

Table of Contents

SECTION ONE: GOVERNANCE AND MANAGEMENT

| | |
|---|-----|
| Service Management | 1.1 |
| <i>Attachments: Annual Compliance Schedule</i> | |
| Service Purpose, Philosophy and Outcomes | 1.2 |
| History | |
| Objectives | |
| Mission Statement | |
| Practice Principles | |
| Organisational Practice Framework | |
| <i>Attachments: Organisational Chart</i> | |
| Programs | 1.3 |
| Constitution | 1.4 |
| Committee of Management Charter | 1.5 |
| Financial Management | 1.6 |
| Annual Budget | |
| Bank Accounts | |
| Investment Accounts | |
| Signatories | |
| Bank Statements | |
| Monthly and Quarterly Financial Reports | |
| Independent Audit | |
| Income | |
| Expenditure | |
| Payment of Goods and Services | |
| Payroll Expenditure | |
| Goods and Services Tax (GST) and Business Activity Statements | |
| GST Policy | |
| Depreciation | |
| Petty Cash System | |
| Advance Travel Payments to Staff | |
| Payroll Advances | |
| <i>Attachments: Timesheets</i> | |
| <i>Reimbursement of Funds Document</i> | |
| Fraud Prevention | 1.7 |
| Grant Process | 1.8 |
| <i>Attachments: Email Grant Application Proforma</i> | |

| | |
|---|------|
| Information Management | 1.9 |
| <i>Attachments: Document Control Register</i> | |
| <i>Fact Sheet on Information Standards</i> | |
| <i>Shared Drive Folder Structure</i> | |
| Acceptable Use of Computers, Internet, E-Mail, Mobile Phone and other Electronic Devices | 1.10 |
| <i>Attachments: Use of Computers and Internet Permission Form</i> | |
| Workplace Health and Safety | 1.11 |
| <i>Attachments: CLA WHS Training Manual</i> | |
| <i>WHS Training Feedback Form</i> | |
| <i>General Work Area Hazard Identification Checklist</i> | |
| <i>Critical Incident Report</i> | |
| <i>Injury Report</i> | |
| <i>Critical Incident Checklist</i> | |
| Fire Safety | 1.12 |
| <i>Attachments: Fire Safety Register</i> | |
| <i>Fire Drill Checklist</i> | |
| Complaints and Compliments | 1.13 |
| <i>Attachments: Complaints Checklist</i> | |
| <i>Complaints Flowchart</i> | |
| <i>Complaints and Compliments Register</i> | |
| Incident Management | 1.14 |
| <i>Attachment: How to Report Incidents Proforma</i> | |
| Continuous Quality Improvement – Model, Plan & Register | 1.15 |
| <i>Attachments: Sample CLP Continuous Quality Improvement Register</i> | |
| <i>Sample ARROS Continuous Quality Improvement Register</i> | |
| Reconciliation | 1.16 |
| <i>Attachments: Acknowledgement Primer</i> | |
| <i>Nundah/North Brisbane History</i> | |
| <i>Aboriginal Australia Wall Map</i> | |
| <i>Aboriginal Pathways UQP St Lucia</i> | |
| Office Lock-up | 1.17 |
| Risk | 1.18 |

| | |
|--|------|
| <i>Attachment: Risk Proforma</i> | |
| Support to Constituent and Community Member Groups | 1.19 |
| <i>Attachments: Application for Group Membership</i> | |
| Mobile Phones | 1.20 |
| Vehicle Use | 1.21 |
| <i>Attachments: Vehicle Disclosure</i> | |
| <i>Vehicle Hiring Agreement</i> | |
| <i>Vehicle Incident/Accident Report</i> | |
| Gifts | 1.22 |
| CLA Whistleblowing Policy | 1.23 |
| Translating and Interpreting Services | 1.24 |
| Commitment Statement – Children and Young People | 1.25 |
| Printing | 1.26 |
| Membership | 1.27 |
| Remuneration to Constituents for Promotional Work | 1.28 |
| On Call and Emergency Contact | 1.29 |
| CLA Research Expenses | 1.30 |
| Investment | 1.31 |

SECTION TWO: DISABILITY SERVICES

NDIS

Rights and Responsibilities

Person Centred Approaches

| | |
|---------------------------|-----------|
| Person Centred Approaches | 2.1.1.1.1 |
| Communication | 2.1.1.1.2 |
| Engagement with Others | 2.1.1.1.3 |

Individual Values and Beliefs

| | |
|-------------------------------|-----------|
| Individual Values and Beliefs | 2.1.1.2.1 |
| Support to Practice | 2.1.1.2.2 |

Privacy and Dignity

| | |
|----------------------|-----------|
| Privacy and Dignity | 2.1.1.3.1 |
| Info to Constituents | 2.1.1.3.2 |
| Personal Info | 2.1.1.3.3 |

Attachment: Personal Information Collection Agreement

Independence and Informed Choice

| | |
|----------------------------------|-----------|
| Independence and Informed Choice | 2.1.1.4.1 |
| Dignity of Risk | 2.1.1.4.2 |
| Autonomy and Right to Intimacy | 2.1.1.4.3 |
| Time | 2.1.1.4.4 |
| Access Independent Advocates | 2.1.1.4.5 |

Attachment: Working with Issues of Sexuality and Intimacy

Violence, Abuse, Neglect, Exploitation and Discrimination

| | |
|---|-----------|
| Violence, Abuse, Neglect, Exploitation and Discrimination | 2.1.1.5.1 |
| Right to Advocates | 2.1.1.5.2 |
| Prevention and Action | 2.1.1.5.3 |

Provider Governance and Operational Management

Provider Governance and Operational Management

| | |
|---------------------------------------|-----------|
| Governance and Operational Management | 2.1.2.1.1 |
| Delivery of Supports | 2.1.2.1.2 |
| Committee Skills & Performance | 2.1.2.1.3 |
| Strategic & Business Planning | 2.1.2.1.4 |
| Continuous Improvement of Practices | 2.1.2.1.5 |
| Co-ordinator | 2.1.2.1.6 |
| Delegation & Authority to Act | 2.1.2.1.7 |
| Conflict of Interest | 2.1.2.1.8 |

Risk Management

| | |
|-----------------|-----------|
| Risk Management | 2.1.2.2.1 |
| Documentation | 2.1.2.2.2 |
| Systems | 2.1.2.2.3 |

Quality Management

| | |
|------------------------------|-----------|
| Quality Management | 2.1.2.3.1 |
| Internal Audit | 2.1.2.3.2 |
| Quality Improvement Register | 2.1.2.3.3 |

Continuity of Supports

| | |
|---|-----------|
| Support Plan | 2.1.2.4.1 |
| Key Worker | 2.1.2.4.2 |
| Staffing | 2.1.2.4.3 |
| Uninterrupted Support | 2.1.2.4.4 |
| Notification of Changes to Constituents | 2.1.2.4.5 |
| Disaster Response Plan | 2.1.2.4.6 |

Feedback and Complaints Management

| | |
|------------------------------------|-----------|
| Feedback and Complaints Management | 2.1.2.5.1 |
| Information | 2.1.2.5.2 |
| Review and Improvement | 2.1.2.5.3 |
| Worker Training | 2.1.2.5.4 |

Human Resource Management

| | |
|---------------------------|-----------|
| Human Resource Management | 2.1.2.6.1 |
| Worker Induction | 2.1.2.6.2 |
| Training | 2.1.2.6.3 |
| Support to Workers | 2.1.2.6.4 |
| Performance Management | 2.1.2.6.5 |
| Worker Checks | 2.1.2.6.6 |

Attachment: Recruitment Checklist

Provision of Supports

Support Planning

| | |
|--------------------------------|-----------|
| Support Planning | 2.1.3.1.1 |
| Change Support Plan | 2.1.3.1.2 |
| Support Plan Review | 2.1.3.1.3 |
| Consent | 2.1.3.1.4 |
| Risk Management | 2.1.3.1.5 |
| Risk Assessment and Strategies | 2.1.3.1.6 |

Attachment: Annual Plan and Review

Service Agreements with Constituents

| | |
|--------------------------------------|-----------|
| Service Agreements with Constituents | 2.1.3.2.1 |
| Copy of Agreement to Constituents | 2.1.3.2.2 |
| Communication | 2.1.3.2.3 |
| SILS | 2.1.3.2.4 |

Access to Supports

| | |
|-------------------------|-----------|
| Access to Supports Info | 2.1.3.3.1 |
| Support Plan | 2.1.3.3.2 |
| Withdrawal of Support | 2.1.3.3.3 |

Responsive Support Provision

| | |
|------------------------------|-----------|
| Responsive Support Provision | 2.1.3.4.1 |
| Workers | 2.1.3.4.2 |

Sharing of Info 2.1.3.4.3

Safe Environment

Risks 2.1.3.5.1
Safety Plan 2.1.3.5.2
Worker Info 2.1.3.5.3

Transition To or From Providers

Transition To or From Providers 2.1.3.6.1
Risks 2.1.3.6.2
Policies 2.1.3.6.3

Attachment: Constituent Exit or Entry Plan

Money and Property

Access Own Money 2.1.3.7.1
Financial Advice 2.1.3.7.2
Participant Money and Property 2.1.3.7.3

Attachment: Money and Property Support Plan

Management of Waste

Management of Waste 2.1.3.8.1
Hazardous Material Handling 2.1.3.8.2
Critical Incident Report 2.1.3.8.3
Management of Medication 2.1.3.8.4
Emergency Plan 2.1.3.8.5

Specialist Support Co-ordination

Management of a Participant's NDIS Supports 2.2.1
Conflict of Interest 2.2.2
Specialised Support Co-ordination 2.2.3
Practice Framework 2.2.4

*Attachments: Plan Implementation Report
NDIS Plan Review Report
NDIS Support Coordination Intake Assessment*

Community Living Program

Purpose 2.3.1
CLP Service Framework 2.3.2
Accessing Service 2.3.3
Exiting Service 2.3.4
Valued Status 2.3.5
Responding to Individual Need 2.3.6
Planning and Evaluation 2.3.7
Safety, Wellbeing and Rights 2.3.8

| | |
|---|--------|
| Answering Phone enquiries | 2.3.9 |
| Use of Office Space and Equipment by Constituents | 2.3.10 |
| Individual Needs | 2.3.11 |
| Community Participation and Inclusion | 2.3.12 |
| Dignity, Respect, Privacy and Confidentiality | 2.3.13 |
| Decision Making & Choice | 2.3.14 |
| Preventing Exploitation | 2.3.15 |
| Working with Constituents of CLA Who are Parents and Working With their Children | 2.3.16 |
| Food and Beverage for Workers and Constituents | 2.3.17 |
| Challenging Behaviour | 2.3.18 |
| Responding to Self Harm | 2.3.19 |
| Responding to Suicide, Suicidal Intentions | 2.3.20 |
| Working with People Under the Influence of Substances | 2.3.21 |

Attachments:

Intake Assessment Form
Exit Checklist
Equipment Booking Request
Annual Review and Plan
National Privacy Principles
Information Sharing Consent Form
Behaviour Support Plan

ARROS Transitions

| | |
|---|--------|
| History, Structure, What ARROS Offers | 2.4.1 |
| Practice Principles | 2.4.2 |
| Service Entry | 2.4.3 |
| Service Exit | 2.4.4 |
| Individual Needs | 2.4.5 |
| Participation and Inclusion | 2.4.6 |
| Use of Lifestyle Support Funds | 2.4.7 |
| Dignity, Respect, Privacy and Confidentiality | 2.4.8 |
| Decision Making and Choice | 2.4.9 |
| Preventing Exploitation | 2.4.10 |
| Family and Child Safety and Wellbeing | 2.4.11 |
| Outreach Worker Safety | 2.4.12 |

Attachments:

Initial Contact Referral Form

ARROS Transition and Post Care Service Referral

ARROS Referrals Register

ARROS Booklet

Transitions Booklet

Information Sharing Consent Form

Constituent Induction Checklist

ARROS Team Reflection

Service Checklist

Signs of Safety Assessment and Planning Form

SECTION THREE: HUMAN RESOURCES

| | |
|--|-----|
| Recruitment, Employment and Development (Human Resources Overview Policy) | 3.1 |
|--|-----|

Attachments: Induction Checklist

| | |
|-------------------|-----|
| Role Descriptions | 3.2 |
|-------------------|-----|

| | |
|--------------------------------|-----|
| Co-ordinator of CLA Succession | 3.3 |
|--------------------------------|-----|

Attachments: Succession Plan
Co-ordinator Role Description
Sample Interview Questions
Employment Package
Standard Application for Employment of Co-ordinator

| | |
|----------------------------|-----|
| Recruitment and Employment | |
| Paid Employees | 3.4 |
| Volunteers | 3.5 |
| Students | 3.6 |
| Awards | 3.7 |
| Probation | 3.8 |
| Criminal History Screening | 3.9 |

Attachments: Recruitment Checklist
Interview Score Sheet (Pro-Forma)
Interview Questions You Should Never Ask Factsheet
CLA Employee Details
CLA Employment Forms
Probation Checklist
Criminal History Screening Register Template

| | |
|--|------|
| Conduct of Paid Employees, Students and Volunteers | |
| Code of Conduct | 3.10 |
| Confidentiality Agreement | 3.11 |
| Sexual Harassment | 3.12 |
| Conflict of Interest | 3.13 |

| | |
|--|------|
| Employee Entitlements | |
| Supervision and Professional Support | 3.14 |
| Disciplinary Process | 3.15 |
| Leave Without Pay | 3.16 |
| Camp Attendance- Time in Lieu & Remuneration | 3.17 |
| Hepatitis and Flu Vaccinations | 3.18 |

| | |
|--|------|
| <p><i>Attachments: Supervision Agreement – Full Time Workers</i> <i>Supervision Agreement – Casual/Students</i> <i>External Professional Support</i> <i>Staff Performance Appraisal and Professional Development Record</i> <i>Team Leader Appraisal and Professional Development Record</i></p> | |
| Leave Without Pay | |
| Flexible Working Arrangements | 3.19 |
| Staff Professional Development Opportunities | 3.20 |
| Attachment: Request for Professional Development Opportunity Study Leave Application | |
| First Aid Training | 3.21 |
| Attachments: First Aid Training Register | |
| Employees Exiting CLA Inc | 3.22 |
| <p><i>Attachments: Employees Exiting CLA Administrative Checklist</i> <i>Exit Interview Form</i></p> | |
| Parental Leave | 3.23 |
| Holidays | 3.24 |
| Preventing and Responding to Workplace Bullying | 3.25 |
| Mental Health Social Worker | 3.26 |
| Travel Time and Mileage | 3.27 |
| Shift Cancellation | 3.28 |
| Professional Boundaries | 3.29 |
| Trauma, Vicarious Trauma, Burnout and Self-Care | 3.30 |
| Domestic and Family Violence | 3.31 |
| Casual Worker Induction, Supervision, Training and Performance Review | 3.32 |
| Worker Using Own Funds to Purchase Items on Behalf of Constituents/Clients/Organisation | 3.33 |

SECTION FOUR: COMMUNITY CONNECTIONS

| | |
|--|------|
| Service Access | 4.1 |
| Attachment: Enquiry Form | |
| Organisational Structure | 4.2 |
| Organisational Alignment | 4.3 |
| Attachment: Mission Statement | |
| Governance and Accountability | 4.4 |
| Service Exit | 4.5 |
| Responding to Individuals, Families and Communities | 4.6 |
| Supporting Constituents and Young People to Move Household Items | 4.7 |
| Participation and Choice | 4.8 |
| Confidentiality and Privacy | 4.9 |
| Safety and Wellbeing | 4.10 |

SECTION FIVE: BEROS

| | |
|--|------|
| BEROS General Information | 5.1 |
| BEROS Practice Principles | 5.2 |
| Referral Pathway | 5.3 |
| Regional Director Referrals & Exceptions | 5.4 |
| CTARS Data Management System | 5.5 |
| Petty Cash | 5.6 |
| Car Key Storage | 5.7 |
| Young Person Arriving at BEROS | 5.8 |
| Young Person Leaving BEROS | 5.9 |
| Public Space Outreach | 5.10 |
| Handover | 5.11 |
| Safety | 5.12 |
| Risk Assessments & Safety Planning | 5.13 |
| Overnight Support Staff – On Call and Support | 5.14 |
| BEROS STH Handover to Safer Lives & Weekend (day time STH support) | 5.15 |
| Transporting Young People | 5.16 |
| Transporting & Storing Young People’s belongings | 5.17 |
| Working with Placements | 5.18 |
| Case Noting | 5.19 |
| Supporting Young People to Learn to Drive | 5.20 |
| Role Descriptions and Responsibilities | 5.21 |
| BEROS House Phone Storage, Use, and Maintenance | 5.22 |
| Closing Down Overnight Support/House | 5.23 |

SECTION SIX: HOUSING

| | |
|--|------|
| About Village Housing | |
| History and Objectives | 6.1 |
| Organisational Structure | 6.2 |
| CLA Housing Worker Role Description | 6.3 |
| Service Access: | |
| Eligibility | 6.4 |
| Allocations | 6.5 |
| Termination of Tenancy | 6.6 |
| Transfer | 6.7 |
| Tenant Engagement | 6.8 |
| Tenant access to support services | 6.9 |
| Tenants at Risk | 6.10 |
| Tenant's Rights: | |
| Rights and Responsibilities of Members | 6.11 |
| Dignity, Respect, Privacy and Confidentiality | 6.12 |
| Decision Making and Choice | 6.13 |
| Service Management | |
| Rent | 6.14 |
| Repairs and Maintenance | 6.15 |
| Inspections | 6.16 |
| Notifications | 6.17 |
| Selection and Management of Tradespeople | 6.18 |
| Strategic Asset Management (Acquisition/Disposals/Reconfigurations) | 6.19 |
| Absences | 6.20 |
| Asset Development | 6.21 |
| Planning and Evaluation | 6.22 |
| Risk | 6.23 |
| Procurement | 6.24 |
| Networking and Working Collaboratively | 6.25 |
| Business plan | 6.26 |
| Feedback, Complaints and Appeals | 6.27 |
| Domestic Violence | 6.28 |
| Visitors | 6.29 |
| Translating and Interpreting Services | 6.30 |

Village Housing Crisis Accommodation Program

| | |
|-------------|------|
| Eligibility | 6.31 |
| Referrals | 6.32 |
| Allocations | 6.33 |
| Rent | 6.34 |

Attachments:

- *Property condition report form*
- *Property Maintenance and Upgrading schedule*
- *RTA General Tenancy agreement Form 18a*
- *Tenant Satisfaction survey*
- *Village Housing Tenancy Information kit*