CARERS & DISABILITY LINK

# CONTRACTOR HANDBOOK

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# Our Vision

Communities that are empowered, inclusive and caring.

# Our Mission

We support Carers, people who are frail and aged and people living with disability to live enriched lives.

# Our Values

As a community-led, locally operated organisation we are:

| ETHICAL | ADAPTABLE | CARING |
|---|---|---|
| We act with integrity, we treat people with respect, we demonstrate quality, and we validate achievement of the standards to which we hold ourselves through external review and accreditation. | We show flexibility and innovation in how we meet the needs of our clients and communities, and we respond to the needs of today whilst also preparing for the needs of the future. | We behave with empathy and understanding and are committed to creating inclusion and a sense of belonging for all. |



# Who we are

Carers and Disability Link (CADL) focus on delivering compassionate and personalised care across regional South Australia. Our four offices are based in Nuriootpa, Woodside, Clare and Kadina. CADL support Carers, people with disability, children and young people and people aged over 65 years.

CADL are an NDIS approved provider in all regions and Commonwealth Home Support Program (CHSP) in the Barossa Valley, Yorke Peninsula and Lower Mid-North regions. We take pride in providing care and support to people living in our community.

Carers and Disability Link brokers services on behalf of the Client or Carer with Independent Contractors who are qualified and skilled in the provision of home and community care, aged care, care for adults and children with disability, mental health and mentoring.

*"Together, we link people with disabilities, carers and the aged, with care and support services through flexible and inclusive choices within our local community."*

# What we believe in

**At Carers and Disability Link:**

- We actively support Clients and Carers to maintain a balanced quality of life.
- We listen to what is important to Clients in our community.
- We recognize each individuals right to fully participate in the decision-making of Carers and Disability Link.
- We foster an environment of trust, respect and confidentiality for all Clients.
- We recognize each individuals right to mutual support.
- We provide services to assist those caring for family members or friends who have a disability or illness.

**Services we may provide:**

- Personal care
- Light house duties
- Gardening
- Social support
- Respite
- Mentoring
- Transport
- Shopping
- Meal Preparation
- NDIS Disability Groups
- CHSP Ageing Groups

# Rights, Responsibilities & Roles

Independent Contractors who are registered to provide service through Carers and Disability Link will have an awareness of, and be willing to provide these services within the philosophies of Carers and Disability Link, respecting the organisations responsibilities and the Clients rights and responsibilities, values, choices and lifestyle.

Independent Contractors will provide the services with a commitment to and in compliance with the Work Health and Safety Act 2012 (SA), Work Health and Safety Regulations 2012 (SA) and approved codes of practice as well as its own organisational policies and procedures.

Client and Carer Rights and Responsibilities are outlined in the **Charter of Rights for Children and Young People in Care** and the Aged Care **Statement of Rights.** Independent Contractors are required to adhere to these charters. A copy of these will be provided once you have registered with CADL.

**Roles and Responsibilities of Carers and Disability Link:**

- To assist Clients to maintain independence and empowerment over their own lives.
- To broker services on behalf of the Client ensuring that each individuals needs are met by the provision of quality respite and direct care services.
- Link Carers to each other and relevant local community agencies.
- To administer the programs within available resources and in accordance with the provisions of relevant Funding Agreements.
- To comply with all Government statutes, by-laws and other prescribed requirements.

**Roles and Responsibilities of Carers and Disability Link Direct Care Services Coordinator**

- To undertake initial assessments of the needs of the Clients and determine eligibility to access services.
- To liaise with the Client, Carer, family and other service providers to access services and information on behalf of the Client.
- To negotiate the provision of services on behalf of the Client with Independent Contractors.
- To monitor and review services to Clients.
- To address issues which impact on the Client's health, well being, safety and changes in circumstances or service needs.

**Roles and Responsibilities of Independent Contractors**

To provide services to the Client or Carer according:

- To the Client Care Plan, and in line with the philosophies of Carers and Disability Link and the rules governing provision of these services.
- To liaise with the Client in relation to the delivery of the contracted service(s).
- To work in line with the Contractor Agreement between CADL and the Independent Contractor.

# Before you start

**In order to be considered for contract work with CADL, you will need to provide the following:**

- A current resume including the names of 2 (inc. 1 professional) referees that we can call to discuss your past work history.
- Qualification in Aged or Disability Services– Certificate III in Individual Support/ Aged or Disability, Home and Community Care or Children's Services, is desirable but not essential.
- A current full drivers licence and access to a registered and insured vehicle equipped with a first aid kit.
- A current Australian Business Number (ABN)




**Clearances and Training:**

- NDIS Worker Check
- DHS Working with Children Check (if working with clients under the age of 18 years old)
- A current Safe Environments for Children and Young People "Through Their Eyes" training certificate– (if working with clients under the age of 18 years old) (renewed 3 yearly)
- Current First Aid certificate (renewed 3 yearly, CPR every 12 months)
- Current Infection Control certificate (renewed every 12 months)
- Current Manual Handling certificate (renewed every 12 months)
- Current Food Handling certificate (renewed 3 yearly)
- NDIS Quality Safety & You– NDIS Worker Orientation Module certificate
- Medication Credentialing– if applicable (renewed 2 yearly, unless no use, then recertified after 3 months)

It is the responsibility of the Independent Contractor to stay up to date and compliant with all clearances and trainings. Reminders and expiry dates can be monitored through our Human Resources Information System– enableHR.

# Feedback, Complaints & Whistleblowing

- Carers and Disability Link encourages open communication between all parties in the interests of fostering sound working relationships. Independent Contractors feedback and suggestions provide a valuable resource for improving our services.

- Carers and Disability Link is committed to the prompt resolution of grievances or complaints raised by Clients, Carers, Independent Contractors, Volunteers and Staff. All are encouraged to comment on or raise concerns about the agency with the assurance that their complaint will be treated confidentially and without retribution of any kind.

- All complaints will be received objectively, documented, investigated and action taken (documentation will be shown to the complainant to be checked for accuracy and agreement on action to be taken). Urgent Complaints, where there may be risks, are responded to immediately.

- A copy of Carers and Disability Link Feedback and Complaints Management Policy and Procedure is available to all workers.

- If Carers and Disability Link are unable to resolve your concern or complaint, you can contact the NDIS Commission on 1800 035 544, or a complaint form can be found on our website.

- Carers and Disability Link has a whistleblowing policy and procedure available on our website and by request. If you would like to provide feedback, make a complaint, or report any wrongdoing or misconduct, please visit our website www.carersanddisabilitylink.support or contact our office on 08 8562 4000

# Property Loss or Damage

- Independent Contractors are asked to advise Carers and Disability Link of any damage to possessions or property whilst providing a service , no matter how minor.
- If the Independent Contractor accidently damages property belonging to the Client, it is suggested they discuss this matter with the Client and negotiate an agreement acceptable to both parties.

# Infection Control & Standard Precautions

Carers and Disability Link is committed to maintaining a healthy environment for Clients, Carers, Staff and Independent Contractors. Infectious diseases may be a hazard for Clients, Carers, Staff and Independent Contractors. Prevention of the spread of disease is the primary aim of infection control through the application of standard precautions.

Standard Precautions (previously known as universal precautions):

- Include Hand Washing, Person Protective Equipment (PPE), Environmental Control, Waste Disposal, and Immediate Response after exposure to blood or bodily fluids– repetitive washing of exposed area and immediate referral to medical clinic.
- Applies to everyone regardless of whether they are known to be infectious or not.
- Consider all blood and bodily fluids as infectious.
- Involves assessing the extent of possible contact with bodily fluids and taking the appropriate protective measures.

Independent Contractors are encouraged to use PPE, such as gloves and masks in all areas where they may come in contact with blood and bodily fluids. It is also recommended that all cuts or abrasions on exposed body parts be covered with waterproof dressings.

# Infection Control & Standard Precautions

Standard precautions are the primary strategy for minimising the transmission of healthcare-associated infections. Standard precautions must be used when providing care to all Clients, regardless of whether they have an infection or not. Standard precautions involve:

- Effective hand hygiene
- Use of personal protective equipment (PPE)
- Practicing respiratory hygiene and cough etiquette
- Routine environmental cleaning
- Safe handling and use of sharps
- Linen and waste management
- Incorporation of safe practices for handling blood, bodily fluids and secretions as well as excretions.

CADL's Infection Prevention and Control Procedure is available to all Independent Contractors.



# Privacy & Confidentiality

Carers and Disability Link will ensure an Independent Contractors privacy is respected in line with current Privacy Policy and Procedure.

Carers and Disability Link will:

- Discuss the Privacy Policy with the Independent Contractor, and give them more information as requested. A copy of this is accessible through our HRIS.

- Request only the information needed from the Independent Contractor to enable the matching of qualifications, skills and experience with the requirements of the Client

- Ask the Independent Contractor permission before collecting, using or sharing this information with any other individual or organisation.

- Store the Independent Contractors information safely and secure.

- Ensure the Independent Contractor has access to their personal record at anytime by request to the Direct Care Services Management of Carers and Disability Link.

Similarly, the Client has the same rights to privacy and confidentiality as governed by State and Federal legislation, under which as a self-employed person, each Independent Contractor is bound.

Where an Independent Contractor breaches Client privacy or confidentiality it may result in the immediate termination of their Contractor Agreement

# Service Process

- Services will be offered on the basis of Client requirements and approved funding. Only Independent Contractors who can meet the requirements of Carers and Disability Link will be contacted as services are required.

- The Contractor Agreement between Carers and Disability Link and the Independent Contractor, sets out the terms and conditions for provision of Client services.

- Services are negotiated by Carers and Disability Link as the broker in all good faith on the Clients behalf and to their specifications.

- The Independent Contractor is required to negotiate a charge rate for the Client specified services, and Carers and Disability Link will inform them of the outcome.

- The Client service requirements, tasks, specifications and how they would like the service delivered is accessible through the V Worker App.



# Service Process

- Carers and Disability Link confirms the Independent Contractor has negotiated all the aspects of the service requirement with the Client, including any risk management strategies.

- Where the Independent Contractor is unable to fulfill a service, or utilise the Client nominated Independent Contractor(s) they are asked to notify Carers and Disability Link as soon as possible.

- Carers and Disability Link acknowledges the Independent Contractors right to subcontract provided that the responsibilities and risks of the contract are accepted in full by the other provider.

- If a Client requests services beyond the initial agreement, it is recommended that the Independent Contractor clarify with the Carers and Disability Link Direct Care Services Coordinator before proceeding.

- Services are subject to suspension and/or earlier termination for reasons such as change of Clients circumstances, quality issues, ability of all parties to fulfill contract agreements.

- Contractors are required to complete Case Notes at the end of each shift on the V Worker App. These notes need to:
    - Be objective
    - Be concise– document what happened, what you heard or what you saw.
    - Be professional
    - Use appropriate language

Notes should include any activities, concerns/changes to clients behaviour or health and achievements.

# Payment

Independent Contractors are required to have a smart device in order to access the VWorker App.

It is the Independent Contractor's responsibility to invoice CADL by way of completing a timesheet via the VWorker App for any services delivered. A Purchase Order will be generated and emailed prior to payment.

Payment will be made fortnightly to your nominated bank account. If the Independent Contractor changes their banking details, they need to advise Carers and Disability Link as soon as possible. Payment will not be made for work which is outside the terms of the agreed Client Services.



# Work Health & Safety

Carers and Disability Link prides itself on the high standards of its services to all of its stakeholders. This includes a commitment to obligations under the Work Health and Safety Act 2012 (SA), Work Health and Safety Regulations 2012 (SA) and approved Codes of Practice as well as its own organisational policies and procedures.

As a self-employed Independent Contractor you are responsible for your own health and safety while at work. You are also responsible for any persons who you may employ.

Independent Contractors are required to conduct their own risk assessments of the work environment and contracted tasks, are appropriate to the work undertaken by the independent Contractor as part of its business. You are responsible to develop appropriate measures to control these identified risks. Independent Contractors will know what is required in the provision of services and will become familiar with hazards associated with those services, the clients premises and the clients needs and restrictions.

As part of the planning for in-home services, Carers and Disability Link will carry out an initial risk assessment of the Clients home. This will assist in identifying any hazards, or will obtain a copy of the relevant risk assessment completed by a referring agency. Carers and Disability Link will have available specific information related to the management of identified risks as negotiated with the Client. Independent Contractors can view this information on the V Worker App.
If the Independent Contractor has concerns about potential hazards or risks they have identified in relation to the Client of the provisions of service, they should contact the Carers and Disability Link DCS Coordinator as soon as possible so that between us we can assist to minimize those risks as appropriate.

For more information regarding South Australia WH&S legislation, codes of practice and worksheets, refer to www.safework.sa.gov.au

# Transporting Children

National laws require children to be appropriately restrained in a motor vehicle in a suitable approved child restraint from birth up to the age of seven.

# First Aid Kits

A fully stocked first aid kit must be kept in each Independent Contractors vehicle at all times.




# Incidents

An incident is an unplanned and unwanted event which results, or could have resulted in, disruption of service, damage to property, injury or death.
If the Independent Contractor identifies a hazard, has a near miss, is injured, witnesses abuse or neglect or is involved in an accident whilst providing services to a Client, it is suggested they:

- Obtain prompt and appropriate assistance for all parties.
- Advise the Client and Carers and Disability Link of the incident no matter how minor the incident may appear within 24 hours of the incident occurring.
- Make any insurance claim direct to their insurer.
- Complete an Incident Report and lodge with Coordinator within 24 hours.
- If it is a matter of Neglect or Abuse of a child under the age of 18 the incident must be reported to Child Abuse Report Line on 13 14 78.
- If Client is over 65 years (CHSP client) report immediately to Coordinator at CADL to discuss extra required reporting guidelines.

# Emergencies

If involved in an emergency, the Independent Contractor is recommended to contact the most appropriate service for immediate assistance (000) and the Client or family members. The Independent Contractor should contact Carers and Disability Link as soon as is practicable after the immediate action is taken. The Independent Contractor is then required to complete an Incident Form.
The 24 hour emergency on-call contact number is issued once the Contractor has commenced work.

# Working for others

Accepting work on the terms of the Contracts does not prevent or restrict the Independent Contractor from working for others, paid or not, so long as when commitments to Carers and Disability Link or the Client are made they are kept or managed by the Independent Contractor in accordance with the terms of the Contracts.

# Taxation and Superannuation

Independent Contractors are responsible for their own taxation obligations as well as superannuation contributions.

# Insurance

Independent Contractors are responsible for their own insurance. Independent Contractors are required to have the minimum current insurance of:

- Public Liability (for no less then $20,000,000 per claim)

Independent Contractors may independently purchase insurance equal to the above (and produce evidence of this), or alternatively request to purchase this through a master policy offered by Carers and Disability Link as a broker. Copies of Carers and Disability Link's Public Liability and Personal Accident Insurance Certificates of Currency are available upon request. It is important that you read these documents to enable you to compare and make an informed decision about the cover provided. As a business you may also wish to consider other insurance.

# Motor Vehicle Insurance

Where Independent Contractors use their own vehicles for services brokered through Carers and Disability Link, they are required to have current Third Party Property Insurance as a minimum. Carers and Disability Link will need to sight the registration & insurance if applicable prior to using a vehicle for transport. In the event of an accident any liabilities rests with the Independent Contractor.



# Common Terms and Definitions

- **App–** A program that you download onto a compatible mobile phone or mobile device.

- **CADL–** Carers and Disability Link including Carers and Disability Link Barossa Valley, Yorke Peninsula, Adelaide Hills and Lower Mid-North regions.

- **Client–** For the purpose of this document– a Client means a person with a disability or aged person for whom Carers and Disability Link has a service agreement and brokers services. In relation to a Client Contract for Services, a Client is a person receiving a service who may be a Carer or a person with a disability.

- **Direct Care Services–** Services provided to people with a disability or aged person as defined in their Individual Service Agreements (i.e. personal care, domestic assistance, social support, etc.) and respite provided to Carers.

- **Direct Care Services (DCS) Coordinator–** Carers and Disability Link staff member responsible for brokering and coordination of services.

- **Funding Source–** The agency through which funds are received to pay for the respite or services provided to the Client or Carer.

# Common Terms and Definitions

- **Independent Contractor–** A self employed individual or a business contracted to provide an agreed service to a client as requested by Carers and Disability Link. Thus in relation to Carers and Disability Link the Independent Contractor is a self employed person to whom we refer business.

- **NDIS Worker Check–** Is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk of harm to them. It will determine whether a person is cleared or excluded from working in certain roles with people with disability.

- **Personal Protective Equipment (PPE)-** Clothing and equipment that is worn or used in order to provide protection against hazardous substances or environments.

- **Contractor Agreement–** Agreement between Carers and Disability Link and Independent Contractor.

- **Respite Care–** is provided to a Carer so they can have a break from their caring role.

- **Whistleblower–** is a person who informs on a person or organisation regarded as engaging in an unlawful activity.

- **Working with Children Check–** is an Australian background check requirement, assessing the criminal record of those working or volunteering in child-related work.




**Barossa Office**

15 Second Street, Nuriootpa SA 5355

08 8562 4000

**Yorke Peninsula Office**

Shop 3/21 Frances Terrace, Kadina SA 5554

08 8562 4000

**Adelaide Hills Office**

39 Onkaparinga Valley Road, Woodside SA 5244

08 8389 7383

**Clare Office**

1/17 Lennon Street, Clare SA 5453

08 8562 4000

(Support Worker after hours phone available through
"Call Office' function in VWorker App)

**Website:** www.cadl.support

**Email:** hr@cadl.support