



M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

EMPLOYEE HANDBOOK

Vision and Mission Statement

To support others to feel seen, heard and understood with a strong foundation of mutual respect, trust and honesty to construct an inclusive life where all can find a place to belong.

We do this by - Challenging the status quo, pushing boundaries and by sharing our wisdom and knowledge; creating an intentional culture of compassion, collaboration and connection to build individual and community networks.

Purpose & Whole-Hearted Goals

We provide individually tailored, innovative and safe options for people experiencing disability and mental health. We enjoy creating solutions that make a difference.

Our focus is on challenging current perspectives and limitations placed on those who experience disability and mental health to enhance individuals and communities so that all can enjoy a good life.

Our purpose is to inspire and enable people experiencing disability and mental health and communities to co-create opportunities and solutions that change lives for the better.

Inclusion Tree's Whole-Hearted Goals are to:

1. Provide professional and high-quality services to meet the individual needs of people experiencing disability and mental health, their families and carers.
2. Ensure that participants voices are heard, respected and understood through an inclusive approach
3. Within the community; to stand out as a reputable trusted, reliable and attuned provider
4. Operate within the National Disability Insurance Scheme Rules, as well as relevant Australian and individual state legislations, regulations and rules.

*We acknowledge the connections of First Nations People of Australia to the land, sea and community on which we live and work.
As custodians of this sacred land we respect and acknowledge Elders, past, present and emerging.*

ABN NO: 69665370169



M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

Who are We?

Inclusion Tree provides human-centred supports services, in all States and Territories of Australia. Our services are individually tailored, strengths-focused, trauma-informed, inspired by leading edge practices and social innovations.

We enjoy compassionately inquiring together to co-create solutions that make a difference to the people experiencing disability and mental health.

We know that investing in our people and acknowledging their gifts is what makes our business grow. We are committed to nurturing the personal and professional development of all our staff through an intentional culture of growth and learning, based on 'We-Flow' principles and practices.

What we do and how we do it:

- Support Coordination

Your support coordinator's role is to help you to maximise your independence in managing your plan and supports and to help you to identify and reach your goals.

- Improved Relationships

Positive Behaviour Intervention Support – will help you identify behaviours of concern, restrictive practices and ways to support minimising them. They will support staff to know the participant well and implement minimization strategies.

- Improved Daily Living

Allied health professionals such as Occupational Therapy, Speech Therapy, Psychology, Physiotherapy as well as other therapy like Art and Music will help you with your therapeutic needs. Supports such as assistance with decision making, daily planning and budgeting may also be helpful to you. If parents and carers need some training, we can support that too.

- Improved Health and Wellbeing

Exercise Physiologist and personal trainers can help you with your exercise and fitness goals



W: www.inclusiontree.com.au ABN NO: 69665370169





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

- Increased Social and Community Participation

Your capacity builder helps you to become connected to your community, support with planning your life transition if it is leaving school, changing jobs or moving house planning helps to make changes go better.

- Assistance with Daily Life including SIL

Accommodation support to help you achieve the lifestyle you want. We support you to choose where you want to live and with whom you, so you have the life you want.

- Family Governance Model of Support

Supporting Families to set up a legal structure around the supports a person needs, they become the provider which employs the support staff. This creates an opportunity for succession planning as well as direct control over the supports. Families experience autonomy in service delivery and people experience a better quality of life.

- Assistance with Social, Economic and Community Participation

Whether it is a job, a valued role in community or finding out what you love to do with your day, our support workers will help you achieve your goals.

- Assist and Maintain Employment

When finding work that floats your boat or a career that will last a lifetime, we are here to support your dreams come true.

- Specialist Disability Accommodation – Bespoke SDA Housing

Our SDA specialists support you to build a home of your own, you may need modifications specific to your needs, you may want to share with others. Our architects work with you to design a home that you want to live in while meeting the NDIS standards for dwellings.

- Conscious Care and Support





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

Specialised training and support program that takes a wholistic approach to health and wellbeing, while implementing practices with support workers that will bring more consciousness into their daily work. This program is known to reduce behaviours of concern by up to 75%

- Person Centred Planning

Bringing the person to the centre of the planning. Person Centred planning is best to do with the person's circle of support, prior to planning for funding. Frameworks such as Maps, Path and Lifestyle planning are the best practices to use.

Employment Basics

Employment Contract

All employees will be offered a Contract in-line with their qualifications, skills, individual working requirements and will be discussed and negotiated with employees on an individual basis. Each Contract will include a Schedule outlining all salary conditions, including all leave entitlements and Admin Fee contributions.

We encourage growth of our employees, however we need to ensure that your Contract aligns with any new qualifications and/or roles that you commence undertaking while employed by Inclusion Tree. In the event that this occurs, please discuss with your Team Leader who will assist you in having your Contract updated.

Equal Opportunity Employment

Inclusion Tree is an equal opportunity employer. We don't tolerate discrimination against protected characteristics (gender, age, sexual orientation, race, nationality, ethnicity, religion, disability.) We want all employees (including Directors and HR) to treat others with respect and professionalism. In practice, this means that we:

- Hire and promote people based on skills, experience or potential and try to reduce bias in every process (e.g. through structured interviews.)
- Use inclusive, diversity-sensitive language in all official documents, signs and job ads.
- Conduct diversity and communication training.



W: www.inclusiontree.com.au

ABN NO: 69665370169





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

Apart from those actions, we commit to seriously investigating and actioning every discriminatory, offensive or inappropriate behavior. To do this properly, we ask you to report any discriminatory action against yourself or your colleagues to HR. Our organisation will not retaliate against you if you file a complaint. Any employee who retaliates or discriminates will face disciplinary action.

New Employee Referrals

If you know someone who you think would be a good fit for a position in our organisation, feel free to refer them.

Attendance

We support you to manage your own time. We have confidence in our team that they will work as often as they need to, when you need to, fulfilling your contracted hours each week.

If you face an emergency please, contact your Team Leader or HR as soon as possible so that we can provide assistance to your participants and yourself, if needed.

Employee Code of Conduct

As an employee, you are responsible to behave appropriately at work. We outline our expectations here. We can't cover every single case of conduct, but we trust you to always use your best judgement. Reach out to your Team Leader or HR if you face any issues or have any questions.

Cyber Security and Digital Devices

Internet Usage

You must not:

- Send confidential information to unauthorised recipients.
- Invade another person's privacy and gain access to sensitive information.





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

- Visit potentially dangerous websites that can compromise our network.
- Perform unauthorised or illegal actions, like hacking, fraud or buying/selling illegal goods.

Corporate Email

Email is essential to our work. You should use your organisation email primarily for work, but we allow some uses of your organisation email for personal reasons.

- **Work-related use.** You can use your corporate email for work-related purposes without limitations. For example, you can sign up for newsletters and online services that will help you in your job or professional growth.
- **Personal use.** You can use your email for personal reasons as long as you keep it safe and avoid spamming and disclosing confidential information. For example, you can send emails to friends and family and download ebooks, guides, and other safe content for your personal use.

Our General Expectations

No matter how you use your corporate email, we expect you to avoid:

- Signing up for illegal, unreliable, disreputable, or suspect websites and services.
- Sending unauthorised marketing content or emails.
- Sending insulting or discriminatory messages and content.
- Spamming other people's emails, including your coworkers.

In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts. If you are not sure that an email you received is safe, send an email via the Intranet Popular Portals quick link – IT Helpdesk

Social Media

We want to provide practical advice to prevent careless use of social media in our organisation. We address two types of social media uses: using personal social media at work and representing our organisation through social media.

Using Personal Social Media at Work



W: www.inclusiontree.com.au ABN NO: 69665370169





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

You are permitted to access your personal accounts at work. But we ask that you act responsibly, according to our policies and ensure that you stay productive. Specifically, we ask you to:

- **Monitor yourself.** Avoid getting sidetracked by your social platforms.
- **Ensure others know that your personal account or statements don't represent our organisation.** For example, use a disclaimer such as "opinions are my own."
- **Avoid sharing intellectual property (e.g trademarks) or confidential information.** Ask your Team Leader first before you share organisation news that's not officially announced.
- **Avoid any defamatory, offensive or derogatory content.** You may violate our organisation's anti-harassment policy if you direct such content towards colleagues, participants or partners.

Representing our Organisation Through Social Media

If you handle our social media accounts or speak on our organisation's behalf, we expect you to protect our organisation's image and reputation. Specifically, you should:

- Be respectful, polite and patient.
- Avoid speaking on matters outside your field of expertise when possible.
- Follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- Avoid deleting or ignoring comments for no reason.
- Correct or remove any misleading or false content as quickly as possible.

Conflict of Interest

When you are experiencing a conflict of interest, your personal goals are no longer aligned with your responsibilities.





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

In other cases, you may be faced with an ethical issue. For example, accepting a gift may benefit you financially, but is outside our organisations policies and procedures.

For this reason, conflicts of interest are a serious issue for all of us. We expect you to be vigilant to spot circumstances that create conflicts of interest, either to yourself or for those you work with. Follow our policies and always act in our organisation's best interests. Whenever possible, do not let personal or financial interests get in the way of your job. If you are experiencing an ethical dilemma, talk to your Team Leader or HR and we will try to help you resolve it.

Workplace Policies

Confidentiality and Data Protection

We want to ensure that private information about participants, employees, partners and our organisation is well-protected. Examples of confidential information are:

- Employee records
- Unpublished financial information
- Data of participants/partners
- Unpublished goals, forecasts and initiatives marked as confidential

We also expect you to act responsibly when handling confidential information.

You must:

- Lock or secure confidential information at all times.
- Shred confidential documents when they're no longer needed.
- Make sure you view confidential information on secure devices only.
- Only disclose information to other employees when it's necessary and authorised.

You must not:

- Use confidential information for your personal benefit or profit.
- Disclose confidential information to anyone outside of our organisation.
- Replicate confidential documents and files and store them on insecure devices.

This policy is important for our organisation's legality and reputation.





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

Workplace Safety and Health

Our organisation is committed to creating a hazard-free workspace. To this end, we will ensure workplace safety through preventative action and emergency management.

Preventative Action

Preventative actions are any actions we take to avoid injuries or illnesses related to the workplace. We will periodically conduct risk assessments and job hazard analyses through the Risk Working Group to uncover health risks to employees. And we will establish preventative measures to address risks accordingly.

At a minimum, we will:

- *Hold employee training sessions on safety standards and procedures.*
- *Make sure employees who work in dangerous locations are safe.*

We also expect you to take safety seriously.

Employee Wages and Development

Employee Wages

Inclusion Tree employees work under varying awards, dependent on the position held. These include:

- Social, Community, Home Care and Disability Services Industry Award
- The Health Services Award

Payroll

We pay your salary on a fortnightly basis by bank transfers.



W: www.inclusiontree.com.au ABN NO: 69665370169





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

PAYG - Tax

Tax is paid in accordance with the current rates as per the ATO site.

Superannuation

Superannuation is paid at the current legislated rate of 11% into your nominated Superannuation account (as of July 2023).

Performance Management

We have built our performance management practices to:

- Ensure you understand your job responsibilities and have specific goals to meet.
- Provide you with actionable and timely feedback on your work.
- Invest in development opportunities that help you grow professionally.
- Recognise and reward your work in financial or non-financial ways.

To meet these objectives, we have:

Established Monthly Supervision. During these meetings, your Team Leader will work through the Monthly Supervision Template with you. Through these discussions, Team Leaders aim to recognize employees who are good at their jobs, identify areas of improvement and talk about career goals. There won't be any forced ranking or other comparison between employees, as our goal is to help all employees improve and develop their careers.

How we Expect Team Leaders to Lead Employees

If you lead a team, you are responsible for your team members' performance. To conduct effective regular meetings and supervision, we expect you to:

- **Set clear objectives.** Your team members should know what is expected of them.
- **Provide useful feedback.** During scheduled meetings with your team members, give them both guidance and praise, as appropriate. Be fair and specific to help them understand and implement your feedback.
- **Keep your team members involved.** There should be two-way communication between you and your team. Make your expectations clear, but always take your team members'





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

motivations and aspirations into account. Discuss training and development opportunities that may interest your team members.

Employee Training and Development

We owe our success to our employees. We want employees to feel confident about improving their efficiency and productivity. We also want to help our employees achieve personal growth and success.

Apart from online courses, we offer these training opportunities:

- Formal training sessions
 - We Flow
 - Person Centered Planning – including One Page Profiles
 - Conscious Care
- Career Development Conversation
 - Core Gift Workshop
 - Quality of Life Areas
- Employee Support, Supervision and Mentoring
- Back-up Conversations
- Clearing the Air Conversations
- On-the-job training
- Job shadowing
- Job rotation

Development is a collective process. Employees and Team Leaders should regularly discuss learning needs and opportunities. And it's HR's responsibility to facilitate any development activities and processes.

Employee Benefits and Perks

Employee Health

Employee health is important to us. We don't discriminate against people with disabilities or health conditions, but we want to do everything possible to help employees stay healthy.



W: www.inclusiontree.com.au

ABN NO: 69665370169





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

Employee's will have access to our organisations EAP program, which is made up of a selection of independent Psychologists that individuals are able to consider and select the individual they feel they will most likely fit with.

Workers' Compensation

Employees who are injured at work can receive financial assistance, when appropriate. Please inform us of your injury as soon as possible. Ask HR for forms that you need to file a claim.

Work from Home

All positions within Inclusion Tree will work from their home office, or if they choose an area of their preference, eg hired rooms, shared office spaces.

Employees are asked to utilise an internet connection and devices that are fast and secure. Choose a place without loud noises or distractions. And check in with your team to build connections with other Inclusion Tree employees and lessen feelings of isolation that sometimes occur.

Employee Expenses

There are some expenses that we will pay directly on your behalf (e.g. accommodation for training.) But, we ask you to keep track and report on those reimbursable expenses that you pay yourself. We may reimburse employee expenses that are related to:

- Business travel
- Training (requires approval)
- Upon approval, outings with business partners or colleagues

Not all travel expenses are reimbursable. Before traveling for work, contact HR to clarify which expenses are reimbursable within your particular trip.

Please keep receipts for all reimbursable expenses. You can submit them to HR within one month after the date of each expense. If your manager approves your expenses, you will receive your reimbursement within 2 pay periods direct deposit into your nominated bank account.





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

Working Hours, Annual, Sick and Long Service Leave

Working Hours

Inclusion Tree offers employees the opportunity to work their hours around their personal and/or family needs as per the conditions of their individual contracts. Employees are expected to ensure that they manage their hours of work efficiently and work the set hours as outlined in their contract each week.

Part-time & Full-time Employees

Employees who have signed a contract for either part-time or full-time employment are able to request an Individual Flexible Agreement within their contract based on their personal situation. These agreements MUST ensure that employees are paid in accordance with the appropriate Award and are not being disadvantaged.

Scenario 1

Employee wishes to undertake 30hrs per week, but the days of work vary each week due to their partners work schedule to lessen the cost of child care. This will allow the worker to work on a weekend, without incurring overtime penalties.

Scenario 2

Employee wishes to work 38hrs per week, but across 4 days to allow for them to attend University one day per week. The employee may request an Individual Flexible Agreement based on the ability of working up to 10hrs per day without incurring overtime and penalty rates.

Individualised Flexible Agreements

All employees are entitled to request an Individualised Flexible Agreement as part of their work conditions within Inclusion Tree. Please contact HR to discuss further.





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

Annual, Sick/Personal and Long Service Leave

All employee contracts are inclusive of Annual, Sick/Personal and Long Service Leave. Refer to Schedule 1 of your Contract for details.

If you want to take Annual Leave, please discuss with your Team Leader to ensure that your work commitments are covered during your absence.

While some employees are happy to take calls/check emails from time-to-time during their annual leave, we encourage all employees to minimise this as much as possible and enjoy a good break.

Public Holidays

Our organisation acknowledges those that wish to take time off over Public Holidays may do so on the relevant National and State proclaimed dates, as per the State you reside and work in.

Bereavement Leave

Losing a loved one is traumatising. If this happens to you while you work with us, we want to support you and give you time to cope and mourn.

For this reason, we offer 2 days of paid bereavement leave. You may take your bereavement leave on consecutive/non-consecutive days to:

- Arrange a funeral or memorial service.
- Attend a funeral or memorial service.
- Resolve matters of inheritance.
- Fulfill other family obligations.
- Mourn.

If you require additional leave, please contact HR to assist.

Parental Leave

Caring for a newborn is an exciting time for parents. We want to support new mothers and fathers in their first months of parenthood with parental leave. Afterwards, we will continue to support parents with flexible work options.





M: PO Box 126 PLUMPTON NSW 2761

E: hello@inclusiontree.com.au

W: www.inclusiontree.com.au

P: 1300 126 123

Parental leave is leave that can be taken after:

- an employee gives birth
- an employee's spouse or de facto partner gives birth
- an employee adopts a child under 16 years of age.

Employees are entitled to up to 12 months of unpaid parental leave. They can also request up to an additional 12 months of leave. Contact HR as soon as possible to arrange this.

Bucket Reports

All income earned by you will be held in an account until you draw down on this as needed e.g. fortnightly wages, wages to cover your leave, extended sick leave. Note for permanent and part-time permanent employees your leave accruals will appear on your payslip. We will provide you with a fortnightly report, outlining what funding you have available in your Bucket so that you are able to adjust your next pay if needed. We request that you hold a minimum of 2 weeks' pay, in your Bucket at all times to cover periods of unexpected leave, where you are unable to work.

You will receive weekly claim reports which show what billable work you have done that has been claimed, all types, agency, plan and self-managed billable hours are shown on this report. The Admin Team ensure that all claims are paid and where relevant will send reminder invoices to plan and self-managers. Should a claim go further than 30 days the Admin Team may contact the staff member for support, or if necessary for any other support to ensure claims are paid or written off. We trust you will work with the Admin Team to support efficiency of cash flow.

