

Possability



Welcome to the Possability, we are looking forward to working with you!

This employee handbook is designed to provide you with key information relating to your employment with Possability. This information is important and relates to your employment conditions. You will be able to access and download the handbook at any time, please note this document is for information only and does not need to be signed and submitted.

This handbook provides items such as tips around Onboarding, factsheets, mandatory online training and staff ID card instructions, and access to Emplive.

At any-time you may need assistance, please reach out to the People & Culture team on recruitment@possability.com.au

Before commencing your onboarding, ensure your internet browser allows pop-ups, as some tabs may not open.

Handbook Contents:

- My Onboarding
- Staff ID Card – Instructions
- Onboarding - How to find your bank account
- Fair Work Information Statement and the NES
- Casual Employment Information Sheet
- Accesspay – Salary Packaging
- ESS Emplive Login
- ESS Emplive Weekly Timesheet
- Training Instructions – NDIS Quality & You
- Training Instructions – Human Rights & You & Understanding Abuse
- Training Instructions – Safeguarding Children
- Statutory Declaration – *Required to be actioned if you do hold your police checks*
- NDIS Code of Conduct – Summary for Workers
- Tasmanian Employees Only – Part Time Banding Annexure
- Your Right to Request Casual Conversion

MY ONBOARDING at Possability



WELCOME!

We are excited to welcome you to the team at Possability, where our employees all work together to create a world where everyone has the opportunity to pursue their potential.

Before commencing in your new role, you will need to complete the paperwork relevant to your role, which is accessed through this online onboarding portal.

Use this guide to support you with this process, we look forward to seeing you in the workplace!

OVERVIEW

Your onboarding dashboard will show a list of all onboarding tasks that you need to complete, as well as a handy percentage (%) complete indicator.

Complete each task in full to achieve 100% and complete your onboarding process.



PLEASE NOTE!

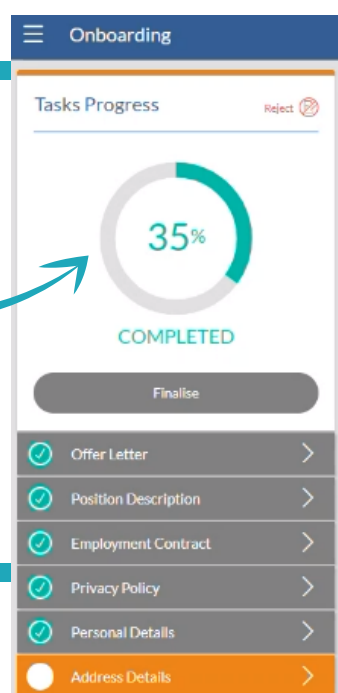
When completing your onboarding process you will notice a "Reject" button throughout the stages.

Pressing the "Reject" button at any time during onboarding will **reject** the employment offer and you will be locked out of the system.

DO NOT select "Reject" unless you no longer wish to progress your employment with Possability.



Don't forget to upload an ID photo during the onboarding process so that we can assign this to your profile!



Click on each section to complete the specific task.

NEED MORE TIME?



Once registered with your email and password, you can log out and log back in to the onboarding dashboard at any time, so no need to have to have all of your details and documents ready in one go!

NEED HELP?



For assistance with any of your onboarding tasks, you can click "Contact Us", and a member of the Possability People & Culture Team will be able to assist.



Contact Us



Alternatively, you can email recruitment@possability.com.au to reach our team.

Staff ID Card – Instructions

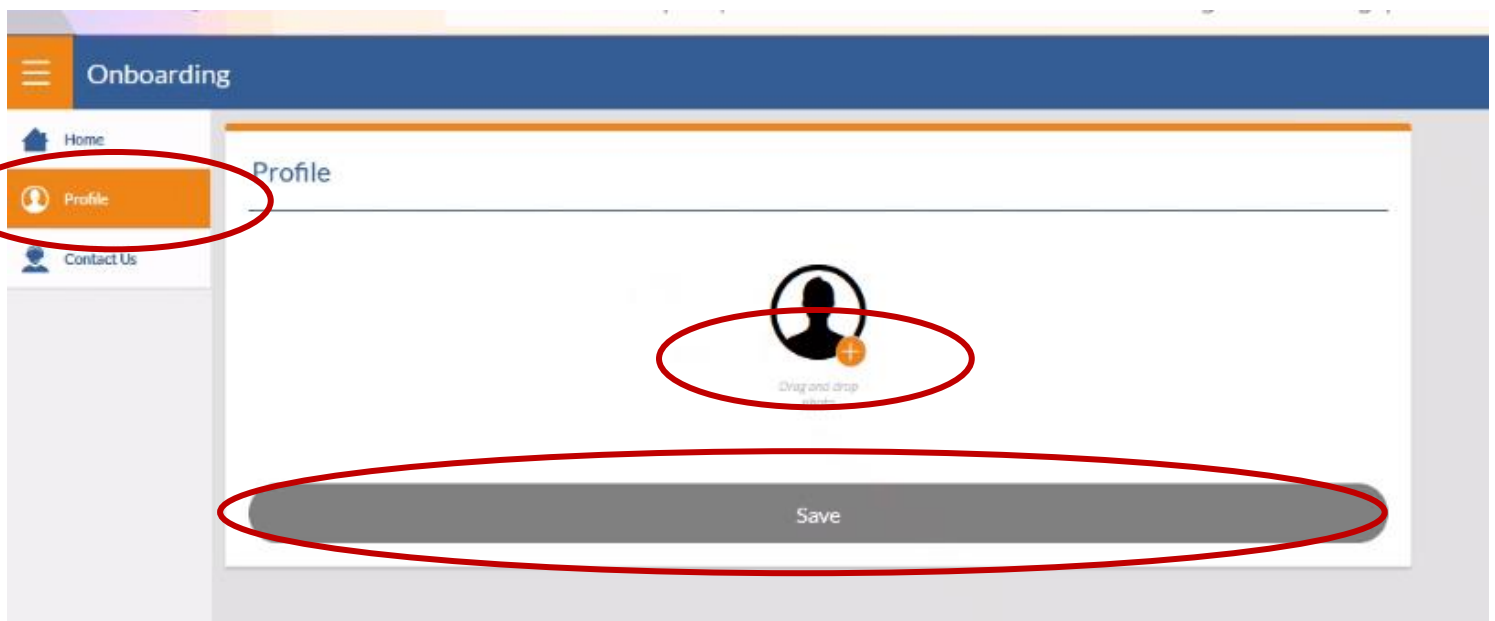
All Possability employees must have a current Staff ID Card, and must carry this at all times whilst on shift. This photo will be valid for three years.

If you lose your card, you must report this directly to your Supervisor or Manager. When your Staff ID Card expires, you will need to provide an updated photo, and return the expired card to your Supervisor. If your card is damaged or you have a name change, or a title change, please contact your regional office.

Upon exiting the organisation you must return your Staff ID Card to People & Culture.

How to upload your ID Photo:

- Find the **table** bar on the left hand side of My Onboarding
- Select **Profile**
- **Upload** your headshot by selecting the icon
- Select **Save**
- Once your ID Card has been created, we will be mail itto your nominated address following the completion of your onboarding.



The following guidelines must be adhered to when taking your photo:

- Have a plain white background, with good lighting (avoid too much shadow).
- Be a head shot, with only head and part shoulders - similar to any other formal ID photo (e.g. licence or passport).
- Be professional in nature.
 - Be centred and facing the camera – no “portrait” poses.
 - Ensure your whole face is visible.
 - Do not have any hair or head covering across the face.
 - Have the camera approximately 1.2 metres away from you.

ACCEPTABLE



Acceptable



Acceptable



Acceptable

UNACCEPTABLE



Side on to camera



Insufficient contrast



Background too dark



Hair obscuring face



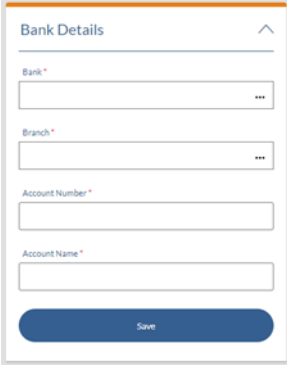
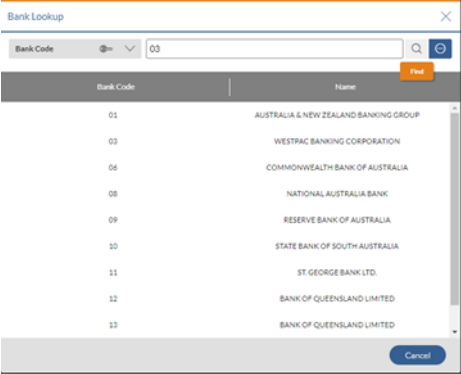
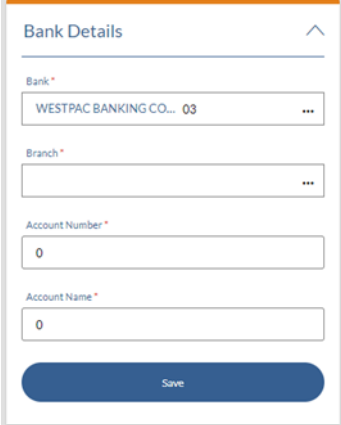
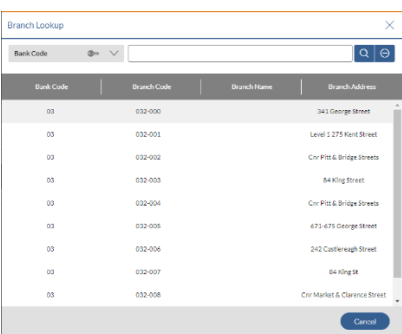
Background not plain



Eyes/edges of face obscured



Onboarding – How to find your bank account:

	On the side panel in Onboarding, go to <i>Bank Details</i>. In <i>Bank</i>, select the three dots.
	In <i>Bank Lookup</i>, search the "Bank Code" by typing in the first two numbers of the bank's branch BSB. In this example, the first two number we are searching for is 03. Select the <i>Find</i> button. Select the <i>Bank</i>.
	Onboarding will automatically close the <i>Bank Lookup</i>, and fill the Bank textbox. In <i>Branch</i>, select the three dots
	The <i>Branch Lookup</i> will open. You can either scroll up and down in the <i>Branch Lookup</i>, observing the "Branch Code" or "Branch Address". The system will automatically look for Bank Code. In the search functionality, change this to "Branch Code". Which means you can search by typing in the BSB.

Branch Lookup

Branch Code: 032-006

Branch Code

Branch Name

Branch Address

Branch Code	Branch Name	Branch Address
032-006		341 George Street
032-001		Level 1 275 Kent Street
032-002		Cnr Pitt & Bridge Streets
032-003		84 King Street
032-004		Cnr Pitt & Bridge Streets
032-005		671-675 George Street
032-006		242 Castlereagh Street
032-007		84 King St
032-008		Cnr Market & Clarence Street

Cancel

If you are searching by "Branch Address", change the search functionality to "Branch Address".

Branch Lookup

Branch Code: 032-006

Bank Code	Branch Code	Branch Name	Branch Address
03	032-006		242 Castlereagh Street

Cancel

Once you have located your BSB, select the branch.

The *Branch Lookup* will automatically close.

If you cannot locate your bank, enter the details for the *Dummy Bank*, and email the recruitment team on recruitment@possability.com.au with the confirmation of your bank details.

We are able to manually add this in for you.

Bank Code: 99

Branch: 999-999

Bank Details

Bank *

WESTPAC BANKING CO... 03

Branch *

032-006

Account Number *

012141248521

Account Name *

Mr Jones Smith

Save

Once the *Bank* and *Branch* has been filled, enter your bank account number and account name.

Please note to only add numbers to your account number. Do not add spaces or dashes to your account number as this may be rejected.

Once confirmed, select *Save*.

From 1 January 2010, this Fair Work Information Statement is to be provided to all new employees by their employer as soon as possible after the commencement of employment. The Statement provides basic information on matters that will affect your employment. If you require further information, you can contact the **Fair Work Infoline** on **13 13 94** or visit **www.fairwork.gov.au**.

▲ The National Employment Standards

The *Fair Work Act 2009* provides you with a safety net of minimum terms and conditions of employment through the National Employment Standards (NES).

There are 10 minimum workplace entitlements in the NES:

1. A maximum standard working week of 38 hours for full-time employees, plus 'reasonable' additional hours.
2. A right to request flexible working arrangements.
3. Parental and adoption leave of 12 months (unpaid), with a right to request an additional 12 months.
4. Four weeks paid annual leave each year (pro rata).
5. Ten days paid personal/carer's leave each year (pro rata), two days paid compassionate leave for each permissible occasion, and two days unpaid carer's leave for each permissible occasion.
6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
7. Long service leave.
8. Public holidays and the entitlement to be paid for ordinary hours on those days.
9. Notice of termination and redundancy pay.
10. The right for new employees to receive the Fair Work Information Statement.

A complete copy of the NES can be accessed at **www.fairwork.gov.au**. Please note that some conditions or limitations may apply to your entitlement to the NES. For instance, there are some exclusions for casual employees.

If you work for an employer who sells or transfers their business to a new owner, some of your NES entitlements may carry over to the new employer. Some NES entitlements which may carry over include personal/carer's leave, parental leave, and your right to request flexible working arrangements.

▲ Right to request flexible working arrangements

Requests for flexible working arrangements form part of the NES. You may request a change in your working arrangements, including changes in hours, patterns or location of work from your employer if you require flexibility because you:

- are the parent, or have responsibility for the care, of a child who is of school age or younger
- are a carer (within the meaning of the *Carer Recognition Act 2010*)
- have a disability
- are 55 or older
- are experiencing violence from a member of your family or
- provide care or support to a member of your immediate family or household, who requires care or support because they are experiencing violence from their family.

If you are a parent of a child or have responsibility for the care of a child and are returning to work after taking parental or adoption leave you may request to return to work on a part-time basis to help you care for the child.

▲ Modern awards

In addition to the NES, you may be covered by a modern award. These awards cover an industry or occupation and provide additional enforceable minimum employment standards. There is also a Miscellaneous Award that may cover employees who are not covered by any other modern award.

Modern awards may contain terms about minimum wages, penalty rates, types of employment, flexible working arrangements, hours of work, rest breaks, classifications, allowances, leave and leave loading, superannuation, and procedures for consultation, representation, and dispute settlement. They may also contain terms about industry specific redundancy entitlements.

If you are a manager or a high income employee, the modern award that covers your industry or occupation may not apply to you. For example, where your employer guarantees in writing that you will earn more than the high income threshold, currently set at \$138,900 per annum and indexed annually, a modern award will not apply, but the NES will.

▲ Agreement making

You may be involved in an enterprise bargaining process where your employer, you or your representative (such as a union or other bargaining representative) negotiate for an enterprise agreement. Once approved by the Fair Work Commission, an enterprise agreement is enforceable and provides for changes in the terms and conditions of employment that apply at your workplace.

There are specific rules relating to the enterprise bargaining process. These rules are about negotiation, voting, matters that can and cannot be included in an enterprise agreement, and how the agreement can be approved by the Fair Work Commission.

You and your employer have the right to be represented by a bargaining representative and must bargain in good faith when negotiating an enterprise agreement. There are also strict rules for taking industrial action. For information about making, varying, or terminating enterprise agreements visit the Fair Work Commission website, www.fwc.gov.au.

▲ Individual flexibility arrangements

Your modern award or enterprise agreement must include a flexibility term. This term allows you and your employer to agree to an Individual Flexibility Arrangement (IFA), which varies the effect of certain terms of your modern award or enterprise agreement. IFAs are designed to meet the needs of both you and your employer. You cannot be forced to make an IFA, however, if you choose to make an IFA, you must be better off overall. IFAs are to be in writing, and if you are under 18 years of age, your IFA must also be signed by your parent or guardian.

▲ Freedom of association and workplace rights (general protections)

The law not only provides you with rights, it ensures you can enforce them. It is unlawful for your employer to take adverse action against you because you have a workplace right. Adverse action could include dismissing you, refusing to employ you, negatively altering your position, or treating you differently for discriminatory reasons. Some of your workplace rights include the right to freedom of association (including the right to become or not to become a member of a union), and the right to be free from unlawful discrimination, undue influence and pressure.

If you have experienced adverse action by your employer, you can seek assistance from the Fair Work Ombudsman or the Fair Work Commission (applications relating to general protections where you have been dismissed must be lodged with the Fair Work Commission within 21 days).

▲ Termination of employment

Termination of employment can occur for a number of reasons, including redundancy, resignation and dismissal. When your employment relationship ends, you are entitled to receive any outstanding employment entitlements. This may include outstanding wages, payment in lieu of notice, payment for accrued annual leave and long service leave, and any applicable redundancy payments.

Your employer should not dismiss you in a manner that is 'harsh, unjust or unreasonable'. If this occurs, this may constitute unfair dismissal and you may be eligible to make an application to the Fair Work Commission for assistance. It is important to note that applications must be lodged within 21 days of dismissal. Special provisions apply to small businesses, including the Small Business Fair Dismissal Code. For further information on this code, please visit www.fairwork.gov.au.

▲ Right of entry

Right of entry refers to the rights and obligations of permit holders (generally a union official) to enter work premises. A permit holder must have a valid and current entry permit from the Fair Work Commission and, generally, must provide 24 hours notice of their intention to enter the premises. Entry may be for discussion purposes, or to investigate suspected contraventions of workplace laws that affect a member of the permit holder's organisation or occupational health and safety matters. A permit holder can inspect or copy certain documents, however, strict privacy restrictions apply to the permit holder, their organisation, and your employer.

▲ The Fair Work Ombudsman and the Fair Work Commission

The **Fair Work Ombudsman** is an independent statutory agency created under the *Fair Work Act 2009*, and is responsible for promoting harmonious, productive and cooperative Australian workplaces. The Fair Work Ombudsman educates employers and employees about workplace rights and obligations to ensure compliance with workplace laws. Where appropriate, the Fair Work Ombudsman will commence proceedings against employers, employees, and/or their representatives who breach workplace laws.

If you require further information from the Fair Work Ombudsman, you can contact the **Fair Work Infoline** on **13 13 94** or visit www.fairwork.gov.au.

The **Fair Work Commission** is the national workplace relations tribunal established under the *Fair Work Act 2009*. The Fair Work Commission is an independent body with the authority to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment, and other workplace matters.

If you require further information, you can visit the Fair Work Commission website, www.fwc.gov.au.

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the *Fair Work Act 2009*.

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IMPORTANT: New casual employees also need to be given the Fair Work Information Statement.
Visit www.fairwork.gov.au/fwis for more information.

? Who is a casual employee?

From 27 March 2021, changes to workplace laws relating to casual employees mean that you are a casual employee if:

- you are offered a job
- the employer makes **no firm advance commitment** that the work will continue indefinitely with an agreed pattern of work
- you accept the offer knowing that there is **no firm advance commitment** and become an employee.

Whether you're a casual employee is assessed **at the time** you are offered and accept the job.

> No firm advance commitment

To work out if your employer made **no firm advance commitment** when offering you the job, only 4 factors are to be considered. They are whether:

- your employer can choose to offer you work and it's your choice whether to work or not
- you'll be offered work when the employer needs you to work
- your employment is described as casual
- you'll be paid a casual loading or a specific pay rate for casual employees.

A regular pattern of work doesn't automatically mean you're permanent (full-time or part-time).

Find out more about casual employment at www.fairwork.gov.au/casual



Becoming a permanent employee (casual conversion)

As a casual employee, you have the right to become a permanent (full-time or part-time) employee in some circumstances.

This is known as 'casual conversion'.

> Small businesses

If you are employed by a small business (fewer than 15 employees), your employer does not have to offer you casual conversion, but you can make a request to your employer if you meet the requirements for making a request (see table below). Unlike employees who work for a business with 15 or more employees, you don't have to wait until 27 September 2021 before you can make a request. Find out more information about what a small business employer is and the rules for making a request at www.fairwork.gov.au/casualconversion

> Other businesses

If you work for a business with 15 or more employees, the rules about offers and requests for casual conversion are:

OFFERS	REQUESTS
Your employer must offer you permanent employment if: • you've been employed by them for 12 months • you've worked a regular pattern of hours for at least the last 6 months on an ongoing basis, and • your regular hours could continue as a permanent employee without significant changes. Your employer needs to make the offer to you in writing by 27 September 2021 or within 21 days after your 12-month anniversary, whichever is later. You have to respond to the offer in writing within 21 days after the offer is given to you. Your employer doesn't have to offer you casual conversion if: • there are reasonable grounds for them not to, or • you are not eligible.	After 27 September 2021 you can make a request to your employer to become a permanent employee if: • you've been employed by them for at least 12 months • you've worked a regular pattern of hours in the last 6 months on an ongoing basis • your regular hours could continue as a permanent employee without significant changes • you haven't refused a previous offer to become a permanent employee in the last 6 months • your employer hasn't told you in the last 6 months that they won't offer you casual conversion on reasonable grounds, and • your employer hasn't already refused a request from you to become a permanent employee based on reasonable grounds in the last 6 months.

OFFERS (continued)

If this applies, they have to tell you in writing.

If you were already working for the employer as a casual employee on 27 March 2021, your employer needs to assess whether they need to make you an offer for casual conversion before 27 September 2021. If you meet the requirements, they need to offer you permanent employment within 21 days of making the assessment.

If you don't meet the requirements because you haven't been employed for 12 months, your employer needs to tell you that in writing in the same timeframe (but by no later than 27 September 2021).

REQUESTS (continued)

You need to make the request in writing. You can make the request from 21 days after your 12-month anniversary. Your employer has to respond within 21 days. Your employer can only say no after consulting you, and only if there are reasonable grounds. They have to tell you in writing.

If your employer refuses a request on reasonable grounds, you won't be able to make another request for 6 months. You'll need to meet the requirements to make another request.

> Casual conversion requirements

Find out more about requirements that apply to offers and requests to be a permanent employee, including rules about timeframes, making the offer or request in writing and responding in writing, and what counts as reasonable grounds, at www.fairwork.gov.au/casualconversion



What if there is a disagreement?

If you and your employer have a disagreement about casual conversion, there are steps you can take to help resolve it:

- **If you're covered by an award, agreement or employment contract with a process for dealing with disputes** relating to the National Employment Standards, you need to follow that process.
- If **not**, you need to try to resolve the disagreement directly with your employer first. If you aren't able to resolve it, you can refer your dispute to the Fair Work Commission.

You can also seek help from the Federal Circuit Court (including the small claims court) if your dispute is about whether:

- you meet the requirements for your employer to make an offer to you to become a permanent employee
- you meet the requirements to make a request to your employer for casual conversion
- your employer has reasonable grounds to not offer or agree to your request for casual conversion.

You can have someone to support or represent you through the dispute process (which could include a union entitled to represent you).

Get help with conversations: Find free online courses to help you have conversations at work (including about casual conversion) at www.fairwork.gov.au/learning

WHO CAN HELP?

The Fair Work Ombudsman, Fair Work Commission and Australian Building and Construction Commission can help:

FAIR WORK OMBUDSMAN

- provides information and advice about your rights as a casual employee, including casual conversion entitlements
- gives information and advice about pay and entitlements
- has free calculators, templates and online courses
- helps resolve workplace issues
- enforces workplace laws and seeks penalties for breaches of workplace laws.

www.fairwork.gov.au - 13 13 94

FAIR WORK COMMISSION

- deals with disputes about casual conversion (if you are not able to resolve them directly with your employer)
- can deal with your dispute through mediation, conciliation, making a recommendation or expressing an opinion
- if you and your employer agree, can deal with your dispute through arbitration (making a binding decision).

www.fwc.gov.au - 1300 799 675

If you work in the commercial building industry the Australian Building and Construction Commission can help.

www.abcc.gov.au - 1800 003 338



Give yourself a pay rise
Salary package and save with AccessPay

Salary packaging: what's it all about?

Put simply, salary packaging allows you to increase your disposable income by reducing the tax you pay.

It works by allocating a portion of your pre-tax income to the payment of certain expenses, such as your mortgage or rent, groceries and insurance. Here's how salary packaging compares with the way you may be paying these expenses now.

Without Salary Packaging



Your Pay



Your Income Tax



Your Purchased Item



Take Home Pay

With Salary Packaging



Your Pay



Your Purchased Item



Your Income Tax



Take Home Pay

Access your funds whenever and wherever you need them

AccessPay's 2-in-1 Salary Packaging and Employee Benefits Card* gives you instant access to your salary packaging funds. So with AccessPay, you're never out of pocket, you just pay as you go. You'll also have access to savings and special offers through our Everyday Savings program.

You can also claim your salary packaging funds by authorising AccessPay to make direct payments on your behalf for reoccurring expenses, or you can submit a claim for the reimbursement of payments you have already made.



*Some restrictions do apply on the use of the Salary Packaging and Employee Benefits Card. Visit www.accesspay.com.au/mycard

What can you salary package?

The more expenses you salary package, the more you'll increase your take-home pay. Here are two of the benefits that can help you save!

General Living Expenses

Use up to \$15,900 per year* (equal to \$611.54 per fortnight) of your pre-tax income for expenses you are already paying, including:

- rent or mortgage payments
- credit card and personal loan payments
- household utilities such as gas and electricity
- car expenses including petrol and registration.

Entertainment Benefits

Capped at \$2,650 per year*, Entertainment Benefits are in addition to General Living Expenses and include:

- meals and drinks consumed in a restaurant, café or hotel
- taxi fares
- holiday car hire and/or accommodation
- reception venue hire
- external catering costs paid by you for private events.

Things to consider

Some salary packaging benefits are considered to be Reportable Fringe Benefits and may impact existing government or personal financial arrangements such as HELP/HECS debt, child support and Medicare levy surcharge. Contact AccessPay for guidance on setting up a salary packaging arrangement that works best for you.

How much can you save?

The amount of savings will depend on your income and the types of expenses you salary package. The following example shows the potential savings when \$611.54 per fortnight is allocated to General Living Expenses.^

Gross annual salary	Saving per fortnight	Savings per annum
\$ 35,000	\$ 128.42	\$ 3,338.99
\$ 45,000	\$ 174.58	\$ 4,538.99
\$ 55,000	\$ 220.15	\$ 5,723.98
\$ 95,000	\$ 224.83	\$ 5,845.48



*This untaxed amount is a fringe benefit and therefore works on the FBT year of 1 April to 31 March.

^Calculations are based on maximum expense items without GST and 2017-2018 income tax rates and do not consider individual financial circumstances, such as HELP/HECS debt or other government benefits. Fees not included.

Why AccessPay



We're committed to serving our community, and our 'community' is people like you and your colleagues who've dedicated their careers to helping those who need extra support to live better lives.

So we're proud to have partnered with your employer to bring you a full range of salary packaging benefits, along with invaluable programs that help you make your money go further.

Over and above providing your employee benefits, we're committed to your financial wellbeing, and promise to:

- Process your salary packaging deductions accurately and reliably, and provide notifications via email when payments are made
- Clearly explain the implications of salary packaging and how it may impact your financial situation
- Make every effort to understand what you need from your salary packaging, and provide you with helpful and accurate information
- Make it easy to manage, track and update your account, with access to your account online or via our dedicated customer service team.

Who is AccessPay?

AccessPay has been a leading local and national provider of salary packaging and employee benefits to the charitable and not-for-profit sectors since 2001.

In 2017, we joined ASX-listed organisation, Smartgroup, increasing our financial strength and capacity, while allowing us to maintain the personalised service our customers have come to expect.

Getting started

You have the option to sign up in a number of ways:

- complete the Consent Form below and email to guidance@accesspay.com.au, and a member of our team will contact you to assist you with your set up
- using our quick and easy-to-use online application process at accesspay.com.au
- via the forms located at accesspay.com.au.

Personal details

Title:			
☐ Mr	☐ Mrs	☐ Ms	☐ Miss
First name:			
Surname:			

Date of birth

		/			/				
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Address and contact details

Number and street:	
Suburb:	
Postcode:	
Phone:	
Email:	
Best contact time:	

(Monday to Friday between 8am and 6pm Central Standard Time)

Employment details

Employer:									
Employment position:									
Status:	☐ Full time	☐ Part time	☐ Casual						
Employment commencement date:		/		/					
Pay frequency:	☐ Weekly	☐ Fortnightly	☐ Monthly	☐ Other					
Site Location:									
Do you have a HELP/HECS debt?	☐ Yes	☐ No							
Vehicle included?	☐ Yes	☐ No	If yes, please provide the:						
Date allocated:		/		/					
Registration number:									

Unless otherwise checked, I consent to receive from AccessPay marketing and promotional material relating to the provision of salary packaging and novated leasing services. To view our Privacy Policy, please visit accesspay.com.au/privacy



The information contained in this guide is general in nature and does not take into account your personal situation. AccessPay recommends seeking independent financial advice to check if salary packaging is right for you.

- 1300 133 697
- customerservice@accesspay.com.au
- GPO Box 1238, Adelaide SA 5001

accesspay.com.au





Welcome to EmpLive ESS

Employee Self Service Login Details

Website: **ess.emplivecloud.com**

Login: *******@optia**

Password:

See next page for details

If you forgot your password, click the **Forgotten Password?** link. Enter your username and click **Request Password**. A new password will be emailed to you.

Note: Possibility highly recommends that you change your password when prompted.

Support Contact

ESS Administrator: People & Culture
Email: people&culture@possability.com.au
Telephone: 1300 067 067

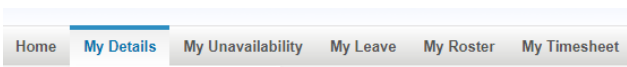
QUICK Steps

How to first Log in:

- Enter username *******@optia**
- Enter a password and you will receive an email with a link to re-set your password. Contact People & Culture if you don't receive this.

My Details

Go to **My Details** tab and select a submenu item



Update your details by typing in a new value

or clicking the edit icon  to make the changes > click **Save**.

Changes will appear in red until they are confirmed by People & Culture

My Unavailability

Go to **My Unavailability** tab and select a submenu item



Recurring Unavailability – to view the days in every week you are **not** available.

If there are certain days in **every** week that you are unavailable for work, contact the regional Roster Coordinator and these days can be recognised in EmpLive.

Adhoc Unavailability - If you are unavailable to work on certain days that you are not rostered on to work, you may use this section to alert the Roster Coordinator. Note: 7 days notice must be given to add any unavailability.

How to add Adhoc Unavailability:

Go to **My Unavailability** tab
Click **+Add** (small window will open, choose either Once Off or Recurring)

Enter Start Date, End Date and Reason
Click **Save**.

If the days conflict with a rostered shift, an error message will appear. In this instance you need to contact a Roster Officer.

Unavailability Period			
P		☐	Sat 00:00 to 23:59

Legend	
Pending	
Approved	
Declined	

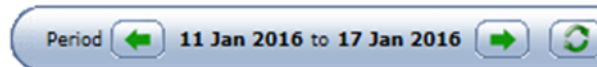
If there are no conflicting shifts, the request will be in red, awaiting approval from the Rostering Team.

When approved, the request will no longer be in red.

Viewing My Rostered Shifts

Go to **My Roster**

Select a date range using the arrow icons. These dates are pre-set to reflect the period in which you are paid.



A list of your shifts will be presented.

☐ Working ☒ All

Date	Roster
Mon. Jun 22	0900-1706
Tue. Jun 23	0900-1706
Wed. Jun 24	0900-1706
Thu. Jun 25	0900-1706
Fri. Jun 26	0900-1706

Legend	
Confirmed	
Confirming	
Can Work	
Waiting Response	
Cannot Work	
Sick	
Warning	
Leave	

If you see any irregularities with your shifts please contact the Roster Coordinator directly.

Change My Password

Go to **Change Password**

Enter a new password. Passwords must be at least 6 characters long and contain 1 number. Click **Save**.

QUICK Answers

Q: Why can't I update some details? (They are greyed out).

A: Possability has chosen not to make these details editable. You must inform People & Culture changes.

Q: When updating my address there is no State to choose from.

A: Choose a country first and then the State drop down menu will appear.

Q: Why can't I change my Recurring Unavailability Pattern?

A: It might affect roster planning. You must contact your Roster Coordinator to arrange an update.

Q: What do I do if I have forgotten my password?

A: If you forget your password, click the 'Forgotten Password' link. Enter your username and click 'Request Password'. A new password will be emailed to you.

Q: Why should I change my password regularly?

A: For your privacy, particularly if people know your birth date. These are your personal details and it is in your best interests to keep them private and inaccessible by others.

Q: What if I don't have a computer to access ESS?

A: You can use any online service at Cafe's, Community Access Centres or come into the office by prior arrangement and use an Possability computer.

Posting your Timesheet

Warning: You can only post your timesheet once a week so make sure that you have no more changes to add before you post.

Once your timesheet is completed then click on the **Post Timesheet** button.



Once posted then the timesheet will be locked and show a blue “P” on the far left hand side of each line.

	Date	Start Time	End Time	Duration	Role	Pay Level	Work Type	Allowances	Roster	Group	Site/Client	Comments
P	Tue Apr 26	09:00	11:00	2.00	Support Worker	Base			0900-1100	Tenancy - 5th	Hunter, Shaun	
P	Thu Apr 28	07:00	09:00	2.00	Support Worker MED	Base			0700-0900	Tenancy - 5th	Potter, Daniel and Aaron	
P	Thu Apr 28	09:00	10:00	1.00	Support Worker MED	Base			0900-1000	Tenancy - 5th	Stewart, Brent	
P	Thu Apr 28	15:00	21:00	6.00	Support Worker MED	Base			1500-2000	Tenancy - 5th	Potter, Daniel and Aaron	
P	Sat Apr 30	09:30	19:30	10.00	Support Worker MED	Base			0930-1930	Tenancy - 5th	Hunter, Shaun	
P	Tue May 03	09:00	11:00	2.00	Support Worker	Base			0900-1100	Tenancy - 5th	Hunter, Shaun	
Period Total:				23.00								

Your Supervisor will receive the timesheet, check your entries and make any changes as needed prior to approval.

You can view any alterations made, the next time you view your timesheet.

Note:

On leave for the FULL week? You DO NOT need to post a timesheet.

On leave for PART of the week? You MUST post a timesheet.

Possability



Employee Self Service Timesheets

ess.emplivecloud.com

Timesheet Process

Follow this process to submit your timesheet for Payroll as follows:

1. Update your timesheet online every week to ensure it accurately reflects your start and finish times. You can do this as many times as needed, but you can only **POST** once.
2. You are required to add comments to any changes you make.
3. Post your timesheet by 10.00am every Monday. You need to make sure that your timesheet is completed by this time, or it may not be included in Payroll. If you miss the 10am cut off, you will need to contact your Supervisor.
4. Your Supervisor will review your timesheet. They have the ability to decline and edit your timesheet, as needed. They are able to see all items you have added or edited on your timesheet.

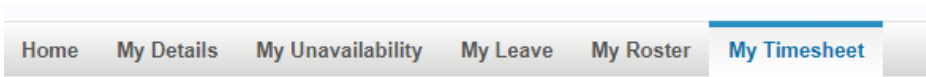
How to Log in: ess.emplivecloud.com

- Enter username *****@optia
- Enter your password. If you don't have a password contact People & Culture

Note: Possability highly recommends that you change your password when prompted.

Viewing your Timesheet

Click on **My Timesheet** tab.

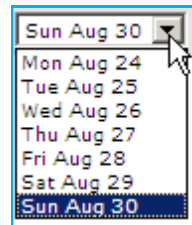


Editing your Timesheet

You can update any of the lines as needed.

Date: Select the date from the drop down menu.

Time: Click directly into the column at the front of the time and type over a new time. Use the 24 hour clock ie 3.00pm = 15:00



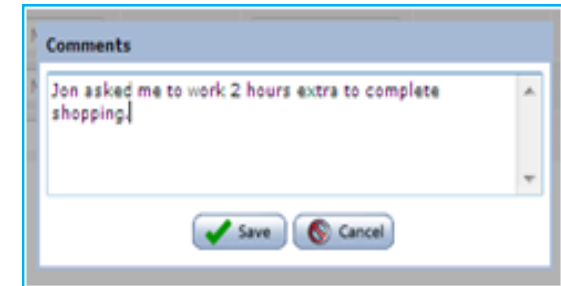
	Date	Start Time	End Time	Duration	Role	Pay Level	Work Type	Allowances	Roster	Group	Site/Client	Comments
☐	Tue Apr 26	09:00	11:00	2:00	Support Worker				0900-1100	Tenancy - 5th	Hunter, Shaun	
☐	Thu Apr 28	07:00	09:00	2:00	Support Worker MED				0700-0900	Tenancy - 5th	Potter, Daniel and Aaron	
☒	Thu Apr 28	09:00	12:00	3:00	Support Worker MED				0900-1000	Tenancy - 5th	Stewart, Brent	
☐	Thu Apr 28	15:00	21:00	6:00	Support Worker MED				1500-2000	Tenancy - 5th	Potter, Daniel and Aaron	
☒	Sat Apr 30	09:30	21:00	11:30	Support Worker MED				0930-1930	Tenancy - 5th	Hunter, Shaun	
☐	Tue May 03	09:00	11:00	2:00	Support Worker				0900-1100	Tenancy - 5th	Hunter, Shaun	

Period Total: 26.30

Legend: Unsaved (pink), Posted (blue), Approved (green), Declined (grey)

When you change fields a pink colour will show to the left of that line. To save changes click on the **Save** button and the pink colour will disappear.

If you make any changes to a shift you **must** add a comment indicating why you made the change. To add a comment to a line, click on the icon in the **Comment** column and a box appears to type in a comment.

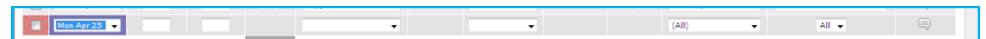


Click **Save**. Holding your mouse over the comment in the Comment box will show the whole comment.

Adding a Shift

If a shift you have completed is missing from your timesheet, click on the **Add** button and a new line appears at the end of the timesheet.

Update the line and click **Save**. Keep adding lines as required. The new lines



will be saved in date time order. Please ensure that you complete all fields in each line.

Deleting a Shift

If a shift is on your timesheet that you did not work, tick the select box on the far left of the line and then click on the **Delete** button. You can select multiple lines to delete if required.

NDIS Quality & You Instructions

- 1) Access site here: <https://training.ndiscommission.gov.au/>
- 2) Select **NDIS Worker Orientation Module** (under "All workers – Worker Orientation Module")

The screenshot shows the NDIS Commission e-Learning website. On the left, there is a sidebar with the NDIS Commission logo and the text "NDIS Quality and Safeguards Commission". Below this, the "Worker Orientation Module 'Quality, Safety and You'" is described, stating it was developed to assist NDIS workers in better supporting people with disability. It lists topics like the NDIS Code of Conduct and the role of NDIS workers. On the right, the "Courses" section is visible, with a dropdown menu expanded to show "All workers – Worker Orientation Module". Under this category, three options are listed: "NDIS Worker Orientation Module", "NDIS Worker Orientation Module – Auslan version", and "NDIS Worker Orientation Module – JAWS & Zoomtext screen reader version". Below this, another category "Other modules – New Worker NDIS Induction Module" is shown with the option "New Worker NDIS Induction Module". The background of the website features a person in a wheelchair on a wooden walkway overlooking the ocean.

- 3) Create an account by selecting **Create new account**

The screenshot shows the login page of the NDIS Quality and Safeguards Commission. At the top, the logo and name of the commission are displayed. Below the logo, there is a "Log in" section with fields for "Username" and "Password", a "Remember username" checkbox, and a "Log in" button. Below the login fields, there are links for "Forgotten your username or password?" and "Cookies must be enabled in your browser". At the bottom of the login section, there is a link for "Log in as a guest". To the right of the login section, a question "Is this your first time here?" is displayed, with a link "Log in to access your training" and a button "Create new account". The background of the website features a person in a wheelchair on a wooden walkway overlooking the ocean.

4) Enter your details and select **Create my new account**

The screenshot shows the 'Create my new account' form on the NDIS Quality and Safeguards Commission website. The form is divided into sections: 'Choose your username and password', 'More details', and 'Other fields'. The 'Choose your username and password' section has fields for 'Username' and 'Password' (with an 'Unmask' checkbox). The 'More details' section includes fields for 'Email address', 'Email (again)', 'First name', 'Surname', 'City/town', and a 'Country' dropdown menu. The 'Other fields' section has fields for 'Organisation' and 'State' (a dropdown menu). At the bottom, there are 'Create my new account' and 'Cancel' buttons. A note at the bottom states 'There are required fields in this form marked *'.

5) You will receive an email confirm your account. Confirm your account via the link emailed to you.

6) Select **Enrol me** into the NDIS Worker Orientation Module

NDIS Worker Orientation Module

Dashboard > Courses > All workers – Worker Orientation Module > NDIS Worker Orientation Module > Enrol me in this course > Enrolment options

NAVIGATION

- Dashboard
 - Site home
 - Site pages
 - Current course
 - NDIS Worker Orientation Module**
 - Courses

ADMINISTRATION

- Course administration
 - Enrol me in this course**

Enrolment options

NDIS Worker Orientation Module

Self enrolment (Student)

No enrolment key required.

Enrol me

Possability

- 7) Select the **NDIS Worker Orientation Module** button and start your module. This module takes one and a half hours to complete. There are four modules that you will need to complete. The modules consist of videos, text and questions and answers.



- 8) Once you have completed the module, **NDIS Worker Orientation Completion Certificate** will appear. Click on this to download or print your certificate, you will also receive your certificate via the email you registered with when you signed up.
- 9) **Upload** your certificate to the NDIS Quality & You module in Onboarding to show evidence of completion.

NDS – Zero Tolerance Instructions

There are two sets of training that needs to be completed within the Zero Tolerance modules. Human Rights & You and Understanding Abuse. Both modules have a yearly expiry, so please ensure you keep your logins in a safe space.

1. Click on the following links:

Human Rights & You: <https://nds-marketplace.etrainu.com/product/human-rights-and-you/>

Understanding Abuse: <https://nds-marketplace.etrainu.com/product/understanding-abuse-zero-tolerance/>

2. Select Buy Now



3. Select Proceed to checkout

Cart

	Product	Price	Quantity	Subtotal
	 Understanding Abuse - Zero Tolerance	\$0.00	1	\$0.00
Coupon code		Apply coupon		Update cart

Cart totals

Subtotal	\$0.00
Tax	\$0.00
Total	\$0.00

[Proceed to checkout](#)

Possability

4. Enter in your details, including a valid email address. When you buy your second module, the billing details should automatically be filled.

Billing details

First name *	Last name *
Country / Region *	
Australia	
Phone *	
Email address *	
☒ Subscribe to our newsletter	

Your order

Product	Subtotal
Understanding Abuse - Zero Tolerance × 1	\$0.00
Subtotal	\$0.00
Tax	\$0.00
Total	\$0.00

Place order

5. You will then be directed to check the email account you nominated. You will receive a couple of emails. **If you do not receive the email with your login details, go back to the login page and forget your password.** You will receive an email to reset your password.

<https://nds.etrainu.com/training/index.cfm?event=page.login>

Possability

6. Once you have reset your password, log in to the NDS website.



7. You will be directed to the Terms & Conditions page, please **accept** and **submit**.

Terms & Conditions

+ Acceptable Usage Policy

+ Privacy Policy

☐ I accept the above *Acceptable Usage Policy* and *Privacy Policy* and would like to proceed to the etrainu LMS.

Submit

8. On the home page, select **My Training**

NAME
LMS LEVEL
Participant
USERNAME/ EMAIL
USERNAME
[Edit Account](#)
[Logout](#)

[Home](#)
[Skills Passport](#)
[Training Library](#)
[My Training](#)
[Help](#)

WELCOME NAME

Thank you for choosing the NDS Learning Academy, the #1 resource for Disability Sector online learning. We have partnered with industry experts to bring you a comprehensive suite of resources, including the NDS Workforce Essentials library which is mapped to the NDIS Practice Standards, and build the capability of service providers and their staff to meet the high quality, safe supports and service standards that people using disability services should expect.

TO COMPLETE YOUR COURSE:

- Click on the **My Training** tab from the menu on the left, and then select your course.
- Work through the **module content**. Read the learning material, watch the videos and perform the interactive activities.
- Perform and complete **assessments**. You will receive further instructions once you commence your assessments.
- Generate a **certificate**.

9. The 'My Training' courses should include the below. Select **View** on the course you would like to complete.

My Training

Filter By ☐ Show Expired Training

Not Started or In Progress Courses

NDIS Practice Standard 1

Human Rights and You - Zero Tolerance

Type: Course Bundle
Accessible Since: April 12, 2021
Status: IN PROGRESS
Author: NDS Workforce Essentials

[VIEW](#)

NDIS Practice Standard 1

Understanding Abuse - Zero Tolerance

Type: Course Bundle
Accessible Since: August 30, 2021
Status: IN PROGRESS
Author: NDS Workforce Essentials

[VIEW](#)

Completed Courses

We can't find any courses in this status.

10. Each Course has individual Modules. You must complete each module to complete the course. For every module you complete, you will receive an email to confirm that you have completed the module.

Human Rights and You - Zero Tolerance

Filter By ☐ Show Expired Training

Not Started or In Progress Modules

NDIS Practice Standard 1

Human Rights Module 1 - What are Human Rights

Type: Course
Accessible Since: April 12, 2021
Status: NOT STARTED
Author: NDS Workforce Essentials

START

NDIS Practice Standard 1

Human Rights Module 2 - Rights and Responsibilities

Type: Course
Accessible Since: April 12, 2021
Status: NOT STARTED
Author: NDS Workforce Essentials

START

NDIS Practice Standard 1

Human Rights Module 3 - When Rights Go Wrong

Type: Course
Accessible Since: April 12, 2021
Status: NOT STARTED
Author: NDS Workforce Essentials

START

NDIS Practice Standard 1

Human Rights Module 4 - Asking for Help

Type: Course
Accessible Since: April 12, 2021
Status: NOT STARTED
Author: NDS Workforce Essentials

START

Understanding Abuse - Zero Tolerance

Filter By ☐ Show Expired Training

Not Started or In Progress Modules

NDIS Practice Standard 1

Understanding Abuse Module 1 - Understanding Abuse

Type: Course
Accessible Since: August 30, 2021
Status: NOT STARTED
Author: NDS Workforce Essentials

START

NDIS Practice Standard 1

Understanding Abuse Module 2 - Power and Control

Type: Course
Accessible Since: August 30, 2021
Status: NOT STARTED
Author: NDS Workforce Essentials

START

NDIS Practice Standard 1

Understanding Abuse Module 3 - The Empowerment Circle

Type: Course
Accessible Since: August 30, 2021
Status: NOT STARTED
Author: NDS Workforce Essentials

START

Possability

11. Once you have completed your training, select "Skills Passport". Here you will be able to locate your training and your certificates. You must supply and upload the certificate to demonstrate that you have passed these courses. Upload these certificates in the corresponding module of Onboarding or ESS.

Skills Passport

[Download PDF](#) [+ Add New](#)

Course/Qualification	Provider	Completion Date	Expiry Date	Certificate
Human Rights and You - Zero Tolerance	NDS Workforce Essentials	Date	N/A	View Certificate
Understanding Abuse - Zero Tolerance	NDS Workforce Essentials	Date	N/A	View Certificate

Safeguarding Children – Training

****Please Note:** This module expires every three years. Please ensure that you keep your log-in details safe. If you misplace your log-in details, please contact the Australian Childhood Foundation on 1300 381 581 to retrieve them.

Possability will provide one account per employee at no cost. If an employee creates a new account, with new log-in details, the employee will incur a charge of \$25.00 per new account created.

1. Click on this address to access the training:

<https://safeguardingchildren.trainingvc.com.au/login/index.php>

2. You will come to a page that looks like this, scroll down to the bottom and click **Create New Account**



☐ Remember username

[Forgotten your username or password?](#)

[Cookies must be enabled in your browser](#)

[Log in](#)

Is this your first time here?

Hi! Welcome to Australian Childhood Foundation's Safeguarding Children Program.

The Safeguarding Children training is only available to people working or volunteering in organisations that are involved in the Safeguarding program.

To access the course, you will need to take a minute to create a new account for yourself on this website. Your organisation has a unique enrolment key, which you won't need until later.

Here are the steps to access the Safeguarding Children Program:

1. Select the Create new account button below, and fill out the New Account form with your details.
2. An email will immediately be sent to your email address.
3. Open and read your email, and click on the web link it contains.
4. Your account will be confirmed and you will be logged in.
5. Now, select your organisation name from the course list.
6. When you are prompted for the enrolment key - use the one that your administrator has given you. This will enrol you in the course.
7. You can now access the full course. From now on you will only need to enter your personal username and password (in the form on this page) to log in and access the Safeguarding Children Program course you have enrolled in.

When you have completed the course, you will be able to download and print a Certificate of Completion.

Please do not hesitate to contact safeguarding@childhood.org.au if you have any questions about the program.

[Create new account](#)

Possability

- Here you need to choose a username and password that you would like to use and other information. Your username and password can be anything you would like, as long as you can remember it. Enter your email address and other details to finish creating your account. You will need to enter an email address that you can have immediate access to.

Safeguarding Children

New account

▼ Choose your username and password

Username ❗

Password ❗

▼ More details

Email address ❗

Email (again) ❗

First name ❗

Last name ❗

City/town

Country

Create my new account

Cancel

There are required fields in this form marked ❗.

- Check your emails for an email from eWorks Admin User (Via Safeguarding Children) and click on the link in the email to confirm your account. ***Please note** – sometimes your computer's spam filter will not accept emails from unknown sources. If you have not received the confirmation email, please check your junk mail or spam mail for the confirmation email. If you do not receive an email at all, please contact the ACF on 1300 381 581.

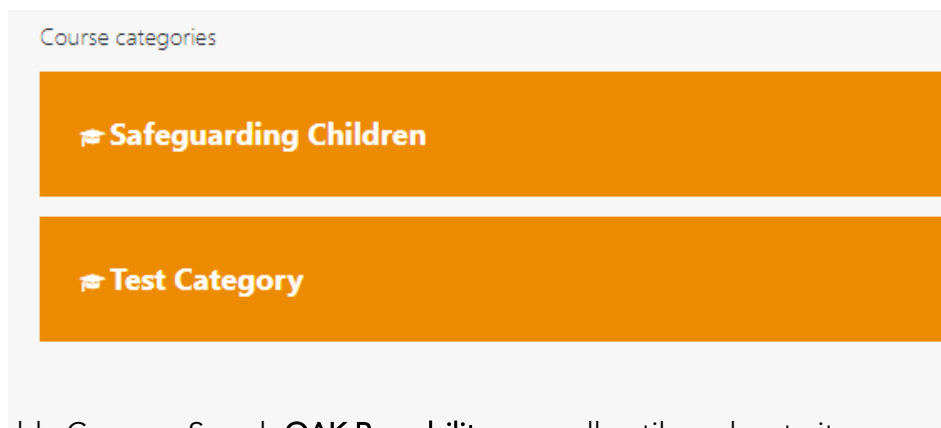


Possability

5. The link will direct you back to the Safeguarding Children website. Select **Continue**



6. In Course Categories Select **Safeguarding Children**



7. In Available Courses, Search **OAK Possability** or scroll until you locate it.

♥ MercyCare

♥ Neerim District Health Service

♥ OAK Possability

♥ Our Patch Education

♥ OzChild

♥ Parkerville Children and Youth Care

♥ Reeves International

♥ Relationships Australia NT

♥ Relationships Australia Tasmania

♥ Rockhampton Grammar School

8.

9. You will then be prompted to enter an **Enrolment Key** – this will give you access to the training. It is important that you use the key that is relevant to the region you work in.

OAK Possability
Dashboard / Courses / OAK Possability_2021 / Enroll me in this course / Enrollment options

Enrollment options

 **OAK Possability**

▼ Self enrollment (Student)

Enrollment key

Enroll me

Group Name	Enrolment Key
Tasmania - North	POSNORTH
Tasmania - North West	POSNORTHWEST
Tasmania - South	POSSOUTH
Victoria	POSVIC
Queensland	POSQLD

10. To commence the training, click **Module One**. You will get a pop-up box that has a link to Module One - click that to begin. Once you have completed Module One, the same pop-up box will appear, click the arrow on the right hand side to proceed to the next module.
11. Once you have completed all **6** modules, you will be able to retrieve your certificate. Providing us with your certificate will allow us to record on our system that you are certified. To generate your certificate click **Certificate of Completion**.

12. Click **Get your certificate of completion**:

- a. A **Certificate of Completion** will be generated.
- b. Print a copy of your certificate for yourself
- c. Save an electronic copy to your computer

13. Upload your certificate in the Safeguarding Children module in Onboarding or ESS

Statutory Declaration – Police Checks and Registrations

NOTE 1: Possability has a legal obligation which has been placed on prescribed disability service providers to ensure that **before** a person is appointed or engaged in a prescribed position, that he or she undergoes an assessment of his or her relevant history by an authorised screening unit.

Candidate instructions:

1	Complete the required details on this Statutory Declaration.
2	Have a Commissioner for Declarations or a Justice of the Peace execute the Statutory Declaration form
3	Return the fully completed form to Possability, ensuring all relevant pages are attached. Please note that your application will not be progressed until such time as a correct and fully completed Statutory Declaration form is received.

Details to be provided:

Candidate's Name:	
Position Applied For:	
State:	
1. Do you hold the following registrations for the state in which you will be working? If you hold any of the required registrations, please ensure a copy is provided.	☐ All States: NDIS Worker Screening Registration If Yes - Expiry: ☐ TAS – Working with Vulnerable People Registration If Yes - Expiry: ☐ VIC: Working with Children Registration If Yes - Expiry: ☐ QLD: Blue Card If Yes - Expiry: ☐ QLD: Yellow Card If Yes - Expiry:
2. Do you have a current National Police Check which is less than six months old? If you hold a current police check, please ensure a copy is provided.	☐ Yes – Date of Clearance: ☐ No

3. An International Police Check will be required if you have lived in another country for 12 months or more in the past ten years. Are you required to supply an International Police Check? If you hold a current international police check, please ensure a copy is provided.	☐ Yes – List countries that this applies to below: ☐ No
4. Subsequent to obtaining your National or International Police check as disclosed above, have you been found guilty in any court or been charged with, but are awaiting court proceedings of any offences that, if you were to apply for a Police Check, or any other registration listed above today, would identify you as being unable to work with vulnerable people? <i>(Examples below)</i> <i>Murder or manslaughter; indecent or sexual assault; aggravated burglary; stealing or fraud; arson or setting fire to property; drug trafficking offences; or convicted of, or sentenced to, a term of imprisonment that be served or suspended, for any form of assault.</i> ☐ Yes ☐ No ☐ Not applicable	
5. Have you been found guilty in any court or been charged with but are awaiting court proceedings of any offences that, if you were to apply for a Police Check, Working with Children and NDIS Worker Pre-Screening today, would identify you as being unable to work with vulnerable people? <i>(Refer below)</i> <i>Murder or manslaughter; indecent or sexual assault; aggravated burglary; stealing or fraud; arson or setting fire to property; drug trafficking offences; or convicted of, or sentenced to, a term of imprisonment that be served or suspended, for any form of assault.</i> ☐ Yes ☐ No ☐ Not applicable	

STATUTORY DECLARATION

Oaths Act 2001; Oaths and Affirmations Act 2018; Oaths Act 1867.

I, _____
(full name)

of

(residential address)

Occupation _____

Do solemnly and sincerely declare that:

The information provided by me to the questions listed in the Possability Statutory Declaration – Police Checks and Registrations form is true and correct.

I understand and accept that if I provide false and/or misleading information that later impacts on my eligibility for employment with Possability that disciplinary action may be taken. This includes termination of my employment if the matter so warrants it. I understand that Possability reserves the right to seek further advice and, as appropriate, act on the matter.

I make this solemn declaration under the *Oaths Act 2001 (Tasmania)*; *Oaths and Affirmations Act 2018 (Victoria)*; *Oaths Act 1867 (Queensland)* in which state I am working in.

Declared at:

(place)

on _____ / _____ / _____
(date)

(employee signature)

Before me

(Name and Position of Justice, Commissioner for Declarations or authorised person)

(Justice, Commissioner for Declarations or authorised person signature)

Who can be a Commissioner for Declarations or a Justice of the Peace?

Tasmania – see here:

https://www.justice.tas.gov.au/commissionersfordeclarations/list_of_groups

Queensland – see here:

<https://www.ag.gov.au/legal-system/statutory-declarations/who-can-witness-your-statutory-declaration#list>

Victoria – see here:

<https://www.justice.vic.gov.au/statdecs#find-an-authorised-statutory-declaration-witness>

Acts referred to in this document:

Tasmania – Oaths Act 2001

<https://www.legislation.tas.gov.au/view/html/inforce/current/act-2001-077>

Queensland - <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1867-012>

Victoria – Oaths and Affirmations Act 2018

<https://www.legislation.vic.gov.au/in-force/acts/oaths-and-affirmations-act-2018/008>



NDIS Quality
and Safeguards
Commission

The NDIS Code of Conduct Summary for workers



A new NDIS Code of Conduct has been introduced for workers under the National Disability Insurance Scheme to ensure the safety and wellbeing of people with disability.

The Code of Conduct applies to all workers and service providers delivering NDIS supports or services, including employees, contractors and volunteers.

This guide will help you, as a person who works with people with disability, to become familiar with the appropriate and ethical conduct expected under the Code of Conduct.

If you're unsure about any service delivery issue, you should consult your supervisor, your organisation, or talk directly with your client.

Remember, if you see something you think is a breach of protocol or the Code of Conduct, you should tell your supervisor or someone else in the organisation, or, let the NDIS Quality and Safeguards Commission know if you can't raise it internally. There are penalties for providers who take any adverse action against workers or other people who report a possible breach of the Code of Conduct.



7

Take all reasonable steps to prevent and respond to sexual misconduct.

People with disability have a right to sexual expression and to develop and maintain sexual relationships. However, they are at an increased risk of all forms of sexual violence and sexual misconduct.

You are expected to adhere to the highest standards of behaviour, by having professional boundaries with people with disability. This includes preventing and responding to any inappropriate behaviour by anyone to a person with disability.

Your NDIS provider should have a guidance policy that distinguishes between inappropriate and appropriate touching and between sexual misconduct and appropriate conversations about sexual support and family planning needs.

You should report any sexual misconduct, unlawful sexual or physical conduct or inappropriate relationships to your NDIS provider, the NDIS Commission and other authorities. You should support people with disability so they feel safe to make a complaint without fear of retribution or loss of services.



More information

A full copy of the **NDIS Code of Conduct Guidance for Workers** is available from the NDIS Quality and Safeguards Commission at www.ndiscommission.gov.au

You can contact the NDIS Commission on 1800 035 544.

The seven elements of the NDIS Code of Conduct

1

Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions

All people with disability have full and equal human rights to make their own decisions, live how they choose and receive the support they need.

Not all adults with disability need or want support in decision-making so you should consult them about who, if anyone, they want to involve in decisions about their service and support. You should involve young people and children in decisions that affect them in ways appropriate to their age, development and communication skills.

People with a disability have a right to question, seek extra information about or refuse any part of their service delivery. The onus is on you to communicate in a way that ensures they understand the information and make their own preferences and concerns known to you.

The Code of Conduct requires you to consider their values and beliefs relating to culture, faith, ethnicity, gender, gender identity, sexuality, age, and disability.

2

Respect the privacy of people with disability

People with disability have the right not to have their personal information disclosed to others without their informed consent — unless mandatory reporting is required.

You should explain to people with disability why and what information is kept about them, who has access to it, and what to do if they believe their privacy is breached.

Privacy goes beyond handling personal information to delivering services in a way that maintains personal dignity. This includes both asking permission to perform and explaining procedures that involve physical touch or invading personal space.

3

Provide supports and services in a safe and competent manner, with care and skill

All workers under the NDIS are expected to have adequate expertise and competence necessary for safe and skilful service delivery. You must have and maintain the required qualifications and skills.

You should decline directions — from an NDIS provider, person with disability or their family or carer — to undertake duties that you are not qualified or trained to deliver. You can make a report to the NDIS Commission if such a direction is made.

You should also comply with your own professional code of conduct and relevant work, health and safety requirements. You should ensure that accurate and timely records are kept about an NDIS participant's service history, medication and support needs. You must never work under the influence of drugs or alcohol.

4

Act with integrity, honesty and transparency

Integrity and honesty are crucial to developing trust between you and people with disability so you must be transparent about your qualifications and any limits on your competencies. You must disclose to your NDIS provider if you have failed a worker screening clearance or been subject to a professional misconduct finding.

People with disability have a right to get information about the comparative cost and effectiveness of treatments and the risks and benefits of service options.

You should declare and avoid any real or perceived conflict of interest in your work.

You should avoid giving, asking for or accepting inducements or gifts that may influence decision-making or service delivery under the NDIS. This includes to and from people with disability, their family or carers, or other service providers. You must avoid unethical practices such as over-servicing and high-pressure sales.

5

Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability

If the safety or the quality of support for people with disability is at risk you should take immediate action to address the reasons why. Ensure the person is safe and consult with them about how they would like to resolve the issue and take action.

It could be as simple as changing the timing of meals or moving a piece of furniture so it's easier to manoeuvre a wheelchair. Or the issue impacting quality or safety could be more complex and may require raising at an organisational level.

It is your responsibility to be familiar with your NDIS provider's systems for complaints and incident management and to follow established procedures. This includes supporting your provider to meet its reportable incidents obligations.

6

Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability

People with disability are at a far greater risk of and are more likely to experience violence, abuse, neglect and exploitation than those without a disability.

You can play an important role in helping to prevent, intervene early and respond to violence, abuse, neglect and exploitation.

If an incident or criminal act does occur, after ensuring the safety of the person affected, you must report it to your supervisor and/or other authorities, including the police where appropriate.

You should work with your NDIS provider to reduce and eliminate restrictive practices. This includes behaviour involving seclusion, chemical, mechanical, physical or environmental restraint.

Tasmania Employees Only:

OAK Tasmania Enterprise Agreement:

Part-Time Banding Information Sheet

Part-time Banding

Part time employees engaged with Possability from the 25 September 2019 (date of certification of the Tasmania Enterprise Agreement 2019) will be engaged in one of the following bands of ordinary hours:

Operative Bands	From the first full roster cycle following certification of this agreement			
	a) Ordinary hours per 4 week period	b) Guaranteed midpoint per 4 week period	c) Ordinary hours per fortnight	d) Guaranteed midpoint per fortnight
Band 1	40 - 80	60	20 – 40	30
Band 2	72 – 112	92	36 – 56	46
Band 3	100 – 150	125	50 – 75	62.5

Each band as seen, has both a lower and upper limit of hours per 4 week period that Possability will use to roster the employee's ordinary hours of work. Employees will be paid either the midpoint of the band (column d) or the actual hours worked, whichever is the greater.

Regular Pattern of Work

At the time of engagement, Possability and the part-time employee will agree in writing on a regular pattern of work of, at least, the guaranteed midpoint, specifying the hours worked each day, which days of the week the employee will work and the actual starting and finishing times each day. Possability and the employee may agree from time to time to vary this regular pattern of work, but any variation agreement must be recorded in writing.

When determining what is reasonably predictable for an employee with a disability, the nature of the employee's disability and other relevant personal circumstances are to be taken into account.

Minimum and Maximum Hours

A part-time employee may initiate a request in writing to work fewer hours than the minimum hours defined for their band (as per table above). If an employee requests and Possability approves the working of fewer hours than the minimum defined hours, then the obligation to guarantee the midpoint is void.

A part time employee who makes this request may cancel this arrangement by advising of such in writing. The change will take effect from the next full roster cycle.

Review of Part-Time Hours

At the written request of a part-time employee who is regularly working more than their contracted hours, Possability will review the hours worked by the employee. Where the employee is regularly working more than their contracted hours then such hours shall be adjusted by Possability and recorded in writing to reflect the hours regularly worked. Any permanent increase of hours will be based on business requirement. The hours worked in the following circumstances will not be incorporated in the adjustment:

- If the increase in hours is as a direct result of an employee being absent on leave, for example, annual leave, long service leave, maternity leave, personal leave, workers' compensations; or
- If the increase in hours is due to a temporary increase in hours only, for example, to the specific needs of a resident or client.

Minimum Engagement

The minimum engagement for part-time employees is to be two (2) hours.

In supported employment services the employer is required to roster a part-time employee for a minimum of three (3) consecutive hours on any shift.

Examples of the Part-Time Banding

Example 1 – An employee on band 1 has a range of 40-80 hours per 4 week period with a midpoint of 60 hours for the 4 week period. They work the following roster:

- Week 1 - 15 hours
- Week 2 - 40 hours
- Week 3 - 30 hours
- Week 4 - 20 hours

Possability

Total hours worked for the 4 week period is $15 + 40 + 30 + 20 = 105$ hours. This is greater than the midpoint of 60 hours.

Payment for each fortnight is:

Total hours for week 1 and 2 is 55 hours. As this is greater than the fortnight midpoint of 30 hours the employee will be paid the 55 hours.

The total hours for week 3 and 4 is 50 hours. Again, as this is greater than the fortnight midpoint of 30 hours the employee will be paid the 50 hours.

Total payment for the 4 week period is 105 hours (55+50).

Example 2 – An employee on band 1 has a range of 40 -80 hours per 4 week period with a midpoint of 60 hours for the 4 week period. They work the following roster:

- Week 1 - 15 hours
- Week 2 - 40 hours
- Week 3 - 10 hours
- Week 4 - 10 hours

Total hours worked for the 4 week period is $15 + 40 + 10 + 10 = 75$ hours. This is greater than the midpoint of 60 hours.

Payment for each fortnight is:

Total hours for week 1 and 2 is 55 hours. As this is greater than the fortnight midpoint of 30 hours, the employee will be paid the 55 hours.

The total hours for week 3 and 4 is 20 hours. As this is less than the fortnight midpoint of 30 hours, the employee will be paid the midpoint of 30 hours.

Total payment for the 4 week period is 85 hours (55+30).

Possability

Further Information

For further information relating to the Possability's policy's please visit Confluence, Policies and Procedures, People and Culture, Permanent Part Time Hours of Work – Banding Policy.

Further information can also be found in the Tasmania Enterprise Agreement 2019 which is available from your People and Culture Team at your regional office.

Your Right to Request Casual Conversion

In October 2018, Fair Work Australia approved for a new clause relating to a casual employee's right to request conversion to permanency to be inserted into a majority of modern awards. One of the awards that this applies to is the Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010 which is the industrial instrument that covers your employment.

As part of this new clause, an Employer is required to provide a copy of the subclause to a casual employee within the first 12 months of their engagement to perform work.

The detail of this clause is provided below for your information.

10.5 Right to request casual conversion

[10.5 inserted by PR700613 ppc 01Oct18]

- a) A person engaged by a particular employer as a regular casual employee may request that their employment be converted to full-time or part-time employment.
- b) A regular casual employee is a casual employee who has in the preceding period of 12 months worked a pattern of hours on an ongoing basis which, without significant adjustment, the employee could continue to perform as a full-time employee or part-time employee under the provisions of this award.
- c) A regular casual employee who has worked equivalent full-time hours over the preceding period of 12 months' casual employment may request to have their employment converted to full-time employment.
- d) A regular casual employee who has worked less than equivalent full-time hours over the preceding period of 12 months' casual employment may request to have their employment converted to part-time employment consistent with the pattern of hours previously worked.
- e) Any request under this subclause must be in writing and provided to the employer.
- f) Where a regular casual employee seeks to convert to full-time or part-time employment,

Possability

the employer may agree to or refuse the request, but the request may only be refused on reasonable grounds and after there has been consultation with the employee.

g) Reasonable grounds for refusal include that:

- i. it would require a significant adjustment to the casual employee's hours of work in order for the employee to be engaged as a full-time or part-time employee in accordance with the provisions of this award – that is, the casual employee is not truly a regular casual employee as defined in paragraph (b);
- ii. it is known or reasonably foreseeable that the regular casual employee's position will cease to exist within the next 12 months;
- iii. it is known or reasonably foreseeable that the hours of work which the regular casual employee is required to perform will be significantly reduced in the next 12 months; or
- iv. it is known or reasonably foreseeable that there will be a significant change in the days and/or times at which the employee's hours of work are required to be performed in the next 12 months which cannot be accommodated within the days and/or hours during which the employee is available to work.

h) For any ground of refusal to be reasonable, it must be based on facts which are known or reasonably foreseeable.

i) Where the employer refuses a regular casual employee's request to convert, the employer must provide the casual employee with the employer's reasons for refusal in writing within 21 days of the request being made. If the employee does not accept the employer's refusal, this will constitute a dispute that will be dealt with under the dispute resolution procedure in clause 9. Under that procedure, the employee or the employer may refer the matter to the Fair Work Commission if the dispute cannot be resolved at the workplace level.

j) Where it is agreed that a casual employee will have their employment converted to full-time or part-time employment as provided for in this clause, the employer and employee must discuss and record in writing:

- i. the form of employment to which the employee will convert – that is, full-time or part-time employment; and
- ii. if it is agreed that the employee will become a part-time employee, the matters referred to in clause 10.3(c).

k) The conversion will take effect from the start of the next pay cycle following such agreement being reached unless otherwise agreed.

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- l) Once a casual employee has converted to full-time or part-time employment, the employee may only revert to casual employment with the written agreement of the employer.
- m) A casual employee must not be engaged and re-engaged (which includes a refusal to re-engage), or have their hours reduced or varied, in order to avoid any right or obligation under this clause.
- n) Nothing in this clause obliges a regular casual employee to convert to full-time or part-time employment, nor permits an employer to require a regular casual employee to so convert.
- o) Nothing in this clause requires an employer to increase the hours of a regular casual employee seeking conversion to full-time or part-time employment.
- p) An employer must provide a casual employee, whether a regular casual employee or not, with a copy of the provisions of this subclause within the first 12 months of the employee's first engagement to perform work. In respect of casual employees already employed as at 1 October 2018, an employer must provide such employees with a copy of the provisions of this subclause by 1 January 2019.
- q) A casual employee's right to request to convert is not affected if the employer fails to comply with the notice requirements in paragraph (p).

A copy of the Social, Community, Home Care and Disability Industry Award 2010 is available from your People and Culture Team at your regional office or online at https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000100/default.htm

If you have any questions or queries please discuss them with your Service Supervisor or Service Manager in the first instance. If they are unable to assist you they will gladly get the information you need from the relevant source.