



## ORGANISATIONAL EXPECTATIONS

Share & Care sees the role of our Organisational Standards Document as:

- ›Providing greater networking & information dispersal amongst both Government and Not For Profit groups;
- ›Providing a framework that allows Share & Care, other Agencies and the Consumer to work together to improve our Service Quality;
- ›Ensuring accountability, transparency and best practice models within all our Programs;
- ›Providing a clear and concise definition of who we are, what we offer and how we go about achieving that.

## GUIDING PRINCIPLES

The guiding principles for Share & Care have formed the basis for the development of the Standards. These are as follows:

- ›The promotion of best quality of life for the individuals both within our service areas and in the wider community;
- ›Accountability to consumers, staff, funding bodies and the wider community;
- ›A focus on the consumer and the achievement of positive outcomes for them;
- ›A holistic approach to consumers that ensures recognition of their unique physical emotional, social, cultural and spiritual dimensions;
- ›Equitable access to appropriate services when and where they are needed;
- ›Continuity of care through the development of networking links throughout the communities.



## **AREAS COVERED BY THE STANDARDS**

**Share & Care respects and upholds the rights of consumers and ensures that they are aware of their responsibilities in relation to the services our programs deliver to them.**

The following areas are covered by the Organisations Standards:

### **Rights and Responsibilities**

- ›All clients are provided by the Program staff with a written statement of their rights and responsibilities. This is discussed with them on entry to the individual service.  
-See Policy and Procedure Manual & Handout for each Program.
- ›Grievance Process in place. Clients advised at first meeting followed up by brochures  
-See Share & Care Policy & Procedure Manual, see program manuals & Brochures.
- ›Analysis of complaints to improve service delivery Policy  
-See Share & Care Complaints/concerns Policy & Procedure.
- ›Independent Advocacy information available in program brochures and Community Areas.
- ›Code of conduct for all staff and volunteers  
-See Share & Care Policy & Procedure manual  
-Code of conduct included in induction manual and overviewed by Chief Executive Officer upon induction and again in Orientation within program.



**Share & Care ensures that the environment of the individual services are safe for the consumers, staff and others at all times.**

## **Safety**

**>Compliant with all relevant legislations, by-laws OSH act**

-See Share & Care Policy & Procedure Manual—see program manuals

**>Client safety managed through OSH section-Program Manuals**

**>Staff safety managed through OSH Share & Care Policy and Procedure Manual, Program Manuals, Risk Management Manuals and OSH Team.**

-Ongoing training for all staff

-See Share & Care Policy & Procedure Manual, Risk Management & Program Manuals

**>Written Policies and Procedures**

-See Share & Care Policy & Procedure Manual and Program Manuals & Risk Management Manuals

**>Strict adherence to vehicle and other equipment Policy & Procedures**

-See Share & Care Policy & Procedure Manual and program manuals

**>Health & Safety Environment Policies & Procedures**

-Covering:

Smoking and drinking

Illicit drugs and other harmful substances on the premises

HIV/AIDS, Hepatitis and other contagious/infectious diseases

Handling of medications

Management of verbally or physically aggressive behaviour

-See Share & Care Policy & Procedure Manual

-See program manuals

**>Staff Safety training**

-requirement of minimum 2 OSH training days per annum as a part of employment agreement.



**Share & Care respects and ensures the privacy and confidentiality of consumers and significant others who are involved in the service activity.**

### **Privacy and Confidentiality**

- › Policy and Procedure Manual for Share & Care
- › Employees sign off as a pre-requisite for employment
- › Environment within each program is conducive to confidential discussions without being overheard
- › Informed consent required to be signed off by consumer, only information relayed is on a need to know basis
- › The Services encourages and provides opportunities for the consumer to involve others in their case management but recognizes and upholds the consumers right to chose not to involve others. This to the extent that it does not at any time pose immediate risk to the consumer or others.
- › Personal information recorded as a part of the service is kept in suitably safe, locked locations and is accessed on a need to know basis only.
- › All client information that has expired for one reason or another is shredded by the staff member onsite to protect the confidentiality of those it refers to.
- › Consumer access to personal information
  - Share & Care Policy & Procedure manual
  - Privacy Act advertised on Share & Care Community Services Group Brochure
- › Collection of personal information adheres to the Privacy Act and is respectful and objective at all times.



**Share & Care ensures that the consumer, carer and significant others where applicable take an active role in the planning, delivery and evaluation of the services provided.**

### **Consumer Participation**

**>Process to identify and inform Consumers**

-Processes are in place within each program to identify consumers when they enter the service and to make information about their rights and responsibilities available to them.

**>Policies to support consumers and their Carers involvement in the processes**

-See Program Policy & procedure Manuals for each program.

**>Carer support services information**

-The various programs have structures and policies in place to facilitate Carer involvement.

-See program Policy & Procedure Manuals.

**>Carer support linkages**

-The Organisation and the various programs maintain a link with a variety of Carer support services.

**>Policy and processes to manage consumer/Carer needs conflicts**

-Program Policy & Procedure manual.

**>Process to resolve complaints and disputes**

-Share & Care Grievance Policy & Procedure manual.



**Governance and management practices maximize our Organisations efficiency, transparency and effectiveness thus ensuring accountability**

**>Compliance with the Constitution and service agreements**

- The Organisation operates according to the requirements and its contractual obligations as determined in the Service Agreements.
- Annual Program Operational Audits done by the CEO ensure adherence to all requirements.

**>Defined and Documented Roles & Responsibilities**

- The Roles and Responsibilities of every employee, volunteer and Board Member are clearly documented in the Job Descriptions File & Board Induction File.
- Each employee, volunteer and Board Member are provided with these upon induction.
- Each role within the organisation has its own manual which includes OSH requirements/ responsibilities.

**>Financial Management Policies & Procedures**

- See Share & Care P&P Manual and Risk Management Manual
- See Program Manuals.
- Monthly Program Financials from Programs to Treasurer & CEO.
- Required reports to Funding Body as contractually bound.
- Independent financial Audit annually on each Program.
- Budget preparation and monitoring.
- Controls over expenditure by CEO & Board of Management.
- Compliance with all FAAA & Taxation laws and International Financial Reporting Standards
- Asset Register for each individual program & organisation.

**>Human Resources Management Policies & Procedures**

- Staff Recruitment & Selection-S&C manual.
- Duty Statements and selection criteria for each position-S&C manual.
- Employment Agreements—S&C manual.
- Induction & Orientation -S&C manual.
- Staff development & training-written into Employment Agreement & S&C manual.
- Supervision of staff.
- Support of staff.
- Staff appraisal/ performance reviews.
- Staff & Volunteer Code of conduct-Induction book & S&C manual.
- Grievance procedure-S&C manual.



#### **>Information Collection Procedures**

- Information is collected in a manner that enables reliability, validity and timeliness of reporting.
- Reporting timelines are met for Funding Bodies, the Board of Management, CEO, members and sector reference groups attached to the Program.

#### **>Information Storage Procedures**

- Information is stored and reported in a manner that enables confidentiality and complies with the Privacy Act and other Legislation.
- All information is imparted to staff on a Need-To-Know Basis.
- Records are kept in locked, secured cabinets.
- Electronic data is backed up and locked up.
- All computers have firewalls installed.
- Regular and ongoing maintenance for virus and Trojans.

#### **>Information Disposal**

- All information is kept for the statutory period in locked secure storage.
- Information when no longer required is shredded.
- Electronic Data is wiped and bleached.

#### **>Use of information for Service Delivery Improvement**

- Qualitative and quantitative information is analyzed and used to promote continuous improvement within Share & Care in relation to service provision, Organisational management, staff training and development and research identifying service "gaps".

#### **>Evaluation Processes**

- Share & Care conduct evaluations in all programs on an annual basis via the internal audit process.
- The outcomes are used to improve efficiency and effectiveness within the Organisation.



### >Adequate Insurance Coverage

-Share & Care have current insurance policies which include cover for:

- Equipment & Premises
- Public Liability
- Workers Compensation
- Directors & Officers Indemnity
- Travel Cover

-These policies are reviewed on an annual basis to ensure they give adequate coverage and remain cost effective.

### >Risk Management

-Share & Care carry an Organisational Risk Management Manual, along with the individual risk management manuals developed for the specifics in each Program.

-Reviews on the risks are conducted on a quarterly basis to ensure the manuals remain effective and valid.





## **Accessible, Inclusive Service Provision**

**With the resources Share & Care have available, services are provided on the basis of relative need, are inclusive and sensitive to the social and cultural values and other special needs of the consumer and Carers**

### **>Compliance with legislation**

-Share & Care can demonstrate our compliance with State and Federal anti-discrimination legislation.

### **>Policies & Procedures to ensure non discriminatory practices and Equitable Access**

-Social & cultural customs of the consumers, special needs and extra support requirements are recognized through the Share & Care Policy & Procedure Manual.

### **>Use of trained independent interpreters**

-Each Program within Share & Care advises consumers of the availability of trained and independent interpreters where there is a need, and uses those interpreters when appropriate.

### **>Linkages with Specialist Support Agencies**

-Each program networks collaboratively with other agencies in the provision of services to consumers such as Wheatbelt Aboriginal Corporation, Cultures Alive, Disability Services etc to ensure that an appropriately sensitive service is delivered at all times.

### **>Staff awareness & training**

Share & Care has processes in place to ensure that all staff and volunteers within each program are adequately trained in areas such as culture, linguistics diversity, disabilities and other special needs.



## **Delivery of Services**

Consumers are treated with dignity and respect. Services are coordinated and appropriately planned to meet the individual needs, and are regularly monitored and reviewed in consultation with the consumer and where appropriate significant other/s.

### **>Exit & Entry arrangements**

-Each program has written policies covering the entry of consumers into the program service, including the criteria used to determine relative need and priority access to the service.

### **>Referral to other Services**

-Where entry to the service is denied, Share & Care and the Individual Programs provide information to the consumer about other relevant services that might assist, and facilitate where needed referral to those agencies.

### **>Planned Exit arrangements**

-Individual programs carry progress plans that include a plan for leaving the service when and if this becomes appropriate.

### **>Post service support**

-The programs ensure that consumers have information relevant to support services available to them when they leave the service.

## **Assessment Arrangements**

>Policies and Procedures are in place to guide assessment procedures. These are found in the individual program manuals specific to the service.

-conducted by the appropriately skilled and experienced staff.

### **>Individual Case Notes & Progress Plans**

-Each program following assessment develops an individual plan in consultation with the consumer, and where relevant with other agencies.



## **Collaboration, Community Involvement & Continuous Improvement**

Share & Care over 30 years have developed expertise in working collaboratively with a vast number of agencies covering 250,000 square kilometers.

This has enabled the services delivered by our individual programs to contribute effectively and in an holistic manner to the achievement of the consumers goals.

We practice effective proactive referral and support links with relevant service providers, local community groups and government agencies to maximize the support networks to the consumer.

Share & Care works collaboratively with others to initiate and promote community understanding and education of the many challenges faced by the program consumers.

Share & Care develop and deliver Community Forums to encourage the broader community involvement in both the individual services and the Organisation.

As appropriate and according to individual consumer preference and agreed individual goals, the program service encourages and supports individual consumers to participate in mainstream community activities.

Consumers have a right defined in the Staff Code of Conduct, to ensure a respectful delivery of service that ensures they maintain their dignity.

Share & Care place great importance on their regular appraisal processes by both the consumer and management to ensure a continuous quality and improvement approach to our service delivery in all our programs.

