rate
- *Productivity based pay
- *Long Service Leave

TO WORKERS THIS MEANS :

- “ THE MORE WORK YOU DO THE MORE MONEY YOU GET ”
- “ YOU KNOW WHEN YOU GET PAID ”
- “ YOU CAN RING UP TO FIND OUT THE AWARD RATE ”
- “ I GET A PAY SLIP THAT TELLS WHAT PAY I GO ”

FREEDOM FROM ABUSE

Protection of Human Rights & Freedom from Abuse: The service acts to prevent abuse and neglect and to uphold the legal and human rights of each person in our workforce.

Woorinyan Inc. policies upholds the rights of all workers and staff in a workplace and/or service site free from physical, sexual, emotional and verbal abuse, harassment, assault and neglect.

All staff shall be responsible for ensuring that our policies and procedures are implemented to prevent abuse, harassment, assault and neglect in the workplace and on all service sites.

E.g.

No Bullying or Violence Policy

Bullying or Violence in any form will not be tolerated.

Bullying includes verbal, physical or psychological abuse.

Eg. Threats to hurt someone, including knives or tools.
Hitting, kicking, biting or pinching.
Withholding information.
Excluding or isolating.
Teasing, tormenting or belittling.

Bullying can occur wherever people work together, sometimes people do not realize their behavior is harmful to others.

Bullying can occur between co-workers, supervisors or management.

Woorinyan prevents bullying by:

- Educating workers about bullying.
- Encourage reporting of all bullying.
- Having procedures for investigating allegations.
- Having a conflict resolution process.
- By seeking the support of families and carers.

All bullying or acts of Violence will be taken seriously, Woorinyan Employment has a responsibility to provide a safe workplace and safe systems of work for all employees.

Bullying or Violence will be dealt with under the Woorinyan Employment Support Service Conflict Resolution Procedure.

If you think someone is bullying you please contact support staff the Manager or the CEO of Woorinyan Inc. or the Disability Services Abuse and Neglect Hotline
1800 880 052

FREEDOM FROM ABUSE CONT.

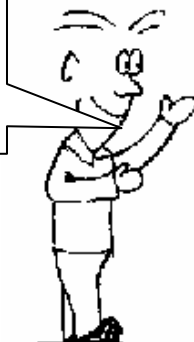
Our procedures shall be implement to prevent abuse:

- our aim is that the workplace and service sites are free from all physical, sexual, emotional and verbal abuse, harassment and assault.
- our workers are made aware of their responsibilities to allow others to feel safe. free from threats, harassment and assault training is an on-going process.
- our reputation as a fair and conscientious employer and service provider is maintained and complies with all relevant legislation,
- all conflicts are dealt with in a timely manner and sensitively.
- investigations of conflicts will use the principles of fairness and natural justice.
- workers receive support and are able to use an advocate when reporting a conflict,
- workers are encouraged to raise any problems via our Conflict Resolution Process without fear of punishment,
- workers are treated with respect and have their conflict resolved within set time frames.
- they have a Conflict Resolution Procedure that is written in plain English
- an automatic period of temporary exclusion will follow every incident of Physical Violence.

ABUSE AND NEGLECT HOTLINE

1800 880 052

He keeps yelling at me I feel unsafe. Can you help me make him stop?



OK I'll talk to him about Standard 12, let me know how it goes.



TO WORKERS THIS MEANS :

“ YOU DO NOT GET PICKED ON ”

“ PEOPLE CAN'T HURT YOU ”

“ YOU CAN COMPLAIN IF IT'S NOT FAIR ”

“ WE HAVE GOT THE RIGHTS TO FEEL SAFE ”