



# ***Employee Induction Handbook***

WELCOME TO THE TEAM

 **subeenewlake**

*In-Home Care • NDIS Disability Support • Aged Care • Packages*



## Welcome to the team

*Subee* (pronounced Soo-Bee) was founded in 1992, so we have been helping local families for nearly 30 years. And we are still a local, family-owned business.

### History of *Subee Newlake*?

We began life as *Bananacoast Home Nursing and Respite Care* in one room of a cottage on Albany Street, Coffs Harbour. From that humble start, we have grown from a one-(wo)man-show to a workforce of over 140 people. We provide over 50,000 hours of care to our clients per year. And our support staff travel over 4,000km per month to provide help to families in the Coffs Harbour & Mid-North Coast and the Newcastle, Lake Macquarie, Central Coast & Hunter Valley area.

We have two offices. One in Coffs Harbour (which was originally called *Bananacoast Home Nursing and Respite Care* and then *Subee*) and one in Thornton, near Newcastle (which was originally called *Newlake Health Services*).

In 2019 we started referring to the organisation as ***Subee Newlake***, to join us together as one team, working together.

### What we do

*Subee Newlake* provides In-Home Care. This includes home nursing, personal care, cleaning and respite services to families, the elderly and the disabled. We provide help to our clients in their own homes. So, we help them continue living at home and staying independent.

Our staff deliver high quality community care to a diverse range of clients under government funded care packages, including NDIS, Home Care Packages, VOOHC, private arrangements and third-party brokerage.

*We would like to wish you every success during your employment with us.*

*We hope that your experience of working with us, and being a member of this team, is positive and rewarding.*



## Staff Portal and Staff Training website

We have created a quick reference brochure for you to have on hand for quick access to common inquiries. Please ask if you have not already received one.

We will also provide you with an account to log into:

- Our Staff Portal - [www.subee-training.com](http://www.subee-training.com) where you can access the Employee Handbook, this Induction book, a broad range of forms, policies, training resource and all the latest in-house news.
- Altura – our training website - <https://subeenewlake-acc.bridgeapp.com/> where you can access training courses you have been assigned to complete, plus a range of other courses available for you to do if you choose to.

You should fill in the following information and keep it for future reference:

Username:

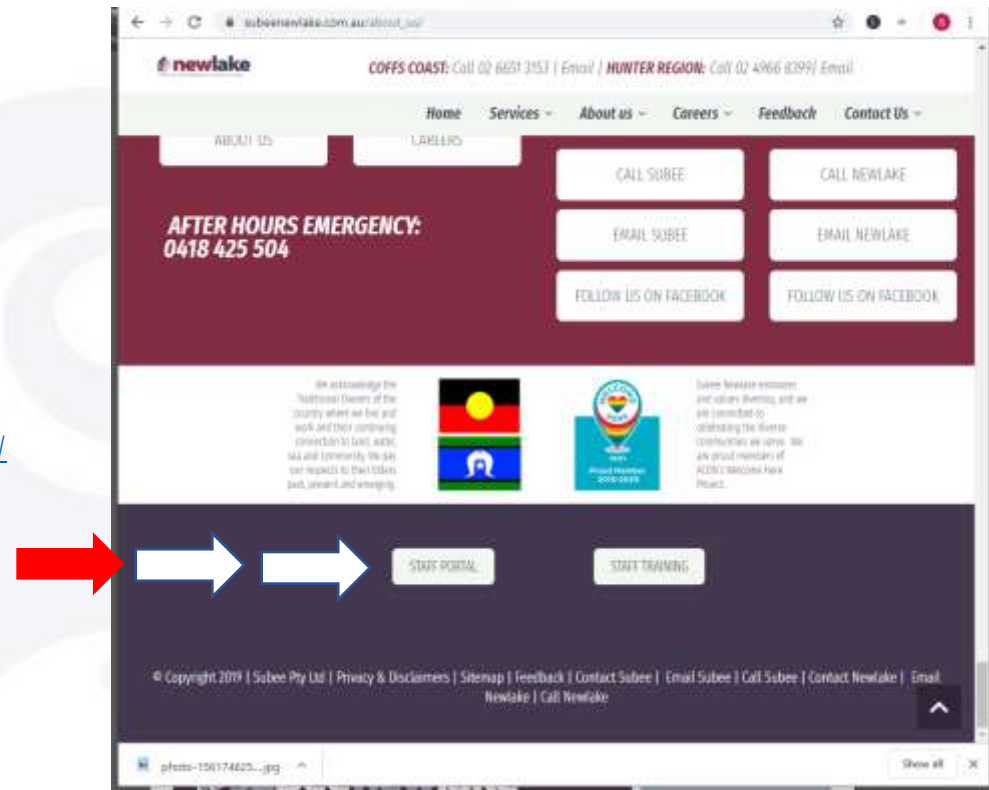
Password:

You can access both websites by using the buttons at the bottom of every page of our Public website – [www.subeenewlake.com.au](http://www.subeenewlake.com.au)

If you need additional instructions on how to access your training or the staff portal visit Youtube for these helpful videos:

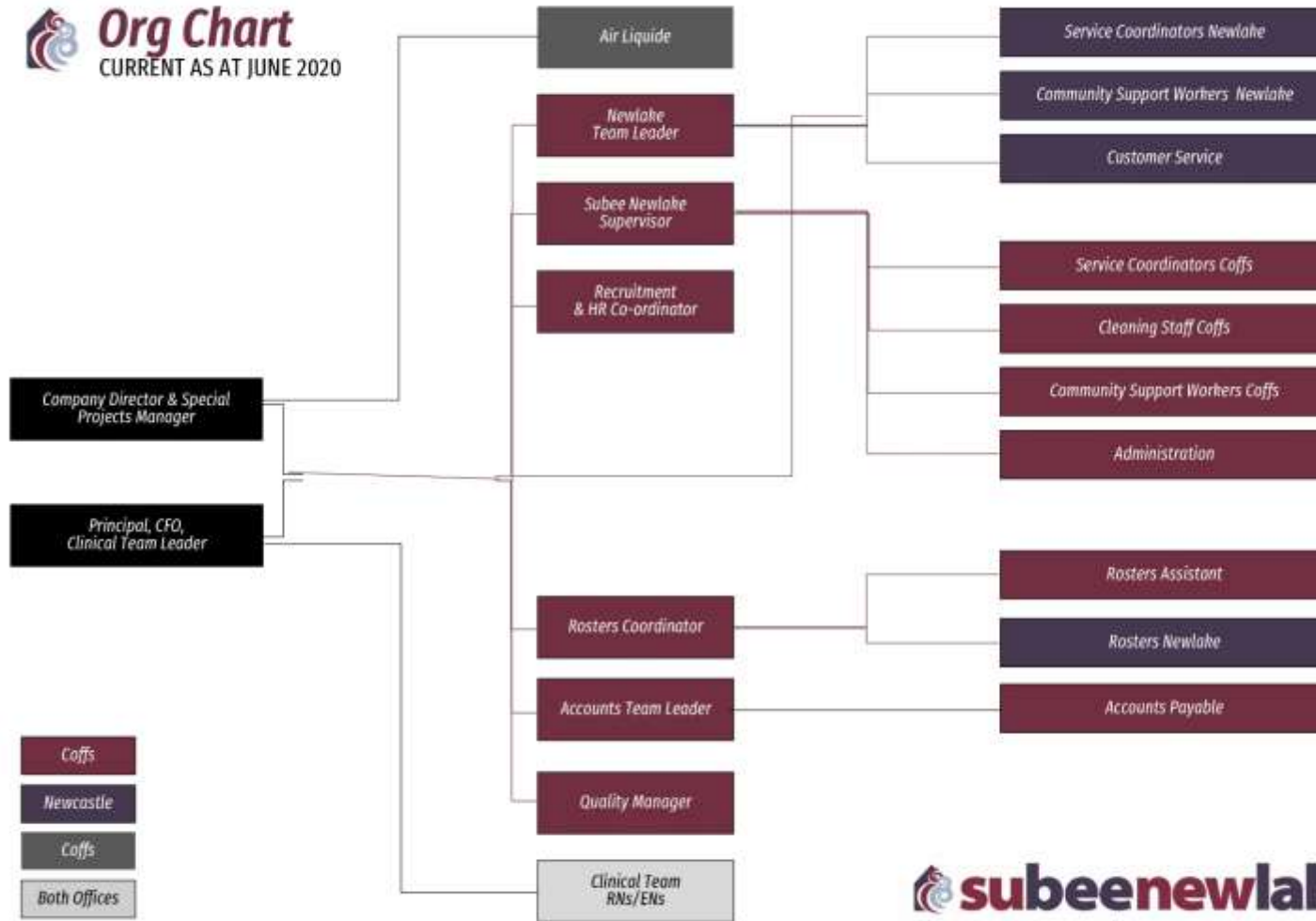
Staff Portal: <https://youtu.be/tqKBBwPGL8>

Altura: <https://youtu.be/HE-FFtYe0-s>



# Current Organisational Chart

## Org Chart CURRENT AS AT JUNE 2020



- Coffs
- Newcastle
- Coffs
- Both Offices



## ***Rosters***

You will receive an email each Thursday / Friday with a link to your roster – please click on the link and if all good, please accept your roster.

Once you have accepted your roster you are on shift for those shifts.

The clients are counting on you to do the shifts you accept and agree to. This is also part of your employment requirement.

We understand people get sick but it is not ok to accept a shift and then to cancel for other jobs, events, travel etc.

You need to understand that you are letting down the clients by doing this.

At the end of your shift you need to complete your progress notes in your timesheet.

## ***Report Writing***

At the end of your shift you are required to add notes to the job (progress notes) and complete the shift.

If you don't complete the shift, you will not get paid for it.

***ALL shifts must be completed no later than Midday on the following Monday.***

Remember that these notes are legal documents and could be required in court cases or for funding purposes. Please ensure they are accurate records of what occurred on your shift – One sentence is not adequate.



## ***On Call/After Hours: 0418 425 504***

This is an EMERGENCY number to assist our workers and clients outside of office hours.

Having an employee of Subee Newlake on after-hours "on call" means we can support our clients and staff 24x7 where required.

Remember – if it can wait until office hours then do not call *on call*.

***IF YOU ARE CONTACTED PLEASE ANSWER YOUR PHONE OR CALL BACK ASAP – we need a shift covered or source information that cannot wait until office hours.***

If you can't cover the shift it is ok – just let us know.

So please just answer your phone.

Please only contact the after-hours number if

- CAN'T MAKE SERVICE
- SOMEBODY UNWELL or YOU NEED TO ADVISE OF EMERGENCY
- NEED TO ADVISE OF LATE FINISH WITH CLIENT

***IN AN MEDICAL EMERGENCY DO NOT HESITATE IN CALLING 000***

## Professional Boundaries

As an empathetic care worker, it may sometimes feel difficult to maintain appropriate professional boundaries. We have some hard and fast rules to guide you:

- Never share your personal contact information with a client or their family members, including phone numbers, email addresses or addresses. Clients should always contact a Subee office or aft hours number if there is an issue.
  - Do not call or email clients. All communication should go through the office.
  - Never smoke or drink at or with a client in their home or elsewhere.
  - Do not discuss your personal situation, nor impose your religious, political or moral beliefs on a client or their family.
  - Do not accept any gifts or sell any merchandise to the client.
  - Except in an emergency, do not use the client's phone, fax or internet for personal use.
  - Do not make personal calls or do personal chores (eg shopping) while on a service.
  - Do not take your family members, friends or pets to a service, or in the car if you are transporting a client. Similarly, you should never invite a client into your home.
  - Do not deliberately socialise with a client. We understand this can be problematic in small communities. If you are at a social event and a client is there you cannot disclose how you know the person.
- If you feel compromised in any way you should talk to your Team Leader or the Case Manager.
  - Always remember we are there as Employees of Subee Newlake. There to do a paid job nothing more and nothing less.
  - We take our client confidentiality seriously – please refer to Subee Newlake Code of Conduct Policy you signed at induction.







## Uniforms

Company Uniform for all Staff

- Company Polo shirt (order these using the instructions on the Staff Portal, under OTHER RESOURCES link in the green menu) - <https://subeetraining.com/uniforms/>
- Black pants or shorts
- Closed in back shoes (cleaners can wear comfortable sneakers)
- ID Badge
- Hair – neat and tidy/tied back
- Please ensure piercings and tattoos are covered or not offensive

DO NOT WEAR:

- Jeans
- Tights
- Short Shorts
- Thongs

It is important that you always represent Subee Newlake professionally whilst in your uniform. So please always look neat and tidy.

# WORK HEALTH & SAFETY



**SEE IT**



**ASSESS IT**



**FIX IT**



**EVALUATE IT**



**REPORT IT**



**SUBEE HAS NO LIFT &  
NO LADDER POLICY**



**ALL INCIDENTS MUST  
BE REPORTED ASAP**

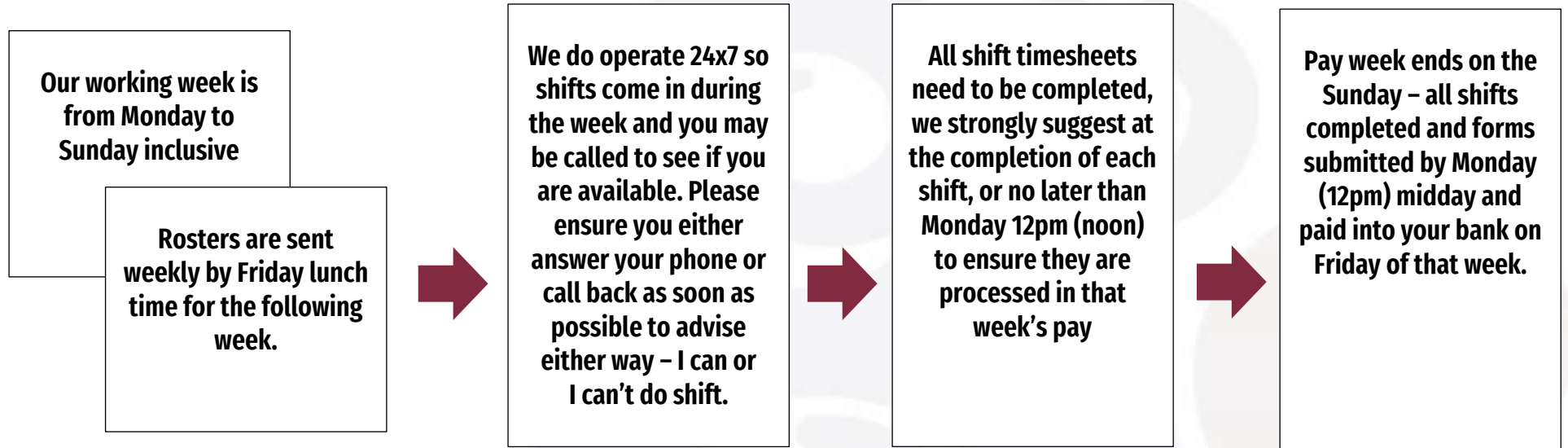
Work Health and Safety policy is available online for viewing but main points to remember

1. When on shift assess your environment. As we are often in people's homes, we are not able to fix a risk (eg. A trip hazard such as a rug on somebodies' floor) but we need to look around and establish risks and be extra careful in these areas.

## Work Health and Safety – Responsibilities

<i>Responsibility</i>	<i>Owner</i>	<i>Manager</i>	<i>Supervisor</i>	<i>Worker</i>	<i>Visitor</i>
Participate in the planning and designing of the workplace, work tasks and items of plant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Take reasonable care of your own health and safety and the health and safety of others	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Follow health and safety procedures instructions and rules	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Participate in health and safety training and discussions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Report health and safety hazards, injuries and incidents	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Use safety equipment and personal protective equipment when required or as instructed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Leave the workplace in a safe condition.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## ***Rosters and Pay***



## Leave and Holidays

All employees are hired as permanent part-time employees – so you accrue leave.

The Leave Form is online – on the staff portal in the FORMS section.

[https://subetraining.com/leave\\_application\\_form/](https://subetraining.com/leave_application_form/)

### Annual leave

Annual leave form needs to be completed and submitted to your Manager ASAP – Min 2 weeks before leave

### Personal Leave (sick leave)

If you are unwell, please advise office or oncall (0418 425 504) as soon as practical before your shift. (If you shift is 1pm don't call oncall at 5am) submit leave form with hours and clients you were unable to attend noted. This must be received in time for payroll cut off – midday Monday. Ensure you send through doctors' certificate when required.

Please speak to your Supervisor about any other type of leave .

The image shows a screenshot of a web browser displaying the 'Leave Application Form' for Subee and Newlake. The page header includes the logos for 'subee' and 'newlake', both with the tagline 'An Employee & 600 County Council & Agencies & Partners'. Navigation links for 'Home', 'Training', 'News', and 'Feedback' are visible. The main heading is 'Leave Application Form'. A prominent green box contains the following text: 'YOU MUST READ THIS! This application form is to APPLY for leave. The form will be submitted to the HR and Payroll Departments for approval. You will be contacted by them to let you know if your leave has, or has not been approved! In case of an emergency, don't book any holidays or 13 hrs etc, without getting approval first. If you have any questions, please email help@subee.co.uk'. Below this, the form fields include: 'Your name \*', 'Your location \*' (with radio buttons for 'Newlake staff' and '13 hrs staff'), 'Email \*', 'Phone \*', 'Type of leave \*' (with radio buttons for 'Annual leave', 'Personal leave', 'Sickness', 'Long-term', and 'Other'), 'Do you require any pay in advance?' (with radio buttons for 'Yes' and 'No'), and 'Are you going overseas?' (with radio buttons for 'Yes' and 'No'). At the bottom, there is a section for 'If you wish to provide an alternative contact person for the HR and Payroll departments, please provide their details:'. The browser's address bar shows the URL 'https://subetraining.com/leave\_application\_form/'.

## Care Workers

Remember: Care Workers C A R E

To be in this industry you need to be a caring person.

You need to care about the best for your clients and what impact you are having on them.

You must care that if you don't turn up to a service, they are not getting their breakfast or their medication or their daily wash. Our clients depend on our support.

You need to care that you impact on somebody's life who if they had a choice would have it differently.



## Contacts

Newlake Office 02 4966 8399

Coffs Office 02 6651 3153

ONCALL PHONE 0418 425 504

Roster Coordinator, Coffs : [rosterscoffs@subeenewlake.com.au](mailto:rosterscoffs@subeenewlake.com.au)

Rosters, Newlake: [rostersnewlake@subeenewlake.com.au](mailto:rostersnewlake@subeenewlake.com.au)

Newlake Manager - Kirin Bakewell: [kbakewell@Subeenewlake.com.au](mailto:kbakewell@Subeenewlake.com.au)

HR: [hr@subeenewlake.com.au](mailto:hr@subeenewlake.com.au)

Payroll – Kerry Hardy [payroll@Subeenewlake.com.au](mailto:payroll@Subeenewlake.com.au)