



Employee Handbook

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1. Welcome

Welcome to the Mental Health Foundation ACT. We are excited to have you join our team.

Key contacts and links

Support:

CEO	chris.ward@mhf.org.au
Corporate Support	mhfcs@mhf.org.au
IT Support	mhfcs@mhf.org.au
Finance Support	finance@mhf.org.au

Programs:

Florey Program	florey@mhf.org.au
Outreach Program	outreach@mhf.org.au
Case Management	caseman@mhf.org.au

SCHADS Award

MHF Website

eTrainu - our online Training Modules

Supportability - our Client Management System

2. Workplace and role

You have been employed as a Lifestyle Support Worker under the SCHCADS (Social, Community, Home Care and Disability Services Industry Award 2010).

You will be expected to work at any MHF site across Canberra in any of our services, unless you have been specifically employed to work in a particular program, as identified in your employment contract.

3. Before you start

Employment Contract

Once you have signed your employment contract you should receive a copy cosigned by the CEO. If you haven't received a copy, email the Corporate Services Manager: mhfcs@mhf.org.au who can send you a copy.

New Employee Onboarding

Once you have a signed employment contract you will receive an email to complete the online onboarding process and form via the password protected pages on our website.

Documentation and Information

It is a requirement of working at MHF that all staff have an ACT Working with Vulnerable People Registration with a National Disability Insurance Scheme (NDIS) Worker Screening Check (WWVP). If your WWVP expires you will no longer be able to work shifts at MHF until you provide your new card.

In addition, employees that are in Australia on a visa, must provide a copy of their visa prior to commencing work at MHF.

Staff are also required to show proof of course enrolment if relevant.

Collection of Information

The onboarding form can be found here and requests you to provide:

- Full name and emergency contact details
- Citizen and employment status
- Worker Screening Information, including acknowledgement of:
 - Working with Vulnerable People Card with NDIS Worker Screening Check
 - Received and read key policies (Privacy, Confidentiality, Code of Conduct etc)
- Drivers' Licence and Vehicle Insurance Information

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- Acknowledgement that you have completed mandatory awareness training
 - Qualifications
 - Secondary Employment Notification

Once you have provided the above information, it is your responsibility to ensure that you provide up to date documentation, such as a visa, WWVP or drivers licence, throughout your employment.

If you have already received NDIS Worker screening with another organisation, please provide your registration number so you can be linked to MHF. If you do not have the screening and need assistance to apply for it, speak with the Corporate Services Manager.

MYOB - Our Financial System

Once your employment is confirmed and your contract is signed, you will receive an email from our accounting system MYOB requesting your bank account, superannuation and taxation details.

Please respond to this request as soon as you can so we can ensure you are paid as soon as possible.

International Visa

In relation to any visa you hold, it is your responsibility to ensure that you abide by the conditions of your visa and for example, only work the hours allowed if you are restricted with the hours you can work. You must also provide a copy of the updated visa whenever your visa expires or your visa type changes. MHF will be unable to roster you if we do not have a current visa on file.

ID Cards

When you commence work at MHF you will be issued with an identification card. The card will not have a photo on it. You are required to carry the ID card along with your WWVP card as identification if needed while you are on shift.

4. Your MHF Journey

If you are employed either part-time or full-time you will be subject to a 3 months' probation period. You will be provided feedback and support during your probation.

Customer Relationship Management System - Supportability

MHF uses a Customer Relationship Management (CRM) system called Supportability. It is used to manage activities with our participants, and you will be rostered to shifts through Supportability.

A key responsibility for all staff is to access and update participant files as part of their shift. This includes:

- Accessing their goals to assist you in engaging with participants
- Compiling journal notes as part of each activity to inform other staff of participant behaviours and other outcomes

The CRM is also used to track your shifts and inform our finance team so they can ensure you are paid promptly and that participant NDIS plans are processed.

Getting paid

Pay week finishes on every second Sunday and payday is the following Tuesday. Your hours worked each fortnight are calculated based on the activities you complete with participants during the fortnight that have been recorded in the CRM.

You will only be paid for the shifts where the activities in Supportability have been signed off by your Program Lead – this means that you must make sure you have included all the required information in each activity, for example: complete the journal notes.

If you have any questions about your pay, please contact the finance team.

Employee Assistance Program

MHF have engaged Relationships Australia to be an Employee Assistance Program (EAP) for staff. The service gives you a safe and confidential place away from your workplace to talk about concerns you may be having at home or at work.

Click [here](#) to download more information about the EAP.

Relationships Australia EAP can be contacted by:

- Phone on 1300 857 129 or
- Email at eap@racr.org.au

Connecting with your colleagues

MHF is an organisation made up of 40+ staff, many of whom work remotely. This makes face to face contact difficult. We strive to have an open approach to communication with the objective of giving you all the information you need to be happy and safe in your role.

You will likely be invited to a series of meetings during your time with MHF, both Program based and organisational. These may be formal or informal in nature and you will be provided with plenty of notice and relevant details in advance so you can be prepared.

You will also have plenty of check ins with Program Leads and other staff. Check ins will be an opportunity for Program Leads to support you and work with you on any challenges you might be facing. You are encouraged to seek time with Program Leads if you are unsure about anything or just wish to share your thoughts.

The CEO also publishes a video update each month to provide information and share what others in the organisation might be doing.

Communication with MHF participants

Occasionally MHF management will send information and communicate directly to our participants. Depending on the communication preferences of the participants, this could be by email, SMS to their mobile phone or via a letter sent through the post.

Staff will be advised of these communications and can support participants to understand any such messages received.

Training and Professional Development

MHF has a voluntary Career Pathway Program which allows staff to move through the different levels of the Award after specified training and experience has been achieved. You can learn more about the Career Pathway [here](#).

A big part of this is an online training portal – etrainu – which provides short training courses in relevant subject areas such as infection control and manual handling. You will have received a logon for your etrainu account via email when you started. If you haven't please contact the Corporate Services Manager.

There may be some courses that are required as part of your employment. For example, if you will be working with participants that require support to take their medication, you are required to complete 'Medication Management' prior to working with the participant.

You are welcome in your own time to complete any free training available on the etrainu portal and to download and save the certificates of completion.

5. Policies and Procedures

Some of the important information you will learn on the job through your buddy shifts, but there are formal policies, procedures and guidelines in place to support your work at MHF.

These cover a range of topics, some of which are summarised below. These documents can be found on the MHF website. Please use the documentation on the website to ensure you have the most up to date version.

Workplace Diversity

MHF recognises, respects and values the diversity of its staff, participants and the community in which it operates. We will continue to address the main drivers of social inclusion to effectively develop and manage an increasingly diverse workforce. MHF will uphold principles of self-determination; and participation in decision making.

Discrimination and Harassment

MHF is committed to providing a safe, flexible, and respectful environment for staff and participants free from all forms of discrimination, bullying, and harassment, where all staff, volunteers and participants are able to contribute and be treated with dignity, courtesy, and respect.

Managing Aggression in the Workplace

MHF seeks to provide a safe and healthy environment for all staff, participants and other parties. Aggression and violence in the workplace will not be tolerated at any level.

One thing that MHF has in place to reduce the risk of violence or other anti-social behaviour, is for all participants of MHF programs to undergo a risk assessment prior to receiving any services.

6. Participants and Clients

MHF proudly supports people with the lived experience of mental illness through a range of programs and services. We refer to all of them as 'participants', but depending on the funding for the program that they are part of, external funders, and others may refer to them as 'clients'. Both terms refer to the same people receiving our support.

MHF recognises that our participants' carers and other support networks are an important part of their recovery journey. Each participant's Supportability record will include information on who their guardian, carer or other support people are, and who you can discuss their care with.

Rights and Responsibilities

MHF works within ACT Health's ACT Charter of Rights for People Who Experience Mental Health Issues (2011); the NDIS Quality and Safety Commission Participants Rights framework, which in turn incorporates the United Nations Convention on the Rights of Persons with Disabilities.

Participants have the right to:

- Respect
- Safety
- Communication
- Access
- Participation
- Privacy
- Be heard

In addition participants using MHF services have the following responsibilities:

- Respect
- Appropriate conduct
- Transparency/honesty
- Communication
- participation

MHF upholds and promotes the principle of choice and control resting with the participant. Each participant has final say in how and when services are provided. MHF staff have a responsibility to uphold this principle and support participants to make informed choices about the benefits and risks of the options under consideration.

For more detail about MHF participant rights and responsibilities see the MHF Participant and Carer Participant Policy.

Documentation

It is important to maintain confidentiality of all participant information. Be mindful of where you leave your unlocked mobile phone or laptop if you are accessing participant records through your personal IT.

All participant records are saved on the CRM, Supportability. MHF uses SharePoint to store templates of forms and you should only use templates saved in the Admin/Admin/Library and Reference Material folder in SharePoint.

Do not use templates found anywhere else in SharePoint as they are likely to be out of date.

We are moving towards an online environment where forms will be completed via the MHF website.

Do not save any private or confidential (identifiable) information on SharePoint or the hard drive of any computers. You should save all such information into the participant's record in Supportability. If you are unsure what information to put in Supportability, check with the Program Lead.

Minimum documentation

It is important that all participants have minimum required documentation on their file. These documents are to be uploaded to the 'Documents' tab on their CRM profile. For National Disability Insurance Scheme (NDIS) Participants this includes:

- Participant Intake Risk Management Plan
- Individual Service Agreement (ISA)
- ISA Schedule 1 (one or more documents depending on how many different services the participant is receiving from MHF)
- Consent for Release of Information Form (Consent Form)

Their identified goals will also be entered into the 'Goals' tab in the participant's Supportability record.

The Participant Intake Risk Management Plan template must be completed prior to the participant commencing receipt of MHF services, as this is used to determine fit, and identify any risks.

The ISA and Schedule 1 both need to be signed by the participant and then countersigned by MHF.

Staff can witness the signature of participants on the Consent Form and then upload this to Supportability themselves.

In addition, if a participant is coming into an Accommodation Services property, they must read and agree to the House Rules. It is staff's responsibility to ensure they are provided with these house rules. A copy is available in each home.

Some participants may also be required to agree to and sign an Occupancy Agreement and you might be asked to facilitate this process. The Corporate Services Manager will provide a copy of the document if that is the case.

All of these documents must be kept up to date, for example, the ISA and Schedule 1s must be renewed when the NDIS plan expires or there is a change in the services being delivered to the participant.

The Program Leads will take on much of this responsibility, but all MHF staff play an important role in ensuring that current information is on file. If you see anything missing or notice something has expired or will soon expire, please advise the Program Lead immediately.

There is an obligation on participants to advise MHF when any of their information changes as this might occur irregularly. It is good practice to regularly ask participants you are supporting if any of their details have changed as a prompt.

7. Information Technology

When you started at MHF you should have been given logon details for Microsoft Office 365 and Supportability. After your first logon you will be asked to change your password.

If you have any issues with accessing either Office 365 or Supportability contact the Corporate Services Manager.

Equipment

Staff are expected to use their own laptop and mobile device unless their role specifically requires otherwise. ***Do not give out your personal mobile number to participants.*** If you have to make a phone call make sure you turn caller ID off beforehand.

8. Supportability

Supportability is used to manage MHF interactions with participants and all activities with a participant will be scheduled in Supportability. Staff will be allocated against different activities.

Case / Journal Notes

Journal notes are an essential part of your responsibilities. They enable MHF staff to communicate to each other about how a participant has been behaving when face to face handovers are not possible.

Journal notes may be called upon as evidence in investigations so it is vital they are recorded at the time and only record actual behaviour and observations, not opinions or perceptions.

For instance, these journal notes must be descriptive of what happened during the shift:

- Did you take the participant out, if so where?
- What was their mood like?
- How did they react to situations
- Record times wherever practical

If an accident or event occurred during the shift it is important to record as much detail as possible. For example, some incidents are formally reportable to the NDIS Quality and Safeguards Commission or other funders such as ACT Government. There is a separate process to report these. If the event/accident is not a formal reportable incident just report it as part of the journal/case note.

If you are unsure about how to report an incident speak with the Program Lead.

Goals and Recovery

You have an important role at MHF, and that is looking after our participants during their recovery journey. The focus of your engagements with participants is to support them to achieve their goals.

Goals are the foundation of their recovery and it is therefore essential that MHF records their goals when they first start receiving services. All staff then report against these goals regularly to assist them to stay on track.

Each participant has a 'Goals' tab in Supportability which will have their goals set out. As part of writing a journal you can link it to the participant's goals so that they can be tracked and progress reported.

Updated documentation

If you develop new documents for a participant or update existing ones during the shift you must upload them to the participant's record in Supportability as soon as you can in the documents tab. Make sure you indicate a review/renewal date (if relevant) so that it can be monitored for compliance.

Please also ensure that you provide a clear heading for the document to assist future readers to identify documents.

Ongoing Documentation and Sign off

You have a responsibility to ensure all documentation and data capture has been properly completed for each activity, *during the activity*. The Program Lead will train you in what is required, but the key requirements are:

- Staff are required to 'check in' in Supportability at the time they arrive for the activity
- Staff are required to engage with the participant during the activity and make note of presentations and behaviours
- Staff should communicate with participants that they will need to finish with them 15 minutes prior to the end of the shift to complete documentation
- Staff are required to complete journal notes in the manner outlined above for every activity prior to 'checking out'
- Staff are required to record any private or MHF related kilometres travelled
- Once this documentation has been completed, staff are required to 'sign off' the activity
- Staff are required to 'check out' in Supportability at the conclusion of the activity

The Program Lead will review all activities and provide a final sign off so the information is available for the finance team. Ensuring you complete your part and sign off each activity at the conclusion of the activity will enable the Program Lead to complete their sign off in time and ensure there are no hiccups with pays.

9. Final Note

We want you to feel confident in your role at MHF. There are no silly questions, particularly while you are still learning your role. If you have any questions at any time reach out to Program Leads or any of the contacts above.