



Community Living

Employee Handbook

October 2023

Contents

Introduction - Welcome from the Chief Executive.....	4
Our Purpose.....	5
History of Community Living	6
Organisational Chart	8
Our Management Team	9
Nōu Te Mana – Lifestyle of Choice	13
Our Services.....	14
Understanding Intellectual Disability	16
Protecting the Rights of People who have a Disability.....	18
The Health & Disability Commissioner (HDC) Code of Health and Disability Services Consumer Rights Regulations 1996.....	18
Respecting Culture.....	19
Our People.....	20
Attendance	20
Dress Code	20
Employee Assistance Programme (EAP)	20
Employee Benefits.....	20
Employee Referral Scheme.....	21
Employment Agreements	21
Long Service Recognition.....	21
Security Vetting Police and Ministry of Justice Vetting	21
Potential Abandonment of Employment	22
Privacy and Confidentiality	22
Procedures and services available for the resolution of employment relationship problems	22
Protected Disclosures Act 2022	22
Public and Media Comment	23
Whānau/Families, Friends and Pets.....	23
Learning and Development	24
Systems at Community Living.....	24
Leave	25
For more detail about any leave please refer to the full Leave Policies.....	25
Annual Leave.....	25
Bereavement Leave.....	25
Leave Without Pay	25

Other Leave.....	25
Sick Leave.....	25
Sick Leave - Proof of Illness.....	25
Payroll and Timesheets.....	26
Personal Details.....	26
Payment of Salaries and Wages.....	26
Payslips	26
Time Record	26
Safety and Wellbeing	26
Fire Evacuation.....	26
Policies and Procedures	27
Bullying/Harassment.....	27
Complaints Procedure	27
Delegations of Authority	27
Discrimination.....	27
Drivers Licence	28
Ethical Behaviour and Conflict of Interest.....	28
Family Violence	28
Recruitment of Relatives / Friends	28
Security.....	28
Smoke free	28
Use of Information and Communication Technology.....	29
Phone Usage	29
Expectations of Employment (Code of Conduct)	29
Conduct Outside Work	30
Criminal or Serious Charges or Actions	30
Drugs and Alcohol	30
Responsibilities of Employees.....	31
How to Read Your Payslip	34

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 Organisational Capability & Development 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.

Nāku noa

nā David Oldershaw

Chief Executive

Our Purpose



Outcomes

The leader for partnering with disabled people in Aotearoa

Objectives

- Continue to roll out and embed Nou Te Mana/ Lifestyle of Choice in all services by December 2023
- Develop a practice framework that underpins Nou Te Mana by July 2023

Outcomes

- POMs data confirms people's quality of life outcomes and Nou Te Mana are achieved
- Practice Framework will be embedded



Quality and Systems

Excellence in systems and practice

Objectives

- CQL Quality Assurances Accreditation continues to improve our person-directed services (ongoing)
- Achieve Person Centred Excellence Accreditation (CQL) by November 2023
- Utilise technology to enhance more independent lifestyles by June 2024

Outcomes

- We have a map of the customer journey by December 2022
- Person Centred Excellence is achieved
- Smart technology solutions are considered as part of planning supports
- Staff are trained to use technology supports by June 2024



Workforce Empowerment

The right skills, the right people, and capacity at every level of the organisation

Objectives

- Actively recruit disabled people at every level of the organisation (ongoing)
- Ideal role profiles are developed and recruited to (ongoing)
- Implement leadership and refresher training for identified staff by June 2022
- Support people to gain relevant qualifications (ongoing)
- Employee engagement improves by 5% year on year (YOY)
- Introduce and use a robust workforce planning process to forecast capacity demands by December 2022
- The health, safety and wellbeing of our staff is of utmost importance to us. Continue to focus on strategic health and safety KPIs.
- Accessibility Tick achieved by December 2023

Outcomes

- Disabled people make up 10% of organisational workforce
- Future leaders identified and developed
- 70% of staff have relevant qualification
- Vibrant and thriving culture
- Staffing levels are at 95% capacity at all levels
- Strategic health and safety key performance indicators are met.



Growth

Growing wellbeing for disabled people

Objectives

- Improve the financial literacy of people we work for by supporting 30% of people to manage their own funds by December 2025
- Further development of Ko Tātou Tēnei as a voice for people partnering with the organisation by June 2023
- Grow leadership capability for people (ongoing)
- Implement the Annual Health Check for all Living Options services by June 2023

Outcomes

- 30% of people we work for manage their own funds by December 2025
- Ko Tātou Tēnei members are recognised as full participating employees by June 2023
- 50% of people are represented and contributing to the community (as reflected in POMs data)
- All people in Living Options have an Annual Health Check



Financial

Financial sustainability (ongoing)

Objectives

- Pursue diverse revenue opportunities (ongoing)
- Ongoing review of profitability of all services
- Pursue mutual partnerships, mergers and acquisitions of likeminded organisations.
- Actively explore philanthropic opportunities

Outcomes

- Achieve a 2% surplus
- Clear strategic grant plan in place by June 2023

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 2021, we celebrated 32 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 ACC.

On 1 July 2012, the Board made a decision to split Community Living Trust into two separate entities – Community Living Trust and Community Living Limited. This decision was made in order 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 are 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:

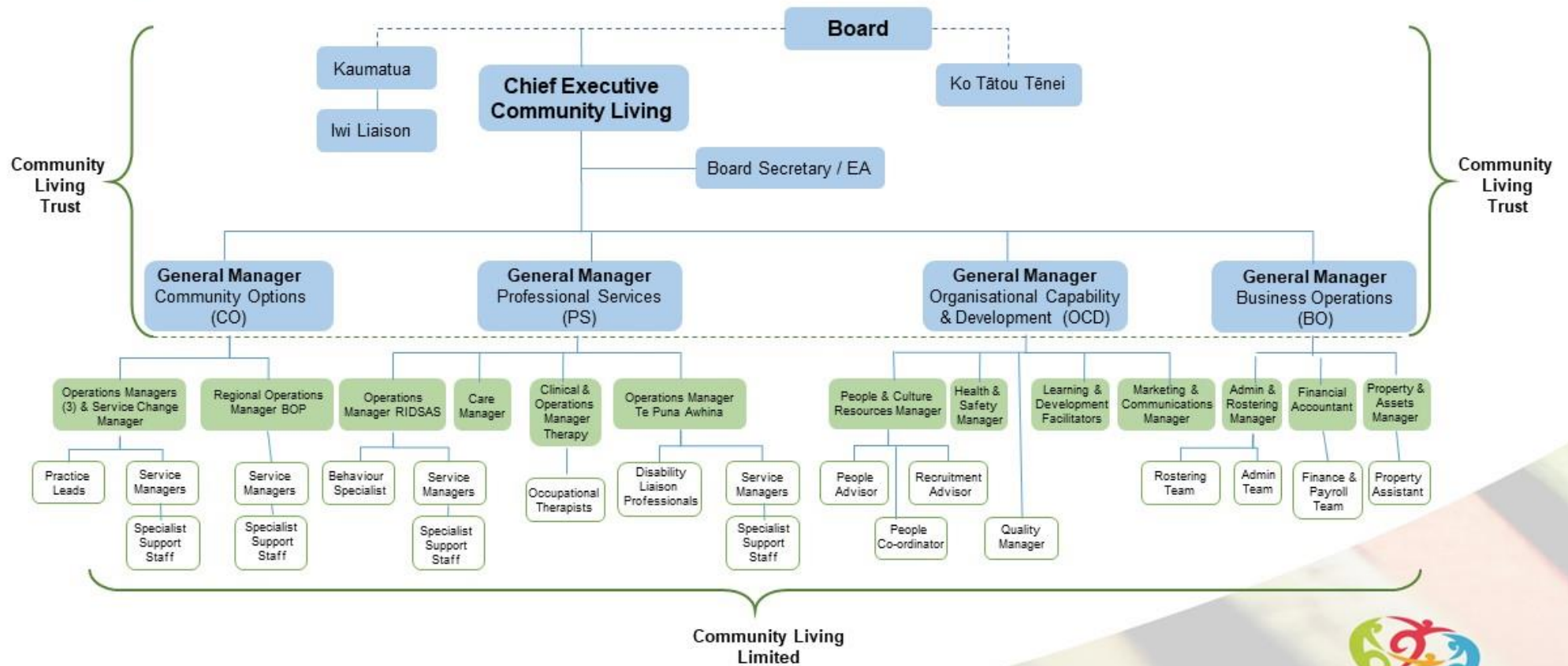
Community Living Trust comprises the governance side of the organisation and is made up of the board, Chief Executive, Kaumatua, Iwi liaison, and management team.

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



Organisational Chart

Organisational Chart – September 2022



Community Living

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.

Saffron Mitchell – General Manager Community Choices



Saffron believes in a bright future and our ability to build it together. Born in the mighty Waikato, Saffron hails from Cook Island, Aititakian and Scottish decent.

A passionate advocate of social capital and justice, and supporter that everyone has something to contribute. In support of this, is committed to developing others' talents, skills and knowledge and trusted partnerships. Ensuring that our community is one that supports its members to thrive through employability, diversity and connections.

With over 18 years in senior leadership positions and extensive experience across health, social, community, education and the business sectors. Supporting Quality Assurances in 2019 and becoming a CQL Personal Outcome Measures Practitioner Saffron is passionate about people receiving quality services that are person directed so people can achieve their hopes, dreams and aspirations. Saffron holds a MBA, PG.DipPH and BSOCSci from the University of Waikato.

Kelly Olsen – General Manager Organisational Capability and Development



Kelly has over twenty years senior leadership experience and a post graduate diploma in Management Studies from the University of Waikato. She has a collaborative management style and believes in strong communication and transparency.

Kelly has worked at the Graeme Dingle Foundation (a not-for-profit organisation responsible for delivering experiential educational programmes into low decile schools) and has owned and operated a number of businesses.

Her heart however is in the not-for-profit sector, and she seeks fairness and equality for all people, regardless of colour or creed. Kelly is responsible for our Organisational Capability & Development (OCD)

team, which includes People and Culture, training (learning and development?), marketing/communications and Health and Safety roles.

Frances Oliver – General Manager Business Operations



Hailing from the Rural King Country originally, Frances is excited to returned in 2021 to the Community Living family to lead our Finance, Property and the Administration and Rostering teams.

Frances led the Finance function from 2013 until 2017 when she went to WaikatoLink and the University of Waikato for 3+ years and enjoyed being part of the Commercialisation and Tertiary Education Space.

Previously Frances has worked in Audit and lead the Finance and Administration functions in the Private Business sector. Frances has a particular passion for seeing projects to their completion working alongside internal and external stakeholders.

Frances is a CA of 25 years and has a BBS-Finance from Massey University. Frances enjoys e-biking and getting away on holiday in her spare time.

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.

Recognised as a strategic and visionary leader, Denise enjoys inspiring others and delivering positive and best-practice outcomes.

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.

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 and RIDSAS Teams.

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, one on one personal support, has created specialised holiday programs, has sat on the HCC funding Board, helped with the establishment of the Disability Expo and 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 Bachelor degree 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 Puhī, 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 and is a registered quality manager and has 15 years' 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 and is current chair. 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 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 as 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 a number of sectors including Downer Construction, Steel & Tube, Synlait, Zespri and NZ Dairy Group.

She is passionate about business and business integrity, 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



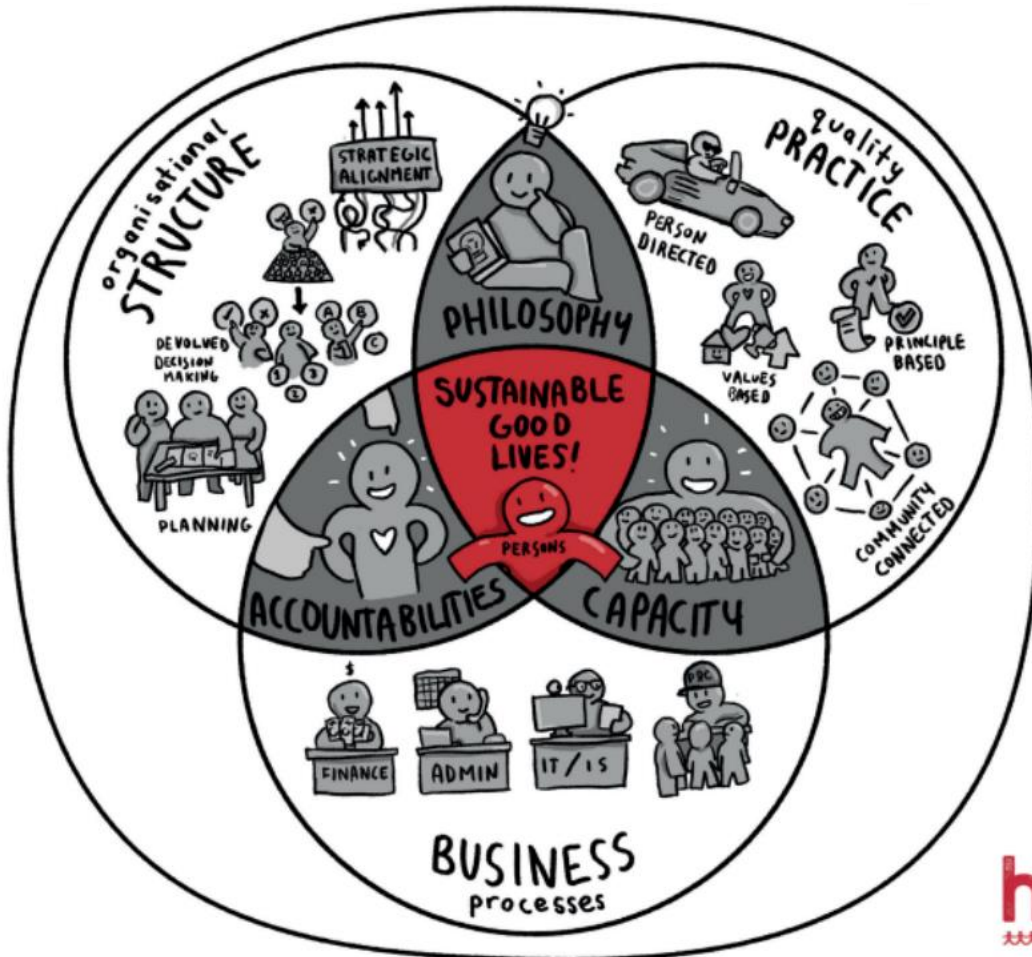
Jade joined the Community Living Trust Board in September 2020, and brings a vision of a prosperous and abundant society where all people succeed regardless of ability or background. Jade is passionate about the power of social media and what it can do to promote a more positive and realistic perspective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

Nōu Te Mana – Lifestyle of Choice

Nōu 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 whanau/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.



Nōu 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 Nōu Te Mana is for them. From the Community Living Trust Board, and every role within, staff need to understand how their role supports Nōu 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 Nōu 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

Business Operations

Business Operation's primary role is to leverage the organisation's scale as well as streamline its transactions, workflows, information and knowledge through the various functional areas including:

- Administration and Collingwood Office management
- Accounts, Finance, Payroll and Centralised Rostering
- Property, Fleet and Asset management

Community Choices

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

- Ministry of Disabled People – Whāikaha
- Ministry of Social Development
- Enabling Good Lives Waikato
- ACC (Accident Compensation Corporation)

These services help people with disabilities to live, their Nōu 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 Nōu Te Mana – Lifestyle of Choice.
- *Service Managers* - lead and provide support to teams of Specialist Support Staff and caregivers and ensure that the outcomes identified by disabled people and their whānau/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 whānau / family to identify and plan the outcomes and goals that they would like to achieve and engage with their local communities to ensure that people with disabilities are able to access universal services as citizens. They also facilitate person centred planning to enable people to live their Nōu Te Mana -lifestyle of choice.

Organisational Capability & Development (OCD)

OCD enables and supports the organisation to improve its performance, and includes the following functional areas:

- Capability including Learning & Development
- Quality and Risk
- People & Culture
- Privacy
- Marketing and Communication
- Health, Safety and Wellbeing

Office of Chief Executive

- Board Secretariat
- Support for Chief Executive and Leadership Team

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 and Specialist Support Staff.

Understanding Intellectual Disability

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

What is an Intellectual Disability?

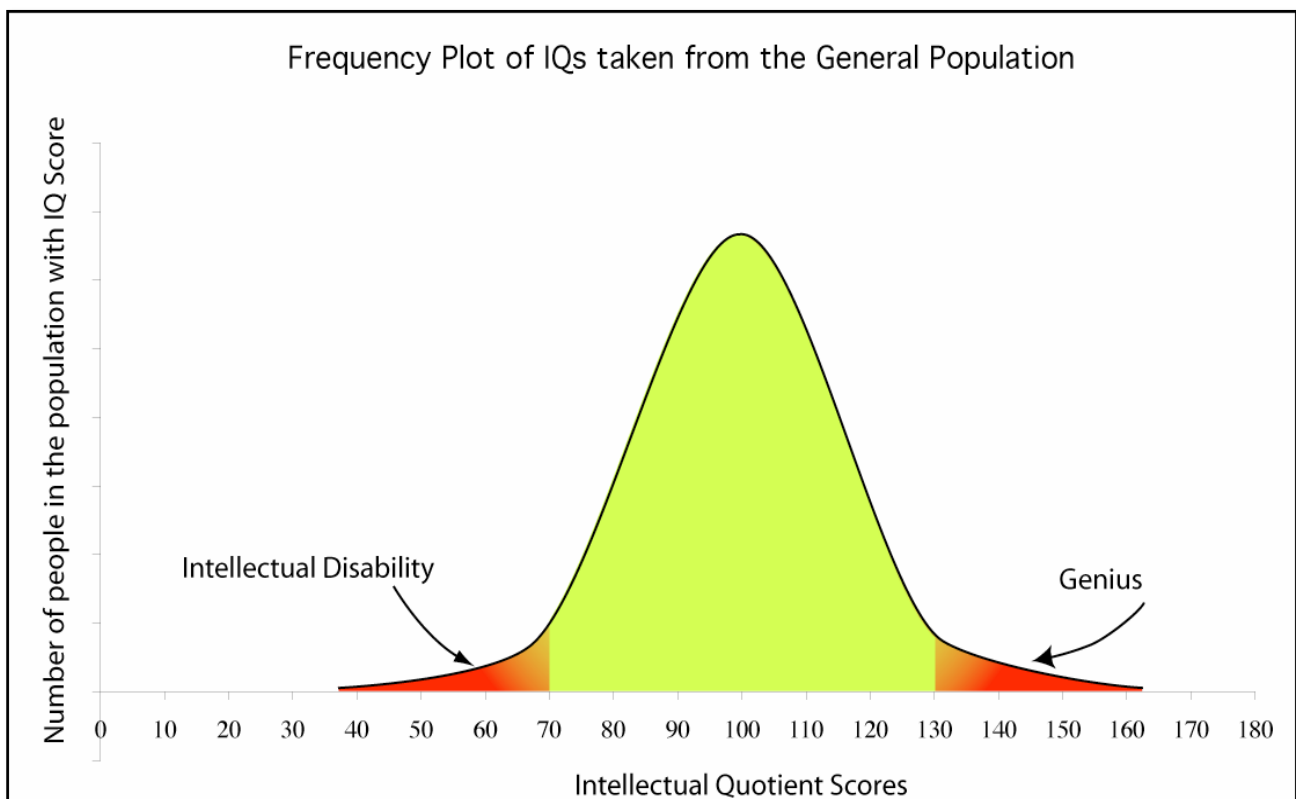
An Intellectual Disability is a Disability characterised by major limitations both in Intellectual functioning (thinking) and in adaptive behaviour (being able to change how you respond). These limitations can include many everyday social and practical skills; for example, interpersonal skills, problem 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 that are 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. People with an Intellectual Disability may take longer to learn skills and may need more supports but their disability does not define who they are. People with an Intellectual Disability 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. A helpful guide for Support Workers 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



Respecting Culture

The Treaty of Waitangi

Community Living recognises the Treaty of Waitangi and the articles and principles. Kaumatua and Kuia provide support and advice to the Chief Executive on cultural matters both for employees and service delivery.

We have an Iwi Liaison Officer based at 180 Collingwood Street who is available to support you with knowledge and advice in regard to whānau and to assist you with networks to support Māori in the community.

Recognition and Respect for all Cultures

Community Living recognises that 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.

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
1. Outcomes People with disabilities and their whānau / family make decisions about what they want and have choice about their lives.	1. Outcomes You decide what is important for you (your ideas, your goals). You can include your whānau / family in your decisions and they can help you.
2. Belonging How supports are provided is negotiated, everyone is included and everyone is different.	2. Belonging 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.
3. Relationships There is open communication, respect and no surprises between us.	3. Relationships 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.
4. Community Connections There is a balance between support that is there when people need it while enabling people to embrace opportunities and take risks.	4. Community Connections Not everyone needs support with everything. Most people like to learn to do things for themselves. Most people need help sometimes.

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 general 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.

For Health and Safety reasons, all Specialist Support Staff must wear closed-in shoes (e.g. sneakers) at all times – even in the summer months. Any office-based staff visiting any Community Living house or base must wear closed-in shoes. Jandals have been identified as a hazard and must not be worn by any staff member in the work place at any time. All footwear must have a back strap.

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, in order 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

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 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 that is made for Apple and Android smartphones. The Boost App provides instant access to Boost special offers and privileges anytime, anywhere.

Information about all of these employee benefits is available in your Induction Pack or on **CLIVE** under Libraries & Resources. 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 whānau/families and friends know about vacancies we have available.

If you ever see a vacancy that you think a friend or whānau/family member might be good for, make sure you email 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 Service Recognition

Community Living honours long serving employees by recognising the 10, 15 and 20 year milestones 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 OCD 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 whānau/families.

It is essential that you do not discuss personal events, information, or issues of the people you support with others (including 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 Group Manager, Organisational Capability and Development 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. It is also extremely important that 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 (CEA) or your Individual Employment Agreement (IEA).

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 that are being committed by your employer or by one of your co-workers. If an employee, or even a contractor, becomes aware that *serious wrongdoing* is being committed either by an organisation or within an organisation, then 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; or
- The Community Living Quality Manager 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

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.

Whānau/Families, Friends and Pets

Your whānau/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 whānau/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 Organisational Capability & Development (OCD) team all have responsibilities regarding learning & 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 & maintaining skills needed for effective job performance.
- Identifying opportunities for professional development; and
- Applying new skills & knowledge in the workplace.

Members of the OCD 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 Team Connector newsletter and the annual training calendar (in Public Folders via Outlook).

For more information, please contact the Learning Facilitators.

Systems at Community Living

Some of the common systems are:

- | | |
|-----------------|---|
| CLIVE | Community Living Internal Virtual Environment - our internal intranet system. All Policies and Procedures and Forms can be found here. |
| Zambion | All-in-one cloud platform that caters to the full employee lifecycle from recruitment to retirement. In Zambion 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. |
| Info.net | This system records employee training history, reporting for hazards and Accident and Incident reports together with Property repair and maintenance requests. |
| Iplanit | Community Living uses Iplanit, an online person centred tool to support people to record and achieve goals using their support plan. |

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. An application for leave must be completed by the employee in Zambia, 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 apply for leave as early as possible, ideally four weeks prior, but at least two weeks prior, if you are requesting leave longer than three days. You must take regular leave breaks and not accumulate a high leave balance. You must 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 that 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. Eligibility is after at least 6 months service. A leave request in Zambia 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.

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 Info.net. All personal information such as address, personal email; telephone numbers and emergency contacts must be current at all times.

Payment of Salaries and Wages

Salaries and wages are paid fortnightly for all Community Living employees. Our 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 you will receive an electronic pay advice slip. 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 that is reflected in their timesheets so that your Line Manager can approve fortnightly, in time for payroll processing.

Safety and Wellbeing

Safety & wellbeing is the proactive management of workplace hazards, risks, injuries and accidents and non-injury sickness absence. The safety & 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 behave at all times in a manner that is considerate of the safety & 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 & 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, whānau/families and employees. It is **essential** you are familiar with and comply with our Policies and Procedures at all times. Policies and Procedures are available electronically on P: Drive and on the internal Intranet - CLIVE.

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 that 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
- call 0800 CLCHAT (0800 252 428), leave a message, including what happened, your name & contact details
- fill in a 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 in an attempt 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.

Delegations of Authority

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 Delegations of Authority. 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 Delegations of Authority is available to all staff on our intranet (CLIVE). If you are unsure, please talk with your Line Manager.

Discrimination

Community Living is committed to ensuring that all of its employees, the people we work for, their whānau/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 that 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 may be 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 comply with these at all times. If you see something that looks strange, please notify your Line Manager as soon as possible.

Smoke free

Community Living is a smoke-free environment. This means that 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 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 have to 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.

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 conduct themselves with professionalism and integrity at all times. 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 work within the law at all times. 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 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 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 other 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			
		PAY ADVICE	
		Payment Period	19 Dec 2022 to 01 Jan 2023
		Payment Date	04 Jan 2023
		Department	
		Tax File Number	012-095-023
Annual Basic Salary			
Specialist Support Staff - Community Options			
SUMMARY OF EARNINGS			
	Units	Rate	Amount
Earnings			
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
Total Hours	77.00	Total Earnings	2094.40
Additional Earnings			
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
Total Additional Earnings			1639.20
Deductions			
(NZ) PAYE (IRD Number:012-095-023 M)			-937.36
(NZ) Kiwi Saver 3%			-112.00
ETU Union Fee			-17.14
Net Pay			2667.10
Disbursements			
BANK A/C:			2667.10
Total Disbursements			2667.10
Company Superannuation Contributions			
	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 October 2023