



Community Living

# Employee Handbook

January 2025

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## Introduction - Welcome from the Chief Executive

Welcome to Community Living. We are a forward-thinking organisation, passionate about supporting disabled people to live their dreams and thrive in the community.

Our underlying belief is that every individual is entitled to live their best life, choosing where they live, having friends and making meaningful community connections. This inspires us to work in the face of seemingly insurmountable odds to provide people with the skills and support needed to control their own lives and shape their own destinies - and we have helped many people to thrive and take an active part in the community. In order to achieve this, we need to be people of vision who can see what other people can achieve, even against what might look like huge barriers.

You play a vital part in the role you have been employed to do, in supporting disabled people to meet their needs and live their best life. You are now part of an enthusiastic and authentic team of people who work every day to give the people we work for every opportunity to be the best they can be and have the future they choose.

This booklet is designed to provide you with information to assist you to settle into your new position as easily as possible. This information forms part of your conditions of employment so please read it carefully and use it as a reference when required. Your buddy support, line Manager or People & Capability team member is available to discuss anything you do not understand.

On the following pages you will read how Community Living initially came into being; our Purpose Statement – which will inform you why we are here and information about the services we offer people we work for.

We strive to work in partnership to provide the best possible service to the people we work for and to achieve this we need a cohesive organisation working together towards a common goal. As with all organisations we have rules and guidelines that we expect you to abide by. Some examples of behaviours or actions that are not acceptable are listed. It is expected you will treat everyone you come into contact with in a respectful, courteous manner. A harmonious, happy workplace makes coming to work an enjoyable event and role models appropriate behaviour to the people we work for.

You are now part of the future of Community Living. We hope that your experience with us will be challenging, enjoyable and rewarding.

Naaku noa

Naa David Oldershaw

**Chief Executive**

# Vision: Disabled people thriving in the community

This has been our goal since we were formed in 1989. It means putting power in the hands of people to live the life they choose in their communities. We do this by partnering with disabled people, their families and whanau and advocating for people to direct their own lives.

We call this **Nou te Mana** – “the power is within you”

## What we stand for



### Person directed

Services and supports are directed by disabled people, their families and whanau.



### Partners

Achieving our vision depends on partnering effectively with disabled people, families and whanau and our communities.



### Advocates

We listen to and amplify the many voices of the people we support.



### Creative

We're not afraid to try new things and we empower our teams to bring solutions. When something doesn't work, we'll own up, and find a better way.



### Outcomes driven

We're focussed on achieving better outcomes for people. We will measure and report our impact, so it's clear what difference we're making.

## Our key strategies 2024-27

These are the commitments we make to our stakeholders in order to deliver on our vision:

1. **Nou te Mana** and the Enabling Good Lives principles are reflected in everything we do
2. Partnering with people to grow and thrive
3. Growing our service offering
4. Housing options that reflect how people want to live
5. Valuing our staff
6. Part of the community
7. Working smarter
8. Here forever



**Community Living**  
Strategy 2024-2027

## History of Community Living

Community Living Trust is incorporated as a Charitable Trust and for over 30 years we have been supporting people with an Intellectual Disability (ID) throughout the Midland region.

### **The Beginning - April 1989**

Community Living Trust, as we were previously known, was initially established in April 1989 by the Waikato Area Health Board (now the Ministry of Health), to repatriate people with an Intellectual Disability from Tokanui Hospital into their communities.

### **Getting Established 1989 - 1993**

Between June 1989 and October 1993, Community Living Trust assisted approximately 180 people to leave Tokanui Hospital and operated primarily as a case management agency. When the Regional Health Authority (now the Ministry of Health), was formed in 1993 responsibility for the planning and funding of community placements transferred to them and Community Living Trust's role shifted to that of a service provider.

### **The Services 1990 - 1998**

By this time, Community Living Trust's original mandate to support people with an Intellectual Disability from Tokanui Hospital had extended to include people who had no previous associations with an institution, and our services began to evolve and develop in direct response to their needs. Behaviour support, family, residential, vocational and therapy services were introduced in 1990, and we began providing consultant therapy services across the whole Midland region in 1998.

### **Community Living Today**

Today Community Living is still a provider of services in the Disability sector and in August 2024, we celebrated 36 years of success in supporting people with Intellectual disabilities. Since its inception in 1989, we have persistently sought innovative and diverse ways to respond to the individual needs of people with Intellectual disabilities (including those with autistic spectrum disorder, multiple disabilities, high and complex behaviours and offending histories) within their communities.

Community Living operates across the central North Island and has specialised services in the Bay of Plenty and Waikato areas. Our funding primarily comes from the Ministry of Health, Ministry of Social Development and Oranga Tamariki.

On 1 July 2012, the Board decided to split Community Living Trust into two separate entities – Community Living Trust and Community Living Limited. This decision was made to protect the assets of the organisation for the people we work for and to set us up for the future direction of social support in New Zealand.

In October 2021, Lifestyle Choices became a part of Community Living and is now known as Community Choices.

We are providing disability support services in the Tauranga, Katikati and Bay of Plenty since 2001. From humble beginnings supporting just one person, to over 50 staff supporting many disabled people to live their lifestyle of choice. It was an incredibly important service and finding the right organisation to carry on their work was crucial. This enabled Community Living to extend its supports and services to the Bay of Plenty region.

We are known collectively as Community Living, the chart on the next page outlines how the 2 organisations: Community Living Trust and Community Living Limited fit together, and the below clarifies the role of each division:

**Community Living Trust** comprises the governance side of the organisation and is made up of the board, Chief Executive, and management team.

**Community Living Limited** is the service delivery arm of the organisation and contains the Community Choices and Professional Services teams.

## Ko Taatou Teenei

### Hayley Rhodes



I have been a member of Ko Taatou Teenei since 2019. I support Community Living by presenting at our Training Pathways programme for new staff.

I love spending time with my friends, and I am a gold medal national champion for swimming. I have a special interest in housing and education for disabled people and supporting the recruitment of new staff.

I am a keen participant in Mauri Ora – Te Whare O Tuuhono cultural group.

### Ellen Treweek



I have been a member of Ko Taatou Teenei since 2020.

I love basketball, swimming, Star-Jam, riding trikes and hanging out with my friends.

I have a special interest in supporting social events within Community Living. I enjoy supporting community living staff recruitment and improving our communication strategies.

### Blair Houghton



Hello, my name is Blair Houghton. Nice to meet you all. Most of you have seen me around town, or know me for my artwork. I have been a member of Ko Taatou Teenei for over two years now as I joined in August of 2022.

I look forward to meeting some new people, and hope to inspire them to come work for our team at Community Living.

### Susan Peck



Hi, I am Susan and my hometown is Wanganui. I have also lived in Wellington and Napier and now I live in Tauranga, and I love it. I have two children, Andre and Toni.

I enjoy working and being part of Ko Taatou Teenei because I'm able to learn new things, and I enjoy working with everyone. Ko Taatou Teenei are a group of people with disabilities who are supported by Community Living and we meet fortnightly to talk about things that really matter and find out ways for how we can make a positive difference in people's lives.



## Our Management Team

### David Oldershaw - Chief Executive



David Oldershaw is Chief Executive of Community Living. He joined in February 2023 after more than 20 years leadership experience in various sectors including health, business startups, manufacturing and distribution.

David is committed to supporting people to live the lifestyle of their choice. Prior to his current role, David was a business consultant working on a variety of projects for commercial and not for profit clients. He has been Chief Executive of Pinnacle Midlands Health Network and a Director of Anglesea Clinic Urgent Care.

David holds a Master of Commerce from the University of Auckland and is also a trustee of Midlands Sexual Assault Support Service.

### Will Hughes – General Manager Community Choices



Will comes with 30 years' senior leadership experience across various sectors including 20 years within the Health and Disability sector at St John, Life Unlimited (now Kia Roha), and Pinnacle Ventures.

With a focus on change management, service design and redesign, and more recently digital innovation, Will has spent most of the last 20 years on projects that enhance and improve services to enable people to live more independently.

Seeing the benefits both socially and economically when people have the power of personal autonomy, Will would love to see disabled people have the same choices and opportunities that most kiwis take for granted every day.

*Kia maumahara ki toou mana aahua ake.*

Cherish your absolute uniqueness.

### Denise Gemmell – General Manager Professional Services



Denise has over 15 years of strategic leadership experience as well as a deeply personal and genuine passion and connection with the disability sector.

In the role of General Manager for Professional Services, Denise brings strong change and financial management skills, with a proven experience delivering transformation and innovation programmes across organisations.

In 2023, Denise was fortunate enough to be sponsored to be a member of the Community Enterprise Leadership Foundation (CELF)

Denise holds a postgraduate in Leadership and Management studies from the University of Waikato and is responsible for our Therapy, Children's Service – Te Puna Awhina, Disability Liaison, RIDSAS and Centralised Rostering Teams.

### **Ruth Ross – General Manager People and Capability**



Ruth has 27+ years working in Human Resources and Health, Safety and Wellbeing space predominantly in the health sector. Ruth is dedicated to improving the employee experience and creating a workplace culture where staff feel included and involved, and where they can do their best work. The people we work for deserve nothing less.

Ruth holds a Post Graduate Diploma in Health Sciences from Auckland University.

### **Sally Rosenberg - General Manager Property and Project**



Sally began her career in the civil and construction sector as a Quantity Surveyor. She has valuable experience in property and infrastructure and in leading project management functions in a range of sectors. She has experience in the health sector including setting up a PMO at Pinnacle and as the Practice Manager for the Hamilton Eye Clinic. Sally most recently worked as Senior Delivery Manager for Resolution 8 (IT/Data Project and Advisory) and prior to that was General Manager Works Programme at WEL Networks.

With a PGDip (Management) and an MA (Music) Sally applies her project management skills to a number of volunteer positions. Sally is a Trustee of Youth Opera Aotearoa NZ and the Waikato Youth Choir, and as part of the event/arts management team for the Festival Chorus which performs at the Hamilton Arts Festival each year. A strong believer in collaborative working she is at her best when being invited to understand how success is achieved, beyond simply what success looks like.

### **Andrew Ellis - General Manager Finance**



Andrew brings extensive experience as a finance leader in the health and disability sector and in commercial roles. He joins us from Health New Zealand Te Whatu Ora where is currently Interim Finance Lead, Waikato District.

Andrew knows the disability sector well from his former role as GM Corporate Services at Life Unlimited now Kia Roha and ongoing involvement with the Disabled Persons Assembly.

He is a CA member of Chartered Accountants Australia and New Zealand (CAANZ).

## Our Board of Trustees

### Shelley Campbell Community Living Trust (Chair), Director Community Living Limited



As a parent of 3 adult children, one a 25-year-old young adult with special needs, Shelley has been involved with the Disability sector for many years. She comes from a heritage where special needs were part of everyday life with an amputee father and a mother who taught children with challenges in the days before special education even existed.

She has been the Chairperson for the board of Autism Waikato and then the Manager of Autism Waikato for 10 years and is currently on the Board of Trustees for Hamilton North Specialist School for 8 years, the last 6 as Chairperson. She has also been a company director for a co-operative property owners' group. These roles give her experience in governance, directorship, leadership, advocacy, business workings and communication.

Shelley has experience in Applied Behaviour Analysis (ABA), visual strategies, support groups, family support, and one on one personal support. She has created specialised holiday programs, has sat on the HCC funding Board, helped with the establishment of the Disability Expo and has been an advocate for people with disabilities. On a personal level, Shelley has experienced her own journey of physical disability and as such, has years of experience navigating the health system. She has also experienced the process of gaining Welfare Guardianship and Property management.

Shelley is currently studying towards her Bachelors in Applied Management. Shelley has a strong sense of advocacy for those in the community who need extra support, a deep belief that the community is there for everyone and that everyone has the right, not only to access their community, but to feel safe and accepted in every environment.

### Rachel Stephenson



Nga Puhi, Te Kapotai

Rachel is a Registered Comprehensive Nurse with over 30 years' experience in the Health and Disability Sector. Rachel holds a post graduate certificate in Management Studies, is a registered quality manager and has 15years' auditing experience against ISO9001, Health and Disability Sector Standards as well as contract auditing for District Health Boards and the Ministry of Health.

An experienced director and a member of the institute of directors Rachel has served on the Community Living Trust board since 2008 and was chair 2010 to 2013. Rachel has been a director of Community Living Limited since 2012 and PlatformPlus limited since 2019. Rachel is the current Chair of Access Ability Charitable Trust, Journey Together Limited and ImagineBetter Limited, having served on their boards since 2009. Rachel is passionate about education and

wellbeing and has developed and delivered several Wellbeing, Trauma, Mental Health, Risk, and standards-based workshops to different organisation within the health sector as well as businesses and industries outside health. Rachel was a past Professional Teaching Fellow with the University of Auckland from 2013 to 2015 with the School of Counselling, Human Services and Social Work and a NZQA Assessor. Rachel currently delivers MH101 and Leading Wellbeing at Work workshops as a Blueprint contractor to various organisations and sectors across New Zealand.

Rachel's field of expertise is projects, business analysis, quality, systems, policy, audit, governance, education and facilitation.

## Tony Blackett



Tony is an experienced CEO and consultant with a career that spans Disability, health, international development, community development and environmental issues together with human rights both in NZ and internationally.

Tony's current role is as CEO with the Hokotehi Moriori Trust. In this role Tony is working with Moriori iwi on growing their asset base in support of cultural renaissance and in support of the Moriori message of peace. Other CE roles include Executive Director with Amnesty International Aotearoa New Zealand, ImagineBetter and AccessAbility (sister agencies in the Disability sector), and a co-CE role with Deaf Aotearoa.

Tony lives on Rēkohu (Chatham Island) with his wife Justine and maintains strong connections with family and friends, and with their Auckland home at Earthsong, a co-housing neighbourhood of around 65 people built using permaculture principles.

## Janie Elrick



Janie is a strategist and career CFO with more than 20 years' experience. She has served as CFO for many large corporates across several sectors including Downer Construction, Steel & Tube, Synlait, Zespri and DairyNZ.

She is passionate about business and business integrity, and is a proven leader with a strong business ethic.

Janie's field of expertise includes strategy, governance, finance, banking, procurement, culture and values. She is a firm believer in inclusion and diversity.

Janie is a Chartered Accountant and a member of the Institute of Directors.

## Jade Farrar

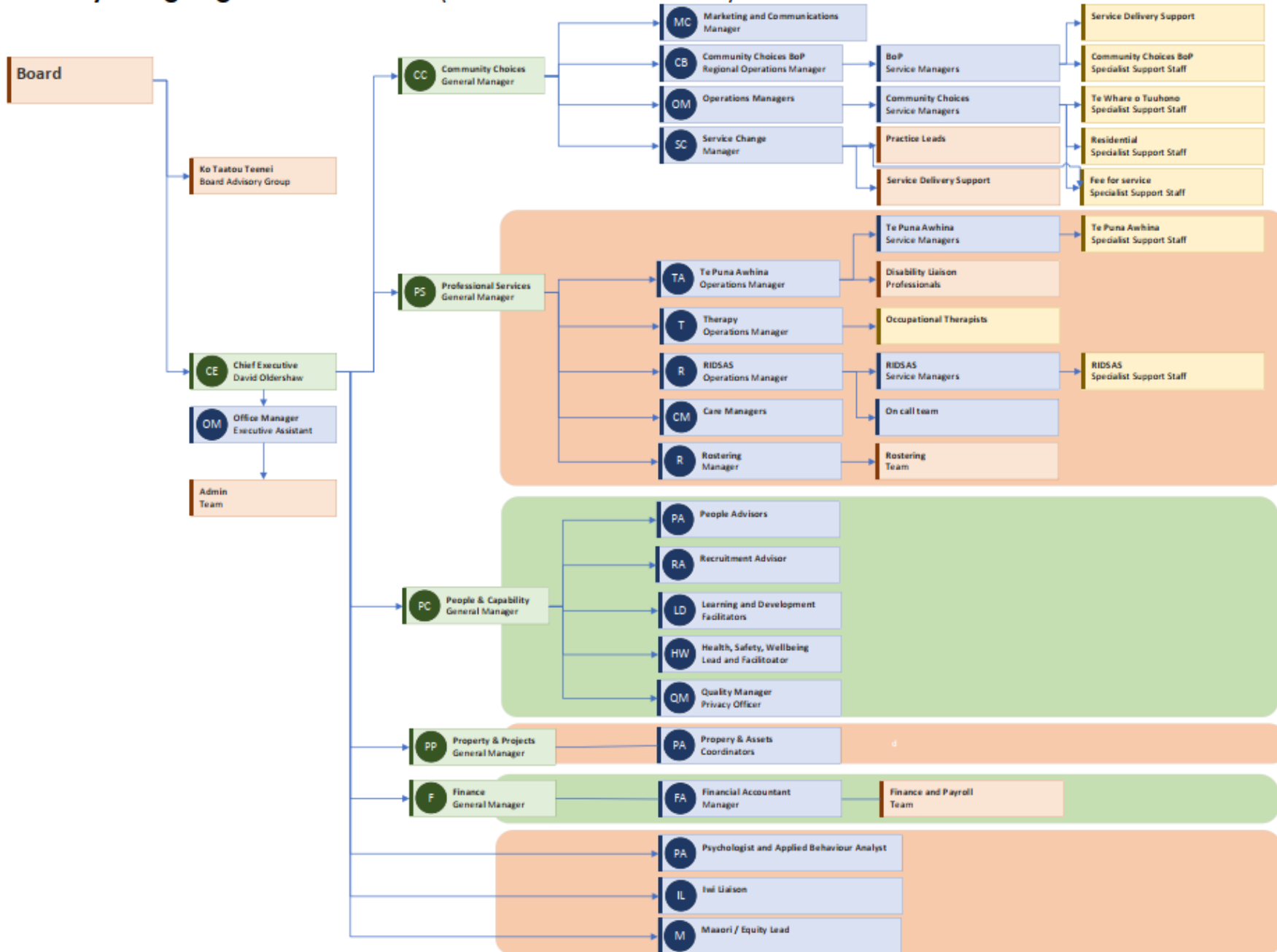


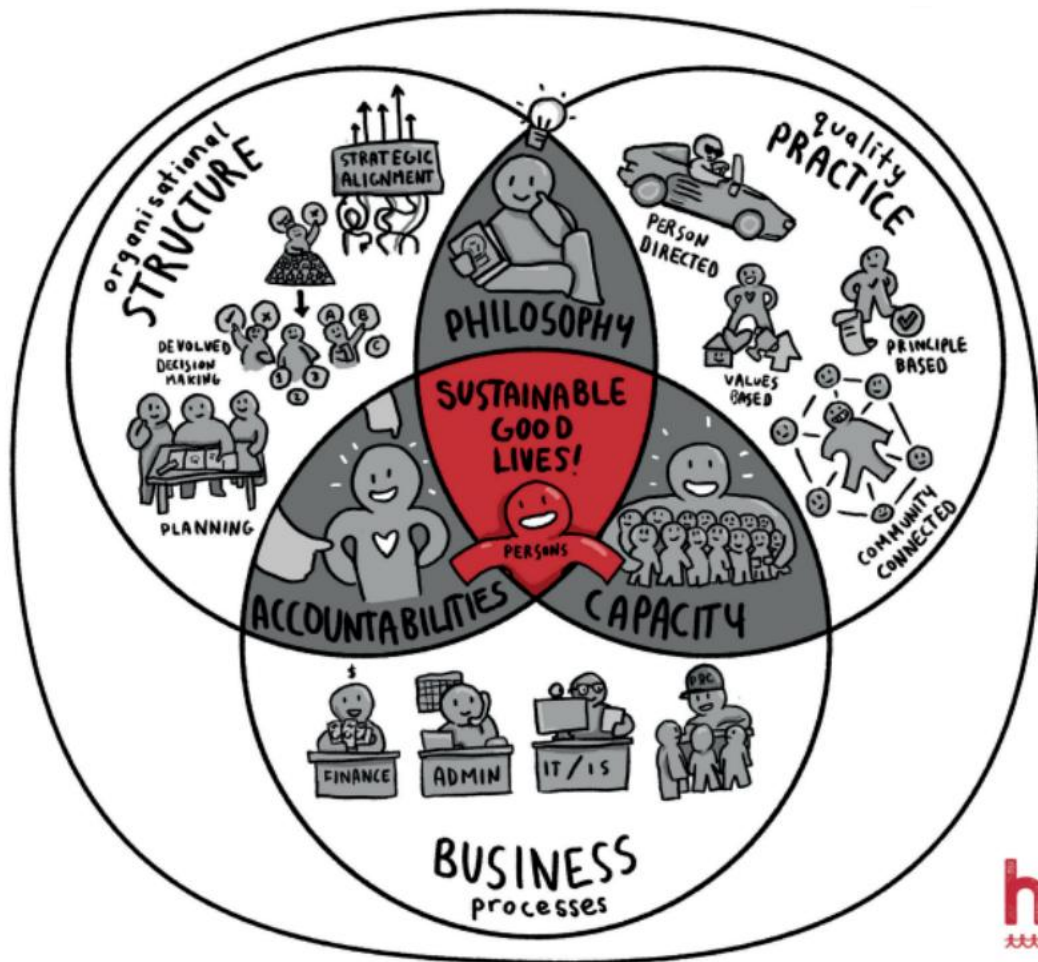
Jade joined the Community Living Trust Board in September 2020 and brings a vision of a prosperous and abundant society where all people succeed regardless of ability or background. Jade is passionate about the power of social media and what it can do to promote a more positive and realistic perspective of everyday disabled people.

Currently a director of a communications and strategic advice consultancy, Jade serves the disability community in several governance roles and, most recently, served as Community Engagement Advisor for Manawau Support. Jade has contributed to the advancement of disabled people and their whaanau as a member of Auckland Council's Disability Advisory Panel and the Disabled Person's Assembly's National Executive Committee.

Jade is fortunate to bring seven years of perspective and experience serving Systems Transformation as a member of the National Enabling Good Lives leadership group.

# Community Living Organisational Chart (current December 2024)





## Nou Te Mana – Lifestyle of Choice

Nou Te Mana is a taonga gifted to Community Living by our former Kaumatua Pakira Watene which means “The Power is within me”. We as an organisation are committed to uphold this mana enhancing statement. We support disabled people and their whaanau/family to build their lifestyle of choice, whatever that is. Community Living provides a range of services that support people to thrive in the community.

Nou Te Mana is the Community Living way of working, which means supports to people are being provided as requested by the person, that is, at the right time, right place and with the right staff (selected by the person). People have choice and control and can self-determine what Nou Te Mana is for them. From the Community Living Trust Board, and every role within, staff need to understand how their role supports Nou Te Mana. This must remain in the forefront when we are developing systems and processes to ensure these enable someone’s good life.

Continuing to build on our existing good practice and further Nou Te Mana, this approach will ensure the organisation is fully prepared to respond to the changes System Transformation and the enabling good lives approach will bring.



## Our Services

### Community Choices

Community Choices provides support and services to disabled people and their whaanau/family. Services include accommodation, community support, independent living, tailored supports, recreation and leisure, person centred planning, education access/work readiness, employment and whaanau/family support. They are mainly funded by:

- Ministry of Social Development
- Enabling Good Lives Waikato
- ACC (Accident Compensation Corporation)

These services help disabled people to live, their *Nou Te Mana* – Lifestyle of Choice and thrive as part of the community.

Community Choices have the following roles:

- *Specialist Support Staff* - provide day to day support to people with disabilities to achieve their *Nou Te Mana* – Lifestyle of Choice.
- *Service Managers* - lead and provide support to teams of Specialist Support Workers and ensure that the outcomes identified by disabled people and their whaanau/family are achieved.
- *Operations Managers* - lead and support the Service Managers and their teams to deliver quality services.
- *Practice Leads* - support people with disabilities and their whaanau/family to identify and plan the outcomes and goals that they would like to achieve and engage with their local communities to ensure that disabled people are able to access universal services as citizens. They also facilitate person centred planning to enable people to live their *Nou Te Mana* -lifestyle of choice.
- *Communications and media* – produce material to promote good lives and a disabled community.

### Professional Services

Professional Services provides the following services:

- *Therapy Services* - provided by Occupational Therapists and contract Physiotherapists on a fee for service basis.
- *Regional Intellectual Disability Supported Accommodation Service (RIDSAS)* provided by Care Managers, Service Managers and Specialist Support Staff.
- *Te Puna Awhina Specialist Disability Services* - provided by Service Managers and a Specialist Support team.
- *Children and Youth Services* - provided by Service Managers, Disability Liaison professionals (Social Workers) and Specialist Support Staff.
- *Centralised Rostering* – roster Specialist Support Staff across Community Living.

### Office of Chief Executive

- Maori / Equity Lead
- Board Secretariat
- Support for Chief Executive and Leadership Team
- Specialist behavioural support function
- Administration and office management

## **Finance**

The Finance team contributes to the financial management of the organisation – now and in the future. The Finance team includes:

- Accounts management
- Commercial advisory
- Payroll
- Reporting and monitoring
- Budgeting

## **People and Capability**

The People and Capability team support the organisation with:

- People advisory
- Employment and industrial relations
- Learning and Development
- Quality management
- Privacy Officer knowledge
- Health, Safety and Wellness
- Recruitment and Selection
- Organisation development

## **Property and Projects**

The team manages:

- Our property portfolio
- Tenancies
- Property development
- Property maintenance
- Fleet management



## Understanding Intellectual Disability

The majority of the people we work for have an Intellectual Disability (ID).

### What is an Intellectual Disability?

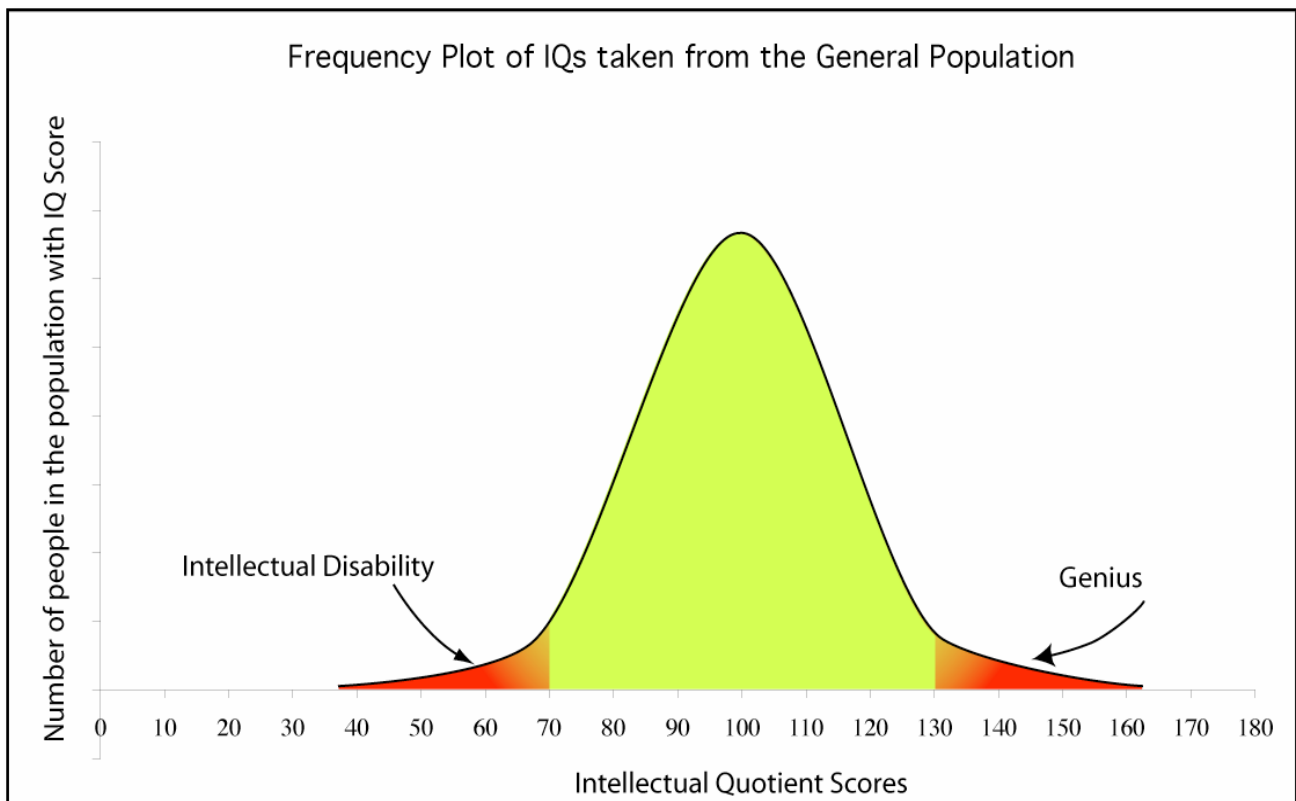
An intellectual disability is a disability characterised by major limitations both in Intellectual functioning (thinking) and in adaptive behaviour (being able to change how you respond). These limitations can include many everyday social and practical skills; for example, interpersonal skills, problem solving, activities of daily living (personal care), managing household tasks, accessing the community, occupational skills, use of money and communication. This kind of disability originates before the age of 18. ID and mental health issues are quite different. An intellectual disability is a lifelong condition whereas mental health issues (such as depression, anxiety, schizophrenia, bipolar disorder) can affect anybody (including people who have an intellectual disability) and can be treated enabling people to recover and return to their previous levels of ability.

### Definition of Intellectual Disability

A person is assessed with an intellectual disability after an eligibility assessment with a psychologist.

There are three main findings used in the assessment:

- Significantly sub-average intellectual functioning, defined as an Intelligence Quotient (IQ) of 70 or less;
- Significant deficits in two or more areas of adaptive functioning: communication, social skills, functional academic skills, self-care, leisure, health and safety, community use, work, home living, self-direction;
- The difficulties must be shown to have started during the person's developmental period, i.e. before the age of 18 years.



## **Social versus Medical definition**

ID is also defined socially (in contrast to medically) as the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers. It therefore carries the implication that the physical, attitudinal, communication and social environment must change to enable people living with impairments to participate in society on an equal basis with others

## **What does it mean to have an intellectual disability?**

People with an intellectual disability have the ability to learn, grow and develop skills in the same way that everybody does. Disabled people may take longer to learn skills and may need more supports but their disability does not define who they are. Disabled people take on many valued roles in our society as employees, family members, parents, friends, volunteers, students. The list is endless. Often the impact of disability of any kind is defined by how we perceive it or how we as a community respond to it.

At Community Living we believe that all people with an intellectual disability are able to achieve their dreams through community connections. Identifying and removing systemic barriers, negative perceptions and attitudes towards disability and preventing exclusion of people with a disability are how we can ensure that we can all take our places as citizens with equal rights.

## Protecting the Rights of People who have a Disability

### The Health & Disability Commissioner (HDC) Code of Health and Disability Services Consumer Rights Regulations 1996

The Health and Disability Commissioner is an independent agency set up to:

- Promote and protect the rights of consumers who use health and disability services;
- Help resolve problems between consumers and providers of health and disability services; and
- Improve the quality of health care and disability services.

The Code of Health and Disability Services Consumers' Rights applies to all health and disability services in New Zealand. Employees, regardless of their role, have an obligation for ensuring compliance with the Code. This can be found in full on website: [www.hdc.org.nz](http://www.hdc.org.nz). A helpful guide for Specialist Support Staff can be found on their website here: <https://www.hdc.org.nz/media/2819/making-it-easy-to-put-the-code-into-action.pdf>.

#### The 10 Rights of the Code are:

- Right 1: the right to be treated with respect
- Right 2: the right to freedom from discrimination, coercion, harassment, and exploitation
- Right 3: the right to dignity and independence
- Right 4: the right to services of an appropriate standard
- Right 5: the right to effective communication
- Right 6: the right to be fully informed
- Right 7: the right to make an informed choice and give informed consent
- Right 8: the right to support
- Right 9: rights in respect of teaching or research
- Right 10: the right to complain



## Partnership Principles

Community Living has developed a set of partnership principles with people we work for, whānau/family and our staff to guide how we work together.

Partnership Principles	Easy Read Version
<p><b>1. Outcomes</b></p> <p>People with disabilities and their whaanau / family make decisions about what they want and have choice about their lives.</p>	<p><b>1. Outcomes</b></p> <p>You decide what is important for you (your ideas, your goals). You can include your whaanau / family in your decisions and they can help you.</p>
<p><b>2. Belonging</b></p> <p>How supports are provided is negotiated, everyone is included, and everyone is different.</p>	<p><b>2. Belonging</b></p> <p>We talk about what you have and what you want. We agree on what each of us will do. Different people have different wants and needs.</p>
<p><b>3. Relationships</b></p> <p>There is open communication, respect and no surprises between us.</p>	<p><b>3. Relationships</b></p> <p>We will talk with you and listen to you. You will tell us what is working and what is not working. We will work together to try to fix it.</p>
<p><b>4. Community Connections</b></p> <p>There is a balance between support that is there when people need it while enabling people to embrace opportunities and take risks.</p>	<p><b>4. Community Connections</b></p> <p>Not everyone needs support with everything. Most people like to learn to do things for themselves. Most people need help sometimes.</p>

## Respecting Culture

### Te Tiriti o Waitangi

Community Living recognises Te Tiriti o Waitangi and the articles. The Maaori / Equity Lead provides support and advice to the Chief Executive on cultural matters both for employees and service delivery.

### Recognition and Respect for all Cultures

Community Living recognises culture differences may exist between individuals providing support and the person they are providing support for. Culturally safe practice calls for an understanding of the influence personal, social, historical and contemporary life experiences have on the wellbeing of individuals and families using or providing Community Living services. An understanding of how power shapes and influences, the delivery of support, and the relationship between us all is central to the practice of cultural safety.

### Poowhiri

You may be invited to attend a poowhiri or mihi whakatau.

We expect that women are dressed modestly in darker colours and that men wear formal attire. People attending who originate from another country may chose to wear their national dress.

Attendees must be on time. Anyone who arrive after the poowhiri or mihi whakatau have started will need to wait until they are invited in.

Please follow guidance about what you are meant to do on the day.

The Maaori / Equity lead can respond to any questions.

## Our People

### Attendance

Should you be unable to attend work, please contact your line manager; Centralised Rostering (0800 743 727) or the On Call Manager (0800 743 727) as soon as practicable to notify them of your absence. It is expected that this will be by direct voice contact. Use of email, text, voicemail or leaving a message with a colleague to advise your absence needs to be agreed with your *Line Manager* prior to any absence.

### Dress Code

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the image Community Living presents to the public and those with whom we associate professionally. You should present yourself according to the requirements of your position, accepted social standards, and to ensure you do not attract unwarranted attention towards the people we work for.

### Footwear

All staff are required to wear suitable footwear that matches the specific tasks they are performing and the environment in which they work. The line manager, in collaboration with their team, is responsible for determining what constitutes appropriate footwear.

#### Hazards to consider when assessing risk:

- Wheelchairs, hoists, and other equipment.
- Exposure to body fluids.
- Situations requiring running or reactive repositioning of stance such as moving away from an escalating person we work for.

#### Other Considerations:

- Some houses, particularly fee-for-service, do not allow visitors to wear shoes inside. If it is unsafe to take shoes off, consider using slippers, inside shoes, or boot covers.
- Jandals may be necessary at the pool and beach, so bring these to change into as needed.
- Showering: Boots are required PPE.
- Mowing lawns and using powered equipment means that steel toe boots are required PPE.

Your line manager is responsible for establishing a reasonable dress code appropriate to the role you are in. If you are uncertain as to what constitutes appropriate appearance, please discuss this with your line manager.

### Employee Assistance Programme (EAP)

Community Living utilises EAP Services Ltd for employees, to support them if they are having personal or work-related issues. EAP Services are a professional organisation with qualified and accredited employees who provide you with a supportive, free (for the first 3 sessions) and confidential service where you can seek assistance.

You can access the EAP yourself; it may be suggested by your line manager or you may be required to attend by your line manager where it is obvious something is impacting on your work performance.

**Phone:** 0800 327 669 24 hours a day, 7 days a week **Website:** [www.eapservices.co.nz](http://www.eapservices.co.nz)

### Employee Benefits

Community Living provides access to benefits to employees that are in addition to salaries and wages. The benefits offered to you are the current benefits offered and Community Living reserves the right to remove, add or alter the benefits offered in your remuneration package, following consultation with you.

- **Superannuation** - Community Living encourages staff to participate in a superannuation scheme and offers access to KiwiSaver for employees.

- **Life Insurance** - All permanent employees, under 70 years of age, who work an average of 20 hours or more per week with a minimum of 2 years' service, are covered by Community Living's Group Life Policy Scheme.
- **Southern Cross** - Community Living is part of a group scheme offering a discount concession system (i.e. direct relationship with Southern Cross and employee).
- **Hepatitis B Immunisation Programme** - All Community Living employees are entitled to a free course of vaccinations against Hepatitis B. Immunisation will cause the body to develop antibodies, which will protect against Hepatitis B. This health-monitoring programme is run by the Health and Safety Lead in conjunction with Anglesea Clinic.
- **Influenza vaccine** – All employees are offered an annual, free influenza vaccination.
- **Banking services** - ANZ provides a specific banking package for Community Living employees.
- **My Boost** – All employees are given access to an app made for Apple and Android smartphones. The Boost App provides instant access to Boost special offers and privileges anytime, anywhere.

Information about the employee benefits is available at <https://www.communityliving.org.nz/newstaff>. You can also talk with your line manager in the first instance.

### Employee Referral Scheme

As an organisation, Community Living is always looking for passionate, talented employees to join our team in supporting people with an intellectual disability. As such, we encourage our employees to let their whaanau/families and friends know about vacancies we have available.

If you ever see a vacancy you think a friend or whaanau/family member might be good for, make sure you email [Vacancies@communityliving.org.nz](mailto:Vacancies@communityliving.org.nz) at the same time the person applies. You can be eligible for a \$200 bonus if they are successful, and they are employed in their contracted hours for a minimum of six months. Casual roles are excluded.

### Employment Agreements

Employment Agreements set out the contractual requirements of both the employer, and the employee. It is a legal requirement that all employees have an employment agreement.

Community Living has a Collective Employment Agreement (CEA) with the Public Service Association (PSA) and E tū. If the role is one that falls under the coverage of the Collective Employment Agreement (CEA) the employee would be covered by the CEA for at least the first 30 days of employment. Employees covered by this CEA are Specialist Support Staff and Administration Team Members. To be party to the CEA after the first 30 days you must be a member of one of the unions. Alternatively, you can choose an Individual Employment Agreement. If you become a member of either the PSA or E tū unions, Community Living will deduct your union fees from your wages once you have completed a deduction authority form. You can get a deduction authority form on the respective Union's website or from Payroll.

All other roles not covered by the CEA are offered an Individual Employment Agreement (IEA). IEA's are negotiated with individual employees, usually with a line manager.

### Long term ACC/Sickness Absence

If a Specialist Support Staff member has been absent from work for two months or more due to illness or injury, which constitutes an extended break from employment, the employer has the right to request a meeting with the Specialist Support Staff, their representative, and any relevant parties to discuss their prognosis and plans for returning to work.

If a return to work is not expected in the near future, the employer may remove the employees' shifts from the current roster to ensure continuity of service for the people we work for. Once a return-to-work date is confirmed, the employer will meet with the employee to discuss a return to work plan and a new roster. While the roster and work location may change, the employee's contracted hours will be maintained.

## Long Service Recognition

Community Living honours long serving employees by recognising the five-year milestones from 10 to 35 years of continuous service. If you reach these milestones, you will be awarded with two weeks paid leave at your ordinary rate of pay. For more information, please refer to your IEA or the CEA.

## Security Vetting Police and Ministry of Justice Vetting

Community Living conducts security vetting on all employees at recruitment and at regular intervals while in employment. All employment is offered subject to a favourable vetting check. Employees are expected to advise their manager immediately of any change to their police record.

## Oranga Tamariki Checks

Oranga Tamariki checks are also carried out for employees working with people 17 years of age and under. These checks are at recruitment and reviewed every three years, and any concerns raised by either agency will be discussed with you.

## Potential Abandonment of Employment

If you are absent from work for a period, as defined in your Employment Agreement, without authorisation or without notifying your line manager, you may be deemed to have abandoned your employment. In such cases a member of the People and Capability team will be notified, and your employment may be terminated.

## Privacy and Confidentiality

We require all employees to maintain confidentiality as a condition of their employment with Community Living. In addition, the Privacy Act (2020) sets out 13 Information Privacy Principles which govern the collection, use, storage and disclosure of personal information held by an agency. Community Living applies these principles to personal information relating to employees, people we work for and their whaanau/families.

It is essential you do not discuss personal events, information such as addresses and phone numbers, or issues of the people you support with others. This includes colleagues or family members of the people we work for without permission of the person involved or who has a legal entitlement to know who 'do not need to know' or with people outside of the organisation. The same requirement also applies to information about other employees that you might be privy to.

All organisations are required to appoint a Privacy Officer. The Quality Manager currently holds that office and should be contacted regarding any queries, privacy requests, or reported breaches of the Privacy Act at [privacyofficer@communityliving.org.nz](mailto:privacyofficer@communityliving.org.nz). It is also extremely important you do not divulge your own address and telephone numbers or other personal information to the people we work for at any time.

## Procedures and services available for the resolution of employment relationship problems

For information about employment relationship problems, please refer to the relevant section of the Collective Employment Agreement or your Individual Employment Agreement.

## Protected Disclosures Act 2022

Often called the 'whistle-blower' legislation, the Protected Disclosures Act 2022 protects you if you disclose information about illegal or harmful acts being committed by your employer or by one of your co-workers. If an employee, or even a contractor, becomes aware *serious wrongdoing* is being committed either by an organisation or within an organisation, the employee or contractor can be protected from dismissal and any other punitive acts by the organisation for disclosing the *serious wrongdoing*.

### Serious Wrongdoing

The following issues apply to both the public and private sector. Under the Act, *Serious Wrongdoing* means an act, omission, or course of conduct that is:

- a serious risk to public health or public safety or to the health or safety of any individual, or to environment;  
or

- a serious risk to the maintenance of law, including the prevention, investigation, and detection of offences or the right to a fair trial; or
- an offence; or
- an unlawful, corrupt or irregular use of public funds or public resources; or
- oppressive, unlawfully discriminatory or grossly negligent or that is gross mismanagement by a public sector employee or a person performing a function or duty or exercising a power on behalf of a public sector organisation or the Government.

Employees can disclose a *serious wrongdoing* to either:

- Community Living via the Complaints Procedure [talk@communityliving.org.nz](mailto:talk@communityliving.org.nz); or
- The Community Living Quality Manager [quality@communityliving.org.nz](mailto:quality@communityliving.org.nz); or
- Directly to an appropriate authority such as the Ombudsman, by phone: 0800 802 602 or email: [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz).

### **Public and Media Comment**

Community Living aims to promote and maintain an excellent reputation in the community. To achieve this, we expect staff to:

1. Represent Community Living in a respectful way to people in the community.
2. Promote the aims of Community Living accurately and positively.
3. Not make adverse comments about Community Living to the media, including social media or in any public forum.

Constructive internal debate about our work and our aims is necessary and healthy. However, *under no circumstances* should you publicly comment on work-related matters or release Community Living information.

Only the Chief Executive or a delegated representative can make public or media comment. If you are approached by the media for comment you must refer the enquiry to the Chief Executive of Community Living.

### **Whaanau/Families, Friends and Pets**

Your whaanau/family, friends or pets are not permitted to visit the homes of the people we work for, except in exceptional circumstances and only with the express permission of your line manager or On-Call.

You are not permitted to take the people we work for to your home, or to visit your friends or whaanau/family while you are on rostered shift.



## Learning and Development

Community Living supports the development of all its employees. Line managers, employees and members of the People and Capability team all have responsibilities regarding learning and development activities within Community Living.

Line managers are responsible for:

- Ensuring their employees have the skills and knowledge to fulfil their role.
- Identifying and agreeing relevant learning activities.

Employees are responsible for:

- Actively participating in their own learning & development.
- Gaining and maintaining skills needed for effective job performance.
- Identifying opportunities for professional development; and
- Applying new skills and knowledge in the workplace.

Members of the People and Capability team will support line managers to identify what employees need to perform effectively in their role – at organisational, department/site and individual levels.

Learning activities can include:

- Trainer led sessions
- Reading
- e-learning
- On the job learning
- Buddy Coaching
- External events, etc.

Employees are advised of learning opportunities by their line manager plus courses, conferences, etc. are advertised to all staff via the CLLearn newsletter and the annual training calendar in the Libraries and Resources folder on Your Workspace.

Staff who want to undertake a NZQA qualification should contact [training@communityliving.org.nz](mailto:training@communityliving.org.nz).

For more information, please contact the Learning Facilitators.

## Systems at Community Living

Some of the common systems are:

<b>Your workspace</b>	Our SharePoint system which is an internal virtual environment and internal intranet system. All policies, procedures and forms can be found here.
<b>Ready People</b>	An all-in-one cloud platform that caters to the full employee lifecycle from recruitment to retirement. In Ready People you can see your payslips and roster; clock in and out of your shifts; check your leave balances and make any requests for leave. This system also manages your information including your employee details. You can update your personal address, email and phone contacts here plus your emergency contact details.
<b>Mango</b>	This system records reporting for hazards as well as accident and incident reports.
<b>Iplanit</b>	Community Living uses Iplanit, an online person-centred tool to support people. This also includes the recording and achieving of goals from their support plan.
<b>Console</b>	This system records issues with property maintenance.
<b>Argus</b>	All staff who drive a Community Living vehicle must use a fob. The fob records who is using the vehicle. The Argus system provides information about driver speeding and vehicle use.

## Leave

*For more detail about any leave please refer to the full Leave Policies.*

### **Annual Leave**

Annual leave is allocated in accordance with the leave entitlements in your Collective or Individual Employment Agreement. Community Living accrues leave fortnightly and allows employees to take their leave as it accrues. Annual leave requires prior approval before it can be used. An application for leave must be completed by the employee in Ready People, as early as possible, ideally at least four weeks prior. In exceptional circumstances an application can be considered two weeks prior to the start of the requested leave and can be taken at a time agreed between you and your line manager.

You must take regular leave breaks and not accumulate a high leave balance. You should take at least two weeks of annual leave in a block, each year, to promote a balance between work and other aspects of your life and to provide the opportunity for rest, and recreation.

### **Bereavement Leave**

For full and part time employees, after at least 6 months' service, the Holidays Act 2003 provides for up to three days paid leave on the death of an immediate family member, or miscarriage or stillbirth. 'Immediate family members' are your spouse, parent, child, sibling, grandparent, grandchild or a spouse's parent. You must notify your line manager as early as possible before you are due to start work if you are unable to attend work.

In the event of a death outside the immediate family that causes a person to suffer a bereavement, up to one day of paid leave may be taken if the employer accepts that the employee has suffered a bereavement. Eligibility is after 6 months' service. In considering whether a bereavement has occurred for that employee, the employer should take into consideration:

- How close the association was between the employee and the other person.
- Whether the employee is responsible for any aspects of the ceremonies around the death.
- Whether the employee has any cultural responsibilities he or she needs to fulfil in respect of the death.

### **Leave Without Pay**

It is not usual for leave without pay to be approved unless there are exceptional circumstances.

### **Other Leave**

There are various types of other leave you may be eligible for (e.g. jury service leave, family violence leave, long service leave, or parental leave etc.). You must apply for any "other leave" through your line manager who will take advice if they are unsure of the entitlements.

### **Sick Leave**

Sick leave is allocated in accordance with the leave entitlements in your Collective or Individual Employment Agreement. A leave request in Ready People must be completed as soon as you return to work for unplanned absences such as sick leave. Sick leave can be used when you are sick or injured, or when your spouse or a person who depends on you for their care is sick or injured.

If you are away on sick leave (and you have enough paid entitlement) you will be paid at your relevant daily pay.

### **Sick Leave - Proof of Illness**

If you are sick or injured for three or more calendar days' you may be asked to provide a medical certificate. Where you are using sick leave to care for another person, such as a spouse or child, the employer can similarly require proof of sickness for that person as above. In specific circumstances medical certificates can be required for absences of less than three days.

Your employer may request proof of sickness for absences of less than three days provided they reimburse you for your GP visit.

## Payroll and Timesheets

### Personal Details

As part of the recruitment process you will have been asked to complete a form providing your details for the purposes of payroll and legal requirements. You also need to provide us with a copy of your current driver's licence, Inland Revenue (tax) number and your bank account number.

It is your responsibility to update and/or notify your line manager of any changes in your personal information by submitting the changes through Ready People. All personal information such as address, personal email, telephone numbers and emergency contacts must always be current.

### Payment of Salaries and Wages

Salaries and wages are paid fortnightly for all Community Living employees. For payroll purposes, a fortnight for payroll purposes is from Monday to Sunday and salaries and wages are paid into your bank account no later than a Thursday.

### Payslips

Each pay day an electronic payslip is available on the Ready People App. Your payslip will outline the hours you have been paid for, allowances, deductions and any leave taken. The payslip will show the outstanding annual leave, accrued annual leave and total annual leave hours, plus the alternative leave hours owing. Please see an *example* at the end of this Handbook.

### Time Record

All waged employees are required to maintain an accurate time record reflected in their timesheets so that your line manager can approve fortnightly, in time for payroll processing.

## Safety and Wellbeing

Safety and wellbeing is the proactive management of workplace hazards, risks, injuries and accidents and non-injury sickness absence. The safety and wellbeing of all employees is of paramount importance to Community Living. Effective safety and wellbeing management and compliance require the involvement and commitment of everyone, and you are expected to always behave in a manner considerate of the safety and wellbeing of colleagues, people we work for and the public.

Community Living is committed to providing safety and wellbeing training. All employees and management are expected to treat safety and wellbeing as a personal responsibility and will be held personally accountable for his/her actions. If you have any concerns or see anything unsafe, please speak with your colleagues, line manager or the Health and Safety Lead.

### Fire Evacuation

If you discover a fire:

- Operate the fire alarm (where applicable) and telephone the fire service immediately (111)
- Leave by the nearest exit point and go to your assembly point

## Policies and Procedures

Community Living has Policies and Procedures that detail systems and processes within the organisation. Policies reflect legislative and organisational requirements and assist in the reduction of risk to the people we work for,

whaanau/families and employees. It is **essential** you are familiar with and always comply with our Policies and Procedures. Policies and procedures are on Your Workspace.

### **Bullying/Harassment**

Community Living is committed to providing you and all its employees with a bullying and harassment free workplace. Bullying or harassment is totally unacceptable and may be viewed as serious misconduct, resulting in the possibility of dismissal. If any complaint is brought to Community Living's attention, Community Living will act promptly on all complaints and conduct investigations in a fair, reasonable and culturally appropriate manner.

### **Complaints Procedure**

Things may not always go right 100% of the time. It is important when concerns or complaints are raised by the people we work for or their natural supports, these are escalated to the line manager. If it is a complaint, this will then be escalated to the Quality Manager. If you have your own concerns about a person we work for and their rights being breached, then this also needs to be raised to the line manager, or if you do not feel comfortable doing so, you can:

- Contact the Quality Manager directly at [Talk@communityliving.org.nz](mailto:Talk@communityliving.org.nz)
- Call 0800 CLCHAT (0800 252 428), leave a message, including what happened, your name & contact details
- Fill in freepost complaints form and post it (forms are available at 180 Collingwood St reception)

If you have concerns or an issue with how you are being treated at work or about an employment issue in general, in the first instance, you should take your concerns to your line manager to resolve any issues. If you do not feel comfortable taking your concern to your immediate line manager, you are advised to go to the next level line manager.

There is also a procedure attached to both the Collective Employment Agreement and Individual Employment Agreements for the resolution of employment-related problems.

### **Delegated Authorities**

The Delegations of Authority let employees of Community Living know what they can or cannot do. Community Living Trust Board delegates authority to roles and therefore employees in these roles can enter into commitments on its behalf via the Delegated Authorities. Before signing a document, giving a verbal undertaking or taking any action, you must know the level of authority, if any, you have.

This also applies to various employment matters, such as offers of employment with the organisation and/or matters involving the disciplinary process. The Delegated Authorities is available to all staff on Your Workspace. If you are unsure, please talk with your line manager.

### **Discrimination**

Community Living is committed to ensuring that all its employees, the people we work for, their whaanau/families, our vendors, contractors and job applicants are treated equally, irrespective of:

- Disability
- Race
- Sex/gender
- Colour
- Marital Status
- Ethical belief
- Illness
- Religious belief
- Age
- Family status
- Ethnicity or national origins
- Union membership
- Political opinion
- Sexual orientation
- Employment status
- Family Violence experience

All employees have a duty of care, both morally and legally, not to discriminate against individuals. This means that no employee shall discriminate on account of any of the above forms of discrimination. Community Living will act promptly on all allegations of discrimination and investigate in a fair, reasonable and culturally appropriate manner. Discrimination may be viewed as serious misconduct, resulting in the possibility of dismissal.

## **Drivers Licence**

As an employee of Community Living, you are required to have a **full** New Zealand Drivers licence. Your licence must be carried with you at all times when you are driving a Community Living vehicle.

A photocopy of your Drivers Licence is kept on your employee file, and our database keeps a record of the expiry date. It is **your** responsibility to ensure your Drivers Licence is renewed **prior** to the expiry date and you provide an up-to-date photocopy for your employee file. Employees are required to inform their line manager immediately if there is any change in their driving status (e.g. loss of licence or any upcoming charges).

## **Ethical Behaviour and Conflict of Interest**

Employees are expected to behave with honesty and integrity, and within the boundaries of expected ethical behaviour. Definitions and expectations of ethical behaviour, conflict of interest and acceptance of gifts and hospitality are fully outlined in the Ethical Behaviour Policy.

## **Family Violence**

Employees experiencing family violence can seek additional leave, as per the Family Violence Act 2018, for medical appointments, legal proceedings and counselling sessions and/or other matters relating to family violence. Proof of the family violence maybe required as outlined in the Family Violence Policy. All personal information concerning family violence will be kept confidential.

## **Recruitment of Relatives / Friends**

Community Living will not employ a person where there is a possibility of a direct reporting line to a relative, whether the association is by blood, marriage, affinity, adoption or household member. This includes 1-up line managers.

Employees are required to inform their line manager of any relationship that involves a direct reporting line with a current or prospective employee.

## **Security**

The security of Community Living's workplaces is critical to protecting the safety of our staff, confidential information, intellectual property and other workplaces. In your induction you will be advised of the security procedure for your place of work and are expected to always comply with these. If you see something that looks out of place, please notify your line manager as soon as possible.

## **Smoke free including Vapes**

Community Living is a smoke-free environment. This means smoking is not permitted anywhere on the property of any Community Living office or base, or Community Living vehicles. Smoking may be permitted outdoors on the property of a residence owned or leased by Community Living. However, smoking is not permitted in, or within close proximity of the home. If the person we work for opposes smoking, it may not be permitted anywhere on the property. Close proximity means – "further away than 5 metres" from the home of a person we work for. Home includes any residence and outbuildings located on the property. Smoking includes cigarettes, cigars, pipes and e-cigarettes (vaping).

Employees are only permitted to smoke outdoors during a break, which means up to 3 times in an 8-hour shift. For more detail, please refer to the Smoke-free Environment Policy.

## **Use of Information and Communication Technology**

Most Community Living employees use a computer as part of their role - if you do, your line manager will arrange training for you. You will be given your username and password, which will give you access to the network. Passwords are your responsibility and **must not be shared**.

The use of software, hardware and electronic communications are for business use only, unless otherwise authorised by your Line Manager.

The contents of all electronic files and directories are to be treated as confidential. It is **your** responsibility to:

- Protect sensitive information from unauthorised disclosure or use;
- Ensure all methods of access are treated as strictly confidential; and
- Take all possible measures to ensure viruses are not introduced to the network.

If you need help with software or hardware on your computer or a Community Living mobile phone, you can email the IT help desk - [help@cloudland.co.nz](mailto:help@cloudland.co.nz).

### Phone Usage

Community Living issues mobile phones to some employees to enable them to undertake the responsibilities of their position. Personal mobile phones should only be used in break times and must not interfere with your duties.

If you receive a call whilst you are driving, you must pull over to the side of the road **before** answering the call unless you have a hands-free kit. **Driving whilst talking on a hand-held mobile phone is illegal and unsafe.** It may be considered a disciplinary issue.

### Expectations of Employment (Code of Conduct)

Employees are required to always conduct themselves with professionalism and integrity. You are expected to perform your duties honestly and efficiently with due consideration for the rights of the people we work for, other employees, and any other people you may come into contact with, in the course of your duties.

All dealings between the employer and employee will be conducted in good faith and with respect to their duty of care. Employees should:

- Comply with all reasonable and lawful instructions provided to them by the Employer
- Consider the desirability of intervening constructively where a colleague's behaviour is clearly in breach of this code, and be prepared to report any suspected fraud, corruption, criminal or unethical conduct to an appropriate person
- Consider the impact of decisions on the well-being of yourself and others
- Not allow personal relationships to affect professional relationships
- Perform their duties with all reasonable skill and diligence
- Refrain from all forms of harassment or discrimination
- Respect individuals' rights to privacy and undertake to keep personal information in confidence
- Take all practicable steps to perform the job in a way that is safe and healthy for themselves and their fellow employees
- Treat all others with respect

### Conduct Outside Work

It is important your behaviour away from work reflects positively on you, your colleagues and Community Living. Any act carried out by employees that may damage the reputation of Community Living is viewed very seriously.

If the behaviour brings the organisation into disrepute, undermines our confidence in you or calls into question your honesty or integrity as an employee, it may justify disciplinary action, up to and including dismissal. Examples of such behaviour include:

- Acts of violence, including domestic violence
- Inappropriate or undisclosed personal or financial relationships with a person we work for
- Inappropriate comments/postings relating to Community Living or people we work for made in public and/or via social media

## **Criminal or Serious Charges or Actions**

Community Living must have confidence that you always work within the law. If you are charged with an offence outside the workplace, you have an obligation to inform your Line Manager as soon as you know of such charges, if it will result in court proceedings against you.

Charges which you must notify your Line Manager include, but are not limited to:

- Alleged dishonesty, fraud or assault, including any sex-related charges
- Any driving infringement that may impact on your driver's licence
- Possession or supply of any illegal drugs
- Fraud or bankruptcy

Failure to notify your Line Manager of criminal or serious charges against you as soon as you know of such charges, is serious misconduct which may result in disciplinary action, up to and including dismissal, irrespective of the outcome of any court proceedings.

## **Drugs and Alcohol**

You must advise your line manager of any medication (including prescription medication) you are taking that may impact your ability to carry out your role safely.

Where your line manager has reasonable suspicion that you have been or are about to work under the influence of alcohol or drugs (prescribed and/or other) to the degree that your safety or the safety of others may be affected, you may be:

- Suspended pending investigation
- Required to undergo drug testing by appropriately qualified personnel
- Asked to provide evidence of fitness to work prior to resumption of duties

***Working while under the influence of drugs or alcohol may be regarded as serious misconduct and justify disciplinary action, up to and including dismissal.***

## **Responsibilities of Employees**

You have a responsibility to ensure your actions do not negatively affect another employee's career; health, safety or well-being and are consistent with Community Living's Code of Conduct.

Any behaviour or action that may be in breach of the Code of Conduct will be investigated in a fair and unbiased manner. People management (HR) policies and procedures set out the processes for disciplinary meetings and investigations. They are designed around principles of fairness, effective management and legislative requirements.

The primary aim of disciplinary action is to improve behaviour and/or performance. It is a process of clearly identifying expectations for both performance and behaviour of employees and the assistance and training required to achieve these expectations.

If you are unsure of the proper conduct for any situation, the standards of performance expected of you, or you think you may be breaching the Code of Conduct, discuss the situation with your line manager.

There are two types of misconduct that may arise: misconduct and serious misconduct. Misconduct includes, but is not limited to, the examples listed below.

### **1. Examples of Misconduct (this is not an exhaustive list)**

- Failing to follow Community Living policies and procedures.
- Failing to maintain an acceptable level of work performance.
- Refusing to perform properly specified duties or to carry out lawful and reasonable instruction of line managers or other authorised persons.
- Absenteeism or abuse of sick leave.

- Sleeping whilst on rostered awake duty.
- Failure to follow required medication plans for a person we work for
- Failure, without good reason, to attend scheduled training.
- Smoking in any Community Living vehicle, place of work or home of the people we work for.
- Failing without good reason to notify your line manager or other authorised person of a lateness or absence.
- Failure to comply with workplace medical and rehabilitation plans as a result of injury (this may result in disentitlement to ACC cover).

These examples of misconduct can be elevated to serious misconduct where the circumstances warrant this.

## **2. Examples of Serious Misconduct (this is not an exhaustive list)**

Serious misconduct is behaviour that undermines the contractual relationship between the employee and employer and includes conduct that would deeply impair the basis of that relationship, and confidence that is essential between an employer and an employee.

- Failing to follow Community Living policies and procedures.
- Abuse, neglect, mistreatment or exploitation of any person we work for, their family/whānau, other employees or visitors to Community Living premises, and includes unauthorised physical or chemical restraint.
- Bullying or harassment of a person we work for, employee of Community Living or any other individual.
- Discrimination against a person we work for, employee of Community Living or any other individual.
- Neglect of a person we work for which is inclusive of, but not limited to:
  - Failing to maintain personal dignity at any time
  - Failing to maintain personal safety or exposing a person to risk, including failure to seek medical attention
  - Leaving your place of work and the people we work for unattended and unsupervised
  - Leaving a person we work for unattended in a vehicle
- Failing to follow safety requirements including the failure to report any accident or incident.
- Exploitation of funds belonging to a person we work for, Community Living or another employee.
- Using the funds of a person we work for, house or Community Living for personal advantage or gain.
- Acts or omissions detrimental to the quality or efficiency of Community Living which is inclusive of, but not limited to:
  - Bringing the employer into disrepute
  - Failing to disclose any pending driving, criminal or serious charges
  - Disclosing any information confidential to Community Living, a person we work for, their family/whānau or employee
  - Reporting for work in a condition (which may be due to consumption of alcohol or drugs) that, in the opinion of the line manager, makes the carrying out of duties unsafe
- Unauthorised possession, for use or supply, and/or consumption, of drugs or alcohol in a Community Living vehicle, place of work or home of the people we work for.
- Unauthorised possession or use of property belonging to a person we work for, another employee or Community Living.
- Deliberate or negligent actions resulting in serious damage to property of a person we work for or another employee of Community Living.
- Abandonment of employment.



- Wilfully submitting false information or claims, or deliberately falsifying Community Living or employee records.

There are times when an employee may be placed on suspension while an investigation is being conducted into an allegation of serious misconduct. It should be noted that suspension is not in itself disciplinary action but is a step to ascertain if disciplinary action needs to be taken.

Possible outcomes from a formal investigation are:

- No further action or a non-disciplinary outcome like training and / or a letter of expectation
- Written warning
- Final warning
- Dismissal


The progressive warning system may be applied to breaches of a dissimilar nature and is not restricted to the repetition of a specific form of breach.

Serious misconduct, if proven, may result in an employee being summarily dismissed that is, dismissed without previous warning and without notice.

**NOTE – Single Written Warning for Serious Misconduct**

There are occasions when the offence and/or circumstance is such that the issue of a warning under the progressive warning system would be inappropriate, whilst the alternative, dismissal, would be too severe a penalty. In such a case, at the conclusion of the formal disciplinary procedure, an employee may be given a final written warning advising that any further breaches, if proven, will result in instant dismissal.

## How to Read Your Payslip

Community Living			
		<b>PAY ADVICE</b>	
		Payment Period	19 Dec 2022 to 01 Jan 2023
		Payment Date	04 Jan 2023
		Department	[REDACTED]
		Tax File Number	012-095-023
Annual Basic Salary			
Specialist Support Staff - Community Options			
<b>SUMMARY OF EARNINGS</b>			
	Units	Rate	Amount
<b>Earnings</b>			
Ordinary (01/01, Sun)	10.50	27.2000	285.60
Ordinary (12/19, Mon)	4.50	27.2000	122.40
Ordinary (12/20, Tue)	12.00	27.2000	326.40
Ordinary (12/21, Wed)	3.00	27.2000	81.60
Ordinary (12/22, Thu)	2.00	27.2000	54.40
Ordinary (12/24, Sat)	13.00	27.2000	353.60
Ordinary (12/25, Sun)	3.00	27.2000	81.60
Ordinary (12/28, Wed)	13.00	27.2000	353.60
Ordinary (12/29, Thu)	3.00	27.2000	81.60
Ordinary (12/31, Sat)	13.00	27.2000	353.60
<b>Total Hours</b>	<b>77.00</b>	<b>Total Earnings</b>	<b>2094.40</b>
<b>Additional Earnings</b>			
Credit Alt. Day	2.00	0.0000	0.00
Sleepover Allowance	22.00	21.2000	466.40
Sleepover on Public Holiday (Tx1.5)	6.00	31.8000	190.80
Sleepover on Public Holiday (Tx2)	14.50	42.4000	614.80
Public Holiday Loading (100%)	13.50	27.2000	367.20
	<b>Total Additional Earnings</b>		<b>1639.20</b>
<b>Deductions</b>			
(NZ) PAYE (IRD Number:012-095-023 M)			-937.36
(NZ) Kiwi Saver 3%			-112.00
ETU Union Fee			-17.14
		<b>Net Pay</b>	<b>2667.10</b>
<b>Disbursements</b>			
BANK A/C:			2667.10
	<b>Total Disbursements</b>		<b>2667.10</b>
<b>Company Superannuation Contributions</b>			
	Nett	Tax	Gross
Kiwi Saver	92.40	19.60	112.00

### Earnings

This is where your ordinary hours worked, leave payments and stat holidays are located

### Additional Earnings

This is where the following payments are located:

- Sleepovers
- Credit Alt Day
- Mileage Payments
- Expense Claim Payments
- Other allowance payments, eg Stay On, Call Back etc
- Sleepover Public Holiday Rates
- Public Holiday Rate (see below)

*This is noted on the payslips as "Public Holiday Loading (100% for double time or 50% for time and a half). You have already been paid ordinary time for the public holiday you worked under earnings. This is the additional Public Holiday rate*

### Deductions

Any deductions actioned in your pay will be located here, eg

- PAYE
- Kiwi Saver
- Union Fees
- IRD Deductions
- Court Deductions
- IOU Community Living Deduction

### Net Pay

This is your net pay less deductions

### Disbursements

This is what is being paid into your bank account.



**Community Living**

**Employee Handbook**

*Updated January 2025*