

Queensland Recreation and Sport Association for People with an  
Intellectual Disability Inc.

ABN: 84 636 226 258

Trading as



## Program Officer's Manual

An induction to Life Stream services, policies & procedures and general information for Program Officers who provide services to Life Stream's members, their families and carers.

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CONTENTS	Page
Mission Statement	4
Vision Statement	4
Organisational Values	5
Service Standards	5
Members	6
Choice	6
Safety & Duty of Care	7
Manual Handling & Safe Lifting	7
Entry & Exit Policy for Individualised Support Service	8
Confidentiality & Privacy	13
Grievance Procedure	14
Compliments & Concerns	14
Funding Sources	15
Service Types	15
Life Stream Services	15
Staff Contact Details	16
On Call Service	17
New Member	17
Program Officer Responsibilities	18
Member Medication	20
Alcohol Consumption	20
Photos	21
Relationship Boundaries	21
Program Venues	21
Group Programs	22
Incidents	22
Program Cancellations	23
Use of Life Stream Resources	23
Keys	23
Mobile Phone Usage	24
Vehicles	24
Employment of Program Officers	27

Employment Screening	28
CONTENTS Cont.	Page
Reporting Structure	29
Rights and Responsibilities	29
Performance Appraisals	29
Staff Meetings	30
Training	31
First Aid	31
Appropriate Attire	31
Life Stream Clothing	32
Pays	32
Expense Claim Forms	33
Mileage Allowance	33
Lunch Breaks	34
Social Staff Functions	34
Staff Leave	34
Conflict of Interest	35
Office Security	35
Computers - Passwords, Internet, E-mail	35
Disability Parking Permits	36
Accidents	36
Concluding Employment with Life Stream	37
Other Manuals	37
Life Stream Community and Corporate Partners	37
Notes	38
Notes	39
Notes	40



## **Mission Statement**

Life Stream Foundation facilitates the development of skills and independence of people with an intellectual disability in a community based environment, through participation in sport, recreation and leisure activities. Our service is member focussed to promote equity and inclusion of people with an intellectual disability in the community.

Life Stream aims to achieve the mission statement by:

- Working with community organisations to establish programs to meet the sport, recreation and leisure needs of people with an intellectual disability.
- Working with individuals with an intellectual disability by offering support and skills development opportunities that will increase their ability to become involved in community based sport and recreation.
- Providing relevant services that meet the needs of people with an intellectual disability.
- Recruit and train staff and volunteers who share the values of Life Stream's Mission and Vision to deliver services to people with an intellectual disability.

## **Vision Statement**

Through a range of Life Stream services, we aim to educate the community to:

- Become inclusive and accepting of people with an intellectual disability;
- Acknowledge the desires of people with an intellectual disability for belonging, achievement, challenges, individuality and personal growth;
- Increase community capacity to respond to the needs of people with an intellectual disability;
- Recognise the ability of people with an intellectual disability to contribute to society;

- Be aware that people with an intellectual disability have the same rights as everyone else;
- Advocate for people with an intellectual disability; and
- INTEGRATE NOT SEGREGATE.

### **Organisational Values**

#### **Staff Relations:**

- Integrity and honesty.
- Team approach to duties.
- All staff are to be valued; and be treated with respect and equity.
- Demonstration of effective leadership and management skills.

#### **Attendance to Duties:**

- Clients' and members' needs are paramount.
- Planned approaches
- Collaborative decision-making
- Concentration on outputs as well as results (i.e. processes and outcomes are both important).

#### **Interests of Life Stream:**

- Accountability and responsibility.
- Quality assurance monitoring, evaluation and improvements.
- Commitment to the pursuit of excellence and enjoyment in the workplace.
- Complying with the requirements of staff position descriptions, and within the context of Life Stream's strategic plan.

#### **External Relations:**

- Integrity and honesty
- Communication
- Client focus (including confidentiality)

### **Service Standards**

The Disability Service Standards detail the rights of people with a disability in relation to the services they receive. Each standard has a series of

indicators against which Life Stream will be independently assessed as part of a certification process. A key element of the process is that the assessment will also include input from all stakeholders (ie. Members, Program Officers, Volunteers, Office Staff, Board of Directors).

Service Standards relate to:

- Service Access
- Individual Needs
- Decision Making & Choice
- Privacy, Dignity & Confidentiality
- Participation and Integration
- Valued Status
- Complaints & Disputes
- Service Management
- Protection of Legal & Human Rights and Freedom from Abuse & Neglect
- Staff Recruitment, Employment and Development

### **Members**

Life Stream provides services primarily for people with an intellectual disability but also to people with physical disabilities, acquired brain injury, learning difficulties, challenging behaviour, sensory disabilities, Autism, Asperger's Syndrome or Down Syndrome. The support needs of Life Stream members vary considerably. Some members have very high support needs, living in supported accommodation, may have limited communication skills etc while others may be very independent and capable, have families, have their driver's licence and use the service primarily for the social contact.

### **Choice**

Life Stream recognises the right of members to be involved in planning, monitoring and reviewing their program. A support person can attend any meeting that a member has with a Program Officer or other staff.

Refer to Member's Guide

## **Safety and Duty of Care**

- Overriding all other program goals is safety
- LIFE STREAM staff and volunteers have a duty of care towards members, members of the public and themselves on all programs.
- While staff and volunteers will strive at all times to allow individuals their independence, it may be necessary to give specific instructions related to safety.
- Where safety of the individual, group, staff or community may be jeopardised, Life Stream staff have full authority to direct the actions of members.

Refer to Duty of Care Policy

## **Manual Handling & Safe Lifting**

Program Officers are required to use common sense and good judgement when lifting items. If in doubt, staff are required to seek assistance.

Program Officers are not required to lift a member in any circumstances during a program.

In the event of a member being unable to move or refusing to move, please undertake the following actions:

- Give the member time to respond - it may take 20 minutes for a person with an intellectual disability to accept/ understand that they are required to get out of a car or leave a venue;
- Encourage and prompt the individual;
- Explain the implications/ consequences to the individual;
- Attempt to facilitate movement, by holding your arm under the member's arm and telling the individual what you want them to do (ie. stand up);
- Phone the Life Stream office and speak to the Community Linking Coordinator/ Community Linking Support staff member/Mackay Services Coordinator or On Call staff member for advice;

- The Community Linking Coordinator/ Community Linking Support Staff member/ Mackay Services Coordinator or On Call staff member may phone the member's parents/ carers for advice;
- A Life Stream staff member or someone from the member's support network may be required to attend the site of the incident to assist.

Individuals with physical disabilities, who are involved in Life Stream programs, must self transfer in and out of vehicles or use taxis that accommodate wheelchairs. Individuals will also need to self transfer on and off toilets.

Refer to Workplace Health & Safety Manual

**Individualised Support Entry Policy:**

Each occasion of a member entering a program, service is documented and maintained in the individuals file as a record of service history.

The entry selection process for an individualised support service may vary, dependent upon the program the individual is entering into. Types of programs include:

- Recreation Access/Recreation Development Program
- Individual Funding Packages
- User Pays Individualised Support programs
- Mackay Community Access programs

**Recreation Access & Recreation Development**

1. Applications received from individuals (a formal referral is not required)
2. If applicant is not already a current financial member of Life Stream Foundation, a Member Information Form is sent out for the member to complete and return.
3. Identify eligibility of participation in Recreation Access/Recreation Development program through:
  - a) Must have an intellectual disability
  - b) Living within the Greater Brisbane region (ie. Brisbane City Council, Pine Rivers Shire Council, Redcliffe City Council or Redlands Shire Council)
  - c) Aged 16 years plus

- d) Living arrangements
- e) Level of support needs (eg. Personal care needs)

Individuals are classified as being a potential recipient of the Recreation Access or Recreation Development program:

- Recreation Access program criteria in relation to people with high support needs:
  - a) Moderate to severe intellectual disability
  - b) Severe epilepsy, regular seizures
  - c) Challenging behaviour
  - d) Assistance required with travel, money, communication
  - e) Requires support/supervision in the community
- Recreation Development program criteria in relation to people with low support needs:
  - a) Mild to moderate intellectual disability
  - b) Current or future ability to use public transport, taxis, travel independently (with training)
  - c) Current or future ability to be without support/supervision in the community

4. Place name on the relevant waitlist spreadsheet.
5. Letter sent to individual to confirm their name has been placed on the relevant waitlist spreadsheet.
6. When a vacancy exists in the Recreation Access or Recreation Development program, a survey is sent to the individual to assist coordinator in determining most suitable candidate for program. Please note: failure to return two surveys when sent out, will result in an individual's name being taken off the waitlist spreadsheet.
7. Prioritise position based on:
  - Current limited involvement in community based activities
  - Life Stream Foundation's ability to meet individual's requirements
  - Life Stream Foundation's ability to allocate staff
  - Earliest date of application received if applicants equally prioritised
8. Community Linking Coordinator to meet with individual (and support networks if requested/required) to complete member assessment interview form.
9. Letter of offer sent, confirming:

- Commencement date of program
- Day of program
- Time of program
- Program Officer
- Other information as required

10. If Life Stream is not able to offer a position (based on information gathered at Meeting assessment), a letter will be sent to the member.

#### Individual Funding Packages

1. Applications received from individuals (a formal referral is not required)
2. Budget approved
3. Community Linking Coordinator/ Mackay Services Coordinator to meet with individual (and support networks if requested/required) to complete member assessment interview form.
4. Grant agreement signed and returned to Disability Services Queensland
5. Liaise with member and support networks to negotiate program times etc.
6. Letter of offer sent, confirming:
  - Commencement date of program
  - Day of program
  - Time of program
  - Program Officer
  - Other information as required

#### User Pays Individualised Support Programs

1. Applications received from individuals (a formal referral is not required)
2. Quote sent to individual. Signed copy returned to Life Stream Foundation.
3. Community Linking Coordinator/ Mackay Services Coordinator to meet with individual (and support networks if requested/required) to complete member assessment interview form.
4. Liaise with member and support networks to negotiate program times etc.
5. Letter of commencement of service sent, confirming:
  - Commencement date of program
  - Day of program

- Time of program
- Program Officer
- Other information as required

#### Mackay Community Access programs

These programs offer support on a two hour, four hour or six hour weekly basis and service will continue for either 24 weeks or 48 weeks at the discretion of the Mackay Services Coordinator.

Members / clients wishing to access this service are required to complete an Individualised Support Application Form. Life Stream will acknowledge the request via a letter and will arrange an assessment when a vacancy for service becomes available.

During the assessment, the Mackay Services Coordinator will ask questions to establish:

- if there is an existing funding package;
- the current number of hours of support being received;
- the current type of support being received;
- whether the person is going to school or accessing other centre based support;
- individual / family situation;
- priority of need.

Service will be provided based upon level of need and Life Stream's capacity to provide support. It is intended that service delivery hours may differ from recipient to recipient as a flexible response to the individual's needs and circumstances however; the number of hours available to each recipient will be capped.

#### Individualised Support Exit Policy

This policy demonstrates a transparent and accountable process to establish timeframes for completion of individualised support services.

#### Recreation Access & Recreation Development Programs

The timeframe of a Recreation Access program is not defined but is generally regarded as long term. The timeframe of the Recreation Development program will not exceed 12 months.

Service may be withdrawn from either program area due to:

- Successful integration and independent access of activity (Recreation Development program only)
- Refusal to participate in program (over a period of one month or 6 programs)
- Parents/carers/member chooses to withdraw from service
- Individual is displaying aggressive and/or challenging behaviours
- Staff unable to meet the needs of the individual

Exit process for the Recreation Development program:

1. An expected timeframe for completion of an individualised support service will be identified at the commencement of service delivery and development of an Individual Recreation Plan.
2. Progress towards achievement of goals and consequent plan to withdraw support will be assessed on an ongoing basis.
3. Support may be withdrawn from a component of the Individual Recreation Plan in stages based on the individual's support needs. Each stage of the plan must be completed accurately, safely and independently by the individual on two occasions in a row before support will be withdrawn from that stage.
4. Support may be withdrawn from travel before or after support is withdrawn from the activity component.
5. A letter will be sent to the individual one month prior to the final date of support service.

#### Individual Funding Packages & User Pays Individualised Support Programs

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Service may be withdrawn due to:

- Refusal to participate in program (over a period of one month or 6 programs)
- Parents/carers/member chooses to withdraw from service. The notice period needs to be the agreed as indicated in the signed grant agreement or quote.
- Individual is displaying aggressive and/or challenging behaviours
- Staff unable to meet the needs of the individual

Mackay Community Access

At the conclusion of the allocated period, the recipient may choose to:

- Return to the waiting list;
- Access individualised support on a user pays basis based upon acceptance of a fee for service quote.

### **Confidentiality and Privacy**

Life Stream believes in the confidential collection, storage, release and destruction of personal and sensitive information. Primarily, this policy applies to information held on staff, volunteers and members involved in Life Stream Foundation services.

The main purpose for collecting and distributing personal and health related information regarding members is to ensure Life Stream Foundation meets the duty of care for each individual when participating in programs. Life Stream Foundation approaches its duty of care seriously and the safety of individuals is the ultimate aim in service delivery.

The release of personal and health information by the organisation is only to those individuals adopting the duty of care on a program. The information released is also protected by Life Stream Foundation's Confidentiality Agreement, which is accepted and signed by each staff member of the organisation.

Life Stream endeavours to respect member's privacy. This means that other Life Stream staff with access to member's information will not talk about private details with other people without their permission. Life Stream

keeps a file with some information about members in a locked filing cabinet at the office. Members can have access to this information at any time. Program Officer contact phone numbers are on the program on call form - if staff wish to restrict contact details being provided to other Program Officers, please discuss this with the Community Linking Coordinator/ Mackay Services Coordinator.

Refer to Confidentiality Agreement

Refer to Privacy Policy

### **Grievance Procedure**

Life Stream accepts that at times people who are employed or use its services may be unhappy or upset about the type of programs they have participated in, service received or issues affecting them. For this reason we have a clearly defined grievance procedure.

The following is a short list of some of the things you may use the grievance procedure for:

- Members or staff have been harsh or treated you badly
- You have a dispute over an organisational issue
- Dissatisfaction with Life Stream's policy or procedures

Refer to employment manual - grievance procedure

If members are not happy about any aspect of their involvement with Life Stream, the following steps should be taken:

- 1) Contact a Life Stream staff member to report the problem or grievance.
- 2) The issue will be resolved by the staff member as soon as possible.
- 3) It is okay to have the help of an advocate (parent, carer, friend, other service provider etc) during this process if you wish.
- 4) Write down the incident, issues and how you would like the situation to be changed or fixed.
- 5) Meet with the Community Linking Coordinator/ Mackay Services Coordinator to exchange information about the problem and how it is going to change.

Refer to Compliments & Concerns Policy

## Compliments and Concerns

Life Stream welcomes feedback from staff, volunteers, members and other organisational stakeholders regardless of whether it is a compliment or a concern. You can obtain a Compliments and Concerns form through the following avenues:

- Program Officer folder;
- Forms are kept in all Life Stream vehicles
- Distributed to members with Spirit Newsletter/Program Guide each quarter
- Life Stream reception desk;
- Contact the office for a form to be posted to you;
- Download a form from [www.lifestream.org.au](http://www.lifestream.org.au)

## Funding Sources

- Sport and Recreation Queensland: to promote inclusive community based sport and recreation for people with an intellectual disability.
- Disability Services Queensland: to implement individual recreation programs for people with specific needs.
- Life Stream generates the remainder of its funding from ‘user pays’ programs, special events, community partnerships, sponsorships and donations.

## Service Types

In addition to established programs, individuals or organisations can request on a user pays basis the development and implementation of a specific program to meet their needs or interests. Life Stream can also provide coach education i.e. Information/ workshops to Clubs, State Sporting Bodies, Universities/ TAFE/ Schools:

- Disabilities (particularly intellectual disability) and implications
- Communication strategies
- Challenging Behaviour
- Modification of activities, drills etc

## Life Stream Services (Services in bold are staffed by Program Officers)

<b>Recreation Access</b>	<b>Recreation Development</b>	<b>Other Individualised support</b>
<ul style="list-style-type: none"><li>• Individualised support for people with high support needs</li></ul>	<ul style="list-style-type: none"><li>• Individualised support for people with low support needs</li></ul>	<ul style="list-style-type: none"><li>• Post School Services funding packages</li><li>• Respite funding</li></ul>

<ul style="list-style-type: none"> <li>• 16 years plus</li> <li>• Live within Greater Brisbane boundaries (ie. Brisbane City Council, Pine Rivers, Redcliffe, Redlands)</li> <li>• 3 hours support per week <ul style="list-style-type: none"> <li>• Individual Recreation Plans</li> <li>• Long term</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 16 years plus</li> <li>• Live within Greater Brisbane boundaries</li> <li>• Travel training</li> <li>• Individual Recreation Plans <ul style="list-style-type: none"> <li>• Support is gradually withdrawn</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>packages</li> <li>• Child Safety funding packages</li> <li>• Adult Lifestyle Support Packages</li> <li>• Institutional Reform funding packages</li> <li>• Portability funding</li> <li>• Mackay Community Access funding</li> <li>• User Pays</li> </ul>
<p style="text-align: center;"><b>Leisure</b></p> <ul style="list-style-type: none"> <li>• Group programs</li> <li>• 16 years plus</li> <li>• Saturdays, Sundays, some evenings and overnights</li> </ul>	<p style="text-align: center;"><b>Holidays</b></p> <ul style="list-style-type: none"> <li>• Group holidays</li> <li>• 16 years plus</li> <li>• Variety of locations in Australia and overseas</li> </ul>	<p style="text-align: center;"><b>Lifestyle</b></p> <ul style="list-style-type: none"> <li>• Small group programs</li> <li>• 16 years plus</li> <li>• Personal development</li> <li>• Fitness, Money handling, First Aid, Relationships etc</li> </ul>
<p style="text-align: center;"><b>Sport</b></p> <ul style="list-style-type: none"> <li>• Group programs</li> <li>• 10 years plus (children will have separate programs to adults)</li> <li>• Saturdays, Sundays and some evenings</li> <li>• Participation, skill development and competition</li> </ul>	<p style="text-align: center;"><b>School based sport</b></p> <ul style="list-style-type: none"> <li>• Customised programs to meet your needs</li> <li>• Congregation of schools to promote interaction</li> <li>• Implementation by Life Stream staff or State Sporting Bodies</li> <li>• Broncos rugby league, AFL Qld, Qld Netball, Qld Water Polo etc</li> <li>• Come &amp; Try Expos</li> </ul>	<p style="text-align: center;"><b>Elite athlete support</b></p> <ul style="list-style-type: none"> <li>• Information regarding classifications, competitions, training venues, coaches etc available</li> <li>• Distribution of information and competition calendars to registered athletes</li> <li>• Coordination of state teams and logistical preparation for events</li> </ul>

### Staff Contact Details

The Community Linking Coordinator/ Mackay Services Coordinator is a Program Officer's primary Life Stream contact. Program related issues and concerns should only be discussed with the Community Linking Coordinator/ Mackay Services Coordinator. All Program Officers report to the Community Linking Coordinator (South East Qld)/ Mackay Services Coordinator (Mackay). The Community Linking Coordinator can be contacted by Program Officers at the Brisbane office on Ph: 3891 5466 or 0437 656 399 (Life Stream mobile). The Mackay Services Coordinator can be contacted by Program Officers at

the Mackay office on Ph: 4957 4612. Office based staff can also be contacted via e-mail at the following addresses:

Community Linking Coordinator	Fiona Lawson	<a href="mailto:flawson@lifestream.org.au">flawson@lifestream.org.au</a>
Mackay Services Coordinator	Sharon Busch	<a href="mailto:sbusch@lifestream.org.au">sbusch@lifestream.org.au</a>
CEO	Cathy Wilson	<a href="mailto:cwilson@lifestream.org.au">cwilson@lifestream.org.au</a>
Community Linking Support	Kate Taylor	<a href="mailto:ktaylor@lifestream.org.au">ktaylor@lifestream.org.au</a>
Bookkeeper	Glennis Livermore	<a href="mailto:glivermore@lifestream.org.au">glivermore@lifestream.org.au</a>

### **Life Stream On Call Service**

#### **Contact: Ph 3891 5675**

Life Stream acknowledges that staff, members, their families or carers may wish to contact a representative of the organisation outside normal office hours.

On-call staff will only deal with urgent after office hour program issues. All other inquiries must be referred to the office during normal business hours. This service is generally only available when programs are actually running and for approximately one hour prior to and one hour after programs.

Please call the On Call staff member on 3891 5675 for the following types of reasons (not all inclusive):

- Running late to pick up/ return member
- Unable to work
- Become sick while on program
- Support needs of member have changed during program
- Member is injured, has a seizure

### **New Member**

A person wanting to receive individualised support is required to submit a Membership Form, Member Information Form and Application for Individualised Support Form. The person is not required to become a financial member until service commences. Depending upon the program status of the Brisbane recreation department/ Mackay Community Access Program (ie. # of programs being provided), the person may be sent a letter

informing them that they have been placed on the waiting list of the Recreation Access/ Recreation Development/ Mackay Community Access program and will be contacted when a vacancy arises. If a vacancy exists, the person will be sent a survey to complete. The results will assist the Community Linking Coordinator/ Mackay Services Coordinator to determine the individual with the highest program need. If the person wishes to apply their Post School Services funding, Adult Lifestyle Support funding, Respite funding, Institutional Reform funding, Portability funding or has their own funds, there will be no waiting period other than that require to match the person with a suitable Program Officer.

Program Officers are expected to spend the first program session with the member and someone from their support network getting to know them by completing:

- Individual Support Forms (identifies what is required during programs)
- Member Service Agreements (identifies policies, processes, responsibilities etc and requires the individual to sign that they understand and accept the service conditions)

### **Program Officer Role Responsibilities**

#### Individual Recreation Plans (IRP's)

- To be written within 1 month of new member commencing program
- To be reviewed within 1 month of change in Program Officers
- To be written and reviewed in consultation with the member and their support network
- To be reviewed on an ongoing basis every 6 months, ensuring member consultation/involvement
- Goals must be specific, measurable, achievable, relevant and have an applied timeframe.
- Short term goals must relate to the major goal.

- IRPs should be written and reviewed during program time and then given to the Community Linking Coordinator/ Mackay Services Coordinator for typing.
- The IRP will then need to be signed by the Community Linking Coordinator/ Mackay Services Coordinator, Program Officer, Member and Carer/ Advocate (if appropriate).
- The signed IRP will be photocopied, distributed and filed.

### Behaviour Reports

Behaviour Reports can be completed to provide positive feedback, monitor behaviour or report changes of behaviour. Behaviour Reports need to be submitted to the Community Linking Coordinator/ Mackay Services Coordinator.

### Calendars

- To be planned in consultation with the member and or their support network
- Calendars to identify member, month and year, and then specific program dates with corresponding program activities, times, km's, program costs and requirements
- To be submitted to the Community Linking Support staff member/ Mackay Services Coordinator by Friday of week 3 of the month prior for approval, typing, photocopying and filing
- Calendars to be distributed to members in week prior to new month
- Program activities should not vary from the activity identified on the calendar for that particular day. If a change does need to occur, please note this on the activity report

## Activity Reports

- To be completed during program time - giving an opportunity for Program Officers to provide feedback to member & their support network, on how member is progressing towards achievement of goals outlined in their IRP.
- Activity reports are to include the date and time of program, km's used, activity and evaluation/ reflection of each goal in addition to acknowledgement of changing needs
- Activity Reports must be signed by Program Officers and the member/support networks
- To be submitted to the Community Linking Support staff member/ Mackay Services Coordinator on a daily basis after the program (ie on the day of the program)
- Completed activity reports must be submitted in person

## Member Medication

It is the member's/ carers responsibility to inform Life Stream of medication required during program time including specific dosages, times and administration detail. **A medication form must be completed by the member/ support person and checked by the Community Linking Coordinator/ Mackay Services Coordinator at least 2 working days prior to the program.** Medication must be presented to Program Officers in a Webster pack or in its' original packet (when in its original packet, the medication must have a "prescription" sticker attached to the box).

Refer to Medication Policy

## Alcohol Consumption

Life Stream Foundation promotes responsible consumption of alcohol. Members over the age of 18 have the right to consume alcohol on certain Life Stream programs. Program Officers need to respond to the situation according to information provided on the individual's Member Information Form. Life Stream promotes the responsible consumption of alcohol and

expects behaviour in accordance with societal norms as per our 'Behaviour Policy'. If a member is thought to be consuming alcohol irresponsibly, they will be asked to stop/slow down, alternate alcoholic drinks with water or other strategies that are regarded as appropriate at the time. Staff are not permitted to consume alcohol during programs.

Refer to Alcohol Policy

### **Photos**

Program Officers are not permitted to take photos of members without their permission. You should also check with the Community Linking Coordinator/ Mackay Services Coordinator or parents/ carers also because parents/ carers may be responsible for this decision. If approved, photos taken should be positive role modelling and not represent the individual in a derogatory, age inappropriate or embarrassing manner. Members can change their mind about providing permission to have photos taken at any time.

Program Officers will also be given the opportunity to have their photo taken and placed on the Life Stream website in addition to being placed on a Life Stream Staff Identification Card. Program Officers should discuss these issues with the Community Linking Coordinator/ Mackay Services Coordinator.

### **Relationship Boundaries**

Life Stream staff are expected to always show professional and appropriate behaviour while working, wearing Life Stream clothing and driving Life Stream vehicles. Program Officers may need to explain relationship boundaries to members (ie. professional working relationship Vs friendship). Program Officers are not employed as a friend to members. A professional working relationship should still be friendly, caring and interactive.

- No programs are to be conducted at the home of the member or Program Officers (unless approval has been given by the CEO for special circumstances);

- Home and mobile phone numbers of Program Officers will not be distributed to members.

### **Program Venues**

Most individualised programs are community based and linked to funding from Disability Services Queensland. It is rare that programs will be permitted to occur at the member's home however this will be at the discretion of the Community Linking Coordinator/ Mackay Services Coordinator & CEO in consultation with Disability Services Queensland if appropriate. Program activities should not vary from the activity identified on the calendar for that particular day. If an activity differs from that listed on the member's calendar, it must be noted on the activity report.

### **Group Programs**

All programs are individualised with 1:1 support. If Program Officers feel that it would be beneficial for members to have a joint program, a request is to be made to the Community Linking Coordinator/ Mackay Services Coordinator outlining the members, dates, program activities and why a joint program will be beneficial. The Community Linking Coordinator/ Mackay Services Coordinator will review the information and make a decision. The Community Linking Coordinator/ Mackay Services Coordinator may attend the program to review appropriateness of future joint programs between the individuals.

### **Incidents**

Life Stream Foundation requires all incidents relating to 1:1 programs to be recorded and reported to the Community Linking Coordinator/ Mackay Services Coordinator who will inform the CEO. This relates to all incidents involving members, staff, public and other services. Any staff member involved in, witnessing or becoming aware of an incident must promptly report the incident regardless of the level of severity of the incident.

The CEO is responsible for determining the category of the incident having regard to the type of incident, level of seriousness and need, if any, for reporting to Disability Services Queensland via a Critical Incident Report and alleged criminal acts to police.

A verbal report needs to be made to the Community Linking Coordinator/ Mackay Services Coordinator immediately, an incident occurring noted on the activity report and an incident report submitted by the Program Officer by the end of the next working day.

Refer to Incident Reporting Policy

### **Program Cancellations**

Life Stream will inform Program Officers of cancellations as soon as possible. If you need to cancel your program outside of business hours, you must contact our On Call staff member on 3891 5675. If a Program Officer becomes unwell during a program, the program may be cancelled and the remaining hours will be accrued to be received at a mutually convenient time.

If more than 2 hours notice is provided by a member, program hours will accrue within the current financial year to be received at a mutually convenient time.

Life Stream may choose to cancel a program before the planned finish time if it is believed the member is a risk to themselves or a community member. If this occurs, the remaining hours will not be accrued.

### **Use of Life Stream Resources**

Program Officers are welcome to use Life Stream resources for programs however all equipment needs to be returned to the office on the same day.

Misuse of Life Stream resources may result in the removal of the opportunity.

Approval must be obtained from the Community Linking Coordinator/ Mackay Services Coordinator for the personal use of Life Stream vehicles and office equipment.

## **Keys**

Keys will be distributed to Program Officers to gain entry to the office and the key box. Program Officers are required to sign office based keys out and return them upon finishing their employment with Life Stream. Vehicle keys are to be signed out and returned on a daily basis.

## **Mobile Phone Usage**

All Program Officers are assigned a Life Stream mobile phone. You are required to sign them out and return them on a daily basis. It is also your responsibility to charge the mobile phone (chargers are included with the mobile phone). Mobiles will be allocated by the Community Linking Coordinator/ Mackay Services Coordinator. Life Stream mobiles are only to be used for emergencies, activity/program related matters and for on call purposes.

Community Linking Coordinator	Ph: 3891 5466
	Ph: 0437 656 399
Mackay Services Coordinator	Ph: 4957 4612
Life Stream On Call	Ph: 3891 5675
Emergency Services	Ph: 000
Emergency # (using mobile phone)	Ph: 112

Personal calls will be recharged to the Program Officer.

Using a hand-held mobile phones is illegal when driving, even when you are stopped at traffic lights. This includes making and receiving calls and text messaging. You must pull over and park in a safe place to make or receive a call. The procedures for using mobile phones while driving are in accordance with Qld Transport policies. This policy applies to the use of any mobile phone regardless of whether it is owned by Life Stream.

Members and their support network are not to be given the mobile numbers of Program Officer's personal mobiles or Life Stream mobiles. Members and their support network are to be directed to contact the Community Linking Coordinator/ Mackay Services Coordinator or the On Call service if they have any queries, problems or need to change programs.

Refer to Communication Policy

## **Vehicles**

Staff may use their personal vehicles for programs (ie. Providing transport for members, when approved by the Community Linking Coordinator/ Mackay Services Coordinator). The Program Officer must have current comprehensive motor vehicle insurance, provide relevant paperwork for file and have a roadworthy vehicle. Program Officers who use their own vehicle will be provided with basic first aid kits to be returned to Life Stream upon concluding employment.

Drivers of all Life Stream vehicles require a standard car licence (c class) however Program Officers must undertake a Life Stream familiarisation drive prior to being permitted to drive the 10-12 seater vehicles.

- All relevant driving and parking regulations must be followed.
- Program Officers are responsible for any traffic offences incurred while driving Life Stream vehicles. The demerit points incurred will also be allocated to the individual driving.
- Program Officers who incur demerit points while driving a Life Stream vehicle are required to complete and submit a Driver Record Information Application (Queensland Transport Form F2121) for verification of a valid licence. Staff and Volunteers who sign the fore mentioned form can request that Life Stream Foundation submit the form on their behalf.
- The employment of Program Officers, whose duties require the driving of a vehicle, will be terminated if the individual refuses to submit a Driver Record Information Application (Queensland Transport Form F2121).
- Program Officers who do not have a valid licence due to a loss of points will not be permitted to drive a vehicle on behalf of Life Stream Foundation. Individuals may apply for a concessional licence for work purposes. Program Officers who fail to obtain a work purposes licence may not be able to continue their employment with Life Stream Foundation.
- In the event of Program Officers committing a traffic offence outside of Life Stream responsibilities, it is the responsibility of the individual to notify the Community Linking Coordinator/Mackay Services Coordinator of a change in their driving record, specifically a loss of points resulting in the individual no longer holding a valid licence. This can be verified by completing and submitting a Driver Record Information Application (Queensland Transport Form F2121).
- All passengers must wear seat belts.
- Consumption of food and drink in Life Stream vehicles is not permitted.
- Program Officers must take all files, equipment and rubbish out of vehicles at the end of each program.

First aid kits are provided in each vehicle. Program Officers are required to inform the Community Linking Coordinator/ Mackay Services Coordinator of items used and items to be replaced. Items used must be logged in the First Aid Supplies Register. Fire extinguishers are installed in each of the buses.

Staff may take a vehicle home at the discretion of the Community Linking Coordinator/ Mackay Services Coordinator; however personal use will be restricted so that there is no Fringe Benefit implication. Generally, Program Officers will only be permitted to take vehicles home if a program finishes late, to prevent the staff member returning to the office after nightfall.

Members are permitted to sit in the front seat of vehicles unless otherwise stipulated. This will be at the discretion of the CEO, who will rely upon information provided in Member Information Forms, Incident Report Forms and general feedback. Members with any history of violent and aggressive behaviour will not be permitted to sit in the front seat of vehicles. Program Officers are required to enforce this policy.

Please submit vehicle maintenance logs to the Quality Systems & Events (Brisbane)/ Mackay Services Coordinator for repairs and servicing. Program Officers should check vehicles for fuel, water and tyre pressure prior to leaving the office region.

#### Mackay Vehicles:

Registration	Vehicle Type	Transmission	Seats	Fuel
915 HSA	Toyota Hiace	Automatic	12	Unleaded
054 JRW	Yaris YRS	Automatic	5	Unleaded
563 LFV	Ford Transit	Manual	12	Diesel

Life Stream has a fuel account with Mobil for Mackay based vehicles. The vehicles are to be refuelled at Mobil service stations only using the account card. Vehicles are to be returned to the office with a minimum half tank of fuel.



## Brisbane Vehicles

Registration	Vehicle Type	Transmission	Seats	Fuel
385 GZY	Ford Transit	Manual	12	Diesel
060 JLA	Toyota Hiace	Automatic	12	Unleaded
085 KMS	Toyota Hiace	Automatic	10	Unleaded
992 EIH	Toyota Corolla	Manual	5	Unleaded
092 JAL	Toyota Corolla	Manual	5	Unleaded
409 LDG	Toyota Yaris	Manual	5	Unleaded
913 ISM	Toyota Echo	Automatic	5	Unleaded
974 IRP	Toyota Echo	Automatic	5	Unleaded
090 JLR	Toyota Yaris	Automatic	5	Unleaded
718 KNT	Toyota Corolla	Manual	5	Unleaded

Life Stream has a fuel account with Boomerang (Stanley St East, East Brisbane) for Brisbane based vehicles. The vehicles are to be refuelled at the Boomerang Service Station only using the allocated barcode tag. Vehicles are to be returned to the office with a minimum half tank of fuel.

All vehicles with the exception of 992 EIH are for the primary purpose of programs.

Program Officers must also sign out a refedex each day - Street Directory register (dependent upon the vehicle they are using). If it is misplaced and the Program Officer hasn't signed it back in, it will be the responsibility of the Program Officer to replace the refedex.

### **Employment of Program Officers**

Suitable applicants for vacant positions will be required to attend an interview. Applicants not currently involved with Life Stream will be interviewed by a panel with a minimum of 2 staff and may have an external panel member. Current volunteers seeking employment as a Program Officer may be interviewed by the Community Linking Coordinator/ Mackay

Services Coordinator only, at the discretion of the CEO. Program Officers may be employed on a full time permanent or casual basis. Employment suitability will be decided upon a number of factors:

- availability of the person for program times
- ability to meet the needs of specific members
- experience supporting people with an intellectual disability

Allocation of members to be supported by a Program Officer will be dependent upon the factors listed above in addition to:

- availability of vehicles if Program Officer does not have their own vehicle or comprehensive insurance
- personality match with member
- shared interests with member
- distance to travel to program

Refer to Employment Manual

- Referee check will be conducted.
- The new staff member will be expected to complete a 3 month probation period and a successful review interview prior to a permanent full time or casual position being offered. Probation periods may be extended if work, commitment, attitude or personality fit is not regarded as being deemed suitable at the discretion of management.

### **Employment Suitability Screening**

All Program Officers are required to undergo Criminal History Screening check (DSQ prescribed notice). This is a requirement linked to the Disability Services Act 2006 and its regulations for organisations funded by Disability Services Queensland. If you have lodged an application with another Disability Services Queensland funded organisation, you will need to submit a different form. Application forms will be provided upon commencement of work with Life Stream. Applicant must complete a Working with Children Check (Commission for Children and Young People and Child Guardian) for school based programs.



## **Reporting Structure**

Program Officers report directly to the Community Linking Coordinator (South East Qld) or the Mackay Services Coordinator (Mackay). The Community Linking Coordinator and Mackay Services Coordinator are the primary contacts within Life Stream to discuss member needs, changes to programs, incidents, concerns and employment conditions. During office hours, if the matter is urgent and the Community Linking Coordinator/ Mackay Services Coordinator is unavailable, you are required to speak with the Chief Executive Officer. Outside of office hours, you are required to contact the On Call Service to address an urgent issue.

In emergency situations, program cancellations or when having difficulty on programs and neither the Community Linking Coordinator/ Mackay Services Coordinator or Chief Executive Officer are available in the office, Program Officers are to seek direction from another Service Coordinator.

## **Rights and Responsibilities**

Program Officers have the right to:

- Have a say in the days and times you work;
- Have a say in who you support;
- Receive training, support and supervision;
- Receive performance planning, performance counselling and career pathway identification

Program Officers have the responsibility to:

- Fulfil role obligations;
- Request assistance and support when needed;
- Provide feedback to the Community Linking Coordinator/ Mackay Services Coordinator;
- Work within Life Stream's shared mission, vision and values.

## **Performance Appraisals**

All staff have the opportunity to receive performance appraisals with their direct supervisor. The Community Linking Coordinator/ Mackay Services Coordinator will undertake performance appraisals with Programs Officers. It is the Program Officer's responsibility to arrange a mutually convenient meeting time with the Community Linking Coordinator/ Mackay Services Coordinator on an annual basis.

The performance appraisal process involves the Program Officer completing an Individual Performance Planning & Review Form and a Career & Self Development Plan prior to attending the meeting with the Community Linking Coordinator/ Mackay Services Coordinator. The goals are reviewed and may be re-negotiated. Program Officers are also required to have reviewed their performance for the past 6 months and allocate a score for each goal prior to attending the meeting. If the paperwork has not been completed, the Community Linking Coordinator/ Mackay Services Coordinator may cancel the meeting, requesting you to complete the paperwork prior to the rescheduled date. If you require assistance in identifying goals, request a meeting with the Community Linking Coordinator/ Mackay Services Coordinator.

### **Staff Meetings**

Staff meetings are an opportunity for staff to share ideas, provide feedback and be informed of organisational decisions and activities. Staff in regional areas will be invited to link with Brisbane staff meetings via teleconference on a quarterly basis. Full time staff are expected to attend all staff meetings. Casual staff will be paid to attend staff meetings.

Program Officer Staff meetings are generally held in the last week of each month; venue, time and day varying to enable greater accessibility. Once a quarter, a Program Officer meeting will be held during office hours. Programs will be cancelled for this time, ensuring all Program Officers will be able to attend.

Program Officers are welcome to attend the staff meetings of office based staff on the last Tuesday of each month. Meetings commence at 9am and are usually completed within 1 hour.

### **Training**

Life Stream aims to provide a range of internal and external professional development and training opportunities for staff throughout the year. Some topics will be compulsory for staff to attend training while others will be optional. Casual staff will be paid for hours of compulsory training.

Program Officers are encouraged to discuss personal preferences for professional development or training opportunities with the Community Linking Coordinator/ Mackay Services Coordinator.

### **First Aid**

All Program Officers are required to have a current First Aid and CPR certificate at the time of employment. It is the Program Officer's responsibility to ensure that this training is maintained and updated certificates provided to the Community Linking Coordinator/ Mackay Services Coordinator prior to their expiration. Expired certificates may result in the loss of work hours.

### **Appropriate attire**

It is expected that Life Stream staff will be dressed in a clean, ironed and respectable manner. Program Officers should not wear ripped, dirty clothing or clothing that has offensive pictures, images or words. Wearing clothing of an offensive nature may result in the Program Officer being sent home to change, program cancelled, program rescheduled to another Program Officer, written warning or termination of employment. Program Officers are required to wear clothes and enclosed footwear (ie. Front and back of feet enclosed) for the activity being undertaken during programs.

If you are not sure what clothing to wear, please contact the Community Linking Coordinator/ Mackay Services Coordinator Monday - Friday during office hours (8.30am - 5.00pm).

## **Life Stream Clothing**

It is not compulsory for Program Officers to wear a uniform or clothing with the Life Stream logo while on programs. Life Stream currently has a button up office style shirt which can be ordered in a range of colours in addition to a lightweight white polo sports shirt. All staff will receive one shirt of either style after the successful completion of the probation period. If staff require additional shirts, they are required to pay for them. Shirts can be ordered from the Community Linking Coordinator/ Mackay Services Coordinator - you will need to specify style, colour and size. Upon finishing work with Life Stream, staff will be required to return the shirt provided to them by Life Stream.

## **Pays**

- Claims for payment are processed fortnightly on a Thursday
- Pay forms are due to the Community Linking Coordinator/ Mackay Services Coordinator by 4pm Wednesday prior to pay day
- It is a condition of employment and payment that all role responsibilities are completed, particularly activity reports

For Full Time Program Officers:

- The payment cycle commences on a Monday and concludes a fortnight later on the Sunday following pay day.
- Program Officers are permitted to include expected work hours for Thursday - Sunday on their pay forms for the end of the payment cycle
- Program Officers who cancel prepaid programs will have the prepaid hours adjusted from their next fortnight's pay.
- Program Officers will not be paid mileage in advance for the Thursday - Sunday end of cycle. This mileage should be included on the next fortnight's pay claim.

For Casual Program Officers:

- The payment cycle commences on a Thursday and concludes a fortnight later on the Wednesday prior to pay day

Payment of mileage will not exceed the maximum allowance for the specific individual as per the individual's calendar.

### **Expense Claim Forms**

- An expense claim form must be submitted for reimbursement of expenses
- Payment of expense claims are processed with pays on a fortnightly basis
- Payment of expenses will be for items approved by the Community Linking Coordinator/ Mackay Services Coordinator
- Reimbursement for food and drinks will not be approved.
- Members will be re-charged for expenses incurred by Program Officers
- Tax invoices with business name and ABN must be supplied at the time the expense claim is submitted. Reimbursement will not occur if tax invoices are not provided.
- Expense claims must be signed by the Program Officer and identify the item reimbursement is sought for and the program.

### **Mileage Allowance**

- Recreation Access and Recreation Development programs have a maximum mileage allowance of 20kms per program
- Members with Adult Lifestyle Support, Institutional Reform, Portability, Post School Services funding packages or accessing Mackay Community Access will have restricted mileage allowances, generally a maximum of 80kms per week depending upon the size of their funding package
- Members can supplement their mileage allowance with personal funds or their Mobility Allowance. Program Officers can request the Community Linking Coordinator/ Mackay Services Coordinator to discuss this with the member and their support network

- Mileage can be accrued on a monthly basis as per calendar. Unused mileage on monthly calendar can not be accrued over the following month
- Mileage will be paid as per calendars
- Program Officers need to fill out the travel allowance claim section of the pay form completely including the date of program, start and finish odometer readings, program name, general destination and mileage travelled

### **Lunch breaks**

- All staff are entitled to a minimum of a 30 minute break for lunch after 6 hours work
- Lunch breaks must be free of a duty of care to members
- Lunch breaks are unpaid time
- If a lunch break has not been scheduled in your roster, and you would like one, please contact the Community Linking Coordinator/ Mackay Services Coordinator to discuss this further

### **Staff Social Functions**

Staff functions are usually planned on a quarterly basis. If you would like to organise a social function for staff, please see Community Linking Coordinator/ Mackay Services Coordinator for assistance.

### **Staff Leave**

A Program Officer wishing to take leave from work is required to submit an Annual Leave form to the Community Linking Coordinator/ Mackay Services Coordinator at least 8 weeks prior to the requested date. A form being submitted does not mean that approval for leave will be given.

The Community Linking Coordinator/ Mackay Services Coordinator will use discretion in approving leave and will take into account existing applications for leave. Approval for leave will not be given to a full time Program Officer

if another full time Program Officer has already requested leave for the same period. Approval for leave for a casual Program Officer will be at the discretion of the Community Linking Coordinator/ Mackay Services Coordinator if another Program Officer has already requested leave for the same period.

Refer to Employment Manual

### **Conflict of Interest**

- Program Officers are not permitted to accept food, gifts or money from members or their support network
- Acceptance of food, gifts or money may result in disciplinary action at the discretion of the Chief Executive Officer
- Program Officers are required to inform the Community Linking Coordinator/ Mackay Services Coordinator of any situation which may cause discomfort or a conflict of interest in employment or the working environment

Refer to Employment Manual

### **Office Security**

Staff are discouraged from being at the office by themselves before and after office hours particularly when dark. Staff should not enter the office for purposes not work related and should contact On Call if access to the office is required on weekends (if not rostered on a program).

### **Computers - Passwords, Internet, E-mails**

All full time staff will have access to a computer with login and password unique to them. Staff are not permitted to share their password with another staff member under any circumstances.

Internet access is restricted to work related matters. Staff who are identified as having viewed, downloaded or printed offensive or illegal

material may have their computer access suspended or terminated or the staff member may have their employment terminated. Staff who view illegal material will be reported to the police.

Full time staff will have a Life Stream e-mail address. The e-mail address can be used for internal and external communication however should only be used for work purposes. Misuse of a Life Stream e-mail address (ie sending of inappropriate and or offensive e-mails) may result in e-mail access being suspended or terminated or the staff member may have their employment terminated. Staff who e-mail illegal material will be reported to the police.

### **Disability Parking Permits**

All Life Stream vehicles have a disability parking permit applied to the front windscreen. Program Officers are encouraged to read the regulations of use on the back of the permit. Parking permits allow vehicles to be parked in disabled parking bays ONLY when there is a person with mobility difficulties or intellectual disability and behavioural problems in the vehicle.

Program Officers required to use their own vehicles may request a disability parking permit from the Community Linking Coordinator/ Mackay Services Coordinator. Program Officers who misuse the disability parking permits will face disciplinary action at the discretion of the Chief Executive Officer.

### **Accidents**

Program Officers should check vehicles prior to leaving the office for any damage. Any damage to Life Stream Foundation vehicles should be reported to the Community Linking Coordinator/ Mackay Services Coordinator (On Call staff member after hours) and consequently CEO immediately.

At the discretion of the Board of Directors of Life Stream Foundation, the driver of a Life Stream vehicle involved in an accident may be requested to pay (in whole or part) the excess related to the insurance claim. This discretion will be applied to each and every accident.

A Vehicle Accident form is to be completed and returned to the Community Linking Coordinator/ Mackay Services Coordinator within 2 working days of the accident.

### **Concluding Employment with Life Stream**

At the conclusion of a Program Officer's last shift, all Life Stream resources are to be returned to the Community Linking Coordinator/ Mackay Services Coordinator. These items may include:

- Life Stream shirt
- Office key set (building and key box)
- Member folder containing all member related information including PIRs, IRPs, calendars etc
- First aid kit
- Disability parking permit (if Program Officer had been using own vehicle)

### **Other Manuals**

Program Officers are encouraged to read additional Life Stream manuals:

- Employment Manual
- Members Guide
- 1:1 Member Service Agreement
- Workplace Health & Safety Manual

### **Life Stream Community and Corporate Partners**

- Disability Services Qld
- Sport and Recreation Qld
- Volunteering Qld
- Stanwell Corporation
- HopgoodGanim Lawyers
- Commercial Rowing Club
- Steven Wilson & Wilson HTM Investment Group
- Calamvale Lions Club

- Thiess







