

REGISTER OF ENTERPRISE AGREEMENTS

ENTERPRISE AGREEMENT NO: EA03/25

TITLE: **Autism Association of NSW Employment & Community
Participation Enterprise Agreement 2002 - 2004**

I.R.C. NO: IRC2/7111

DATE APPROVED/COMMENCEMENT: 20 December 2002

TERM: 20 December 2004

**NEW AGREEMENT OR
VARIATION:** Replaces EA00/255

GAZETTAL REFERENCE: 14 March 2003

DATE TERMINATED:

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COVERAGE/DESCRIPTION OF

EMPLOYEES: Applies to all employees in the Employment & Community Participation Division of the Autism Association of NSW, who fall within the coverage of the Social and Community Services Employees (State) Award

PARTIES: Autism Association of NSW -&- the Australian Services Union of N.S.W.

AUTISM ASSOCIATION OF NSW EMPLOYMENT & COMMUNITY PARTICIPATION ENTERPRISE AGREEMENT 2002 - 2004

1. Title

This Agreement will be known as the:

Autism Association of NSW Employment & Community Participation Enterprise Agreement 2002 - 2004

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3. Application and Intention

- 3.1 This Agreement will apply to and be binding upon the Autism Association of NSW (hereinafter referred to as "the Association"), the employees in the Employment & Community Participation Division (hereinafter referred to as "the Employees") and the Australian Services Union of New South Wales (hereinafter referred to as "the Union").
- 3.2 This Agreement has been developed through a voluntary process of consultation and participation and reflects the commitment of the Association, the Employees and the Union to deliver a high standard of service to clients of the Association and to maintain a harmonious and fulfilling work environment.
- 3.3 This Agreement will regulate the terms and conditions of employment otherwise regulated by the Social and Community Services Employees (State) Award, and replaces the Adult & Residential Services Enterprise Agreement 2000.

4. Duration

This Agreement will operate from the date of approval by the Industrial Relations Commission of New South Wales and remain in force for a period of two (2) years from that date of approval.

5. Definitions

"Casual employee" is an employee usually engaged on a short-term irregular basis to work irregular hours.

"Fixed-term employee" refers to an employee engaged in either a full-time or part-time capacity with all employment conditions of a permanent employee, but with a defined period of employment that has a date of cessation. This employment category would usually be engaged to cover for another employee's leave of absence or for a specific project, or will reflect funding that has a fixed duration.

"Full Time employee" is an employee engaged to work 76 hours per fortnight.

"Part Time employee" is an employee who is rostered to work a specified number of regular days and/or hours being less than 76 hours per fortnight.

"Overtime" means time worked with the approval of the Association over and above 38 hours per week.

"Permanent employee" is an employee engaged in either a full-time or part-time capacity.

"Evening shift" means any shift that finishes after 8.00pm and at or before 12.00 midnight Monday to Friday.

"Night shift" means any shift that finishes after 12.00 midnight or commences before 6.00am Monday to Friday.

"Saturday shift" means any time worked between midnight Friday and midnight Saturday.

"Sunday shift" means any time worked between midnight Saturday and midnight Sunday.

"Support Worker" is an employee employed to provide support and training to clients in the acquisition of social, vocational, community access and independent living skills.

"Sleepover" means a continuous period of eight hours during which an employee is required to sleep at the workplace, and be available to deal with any urgent situation, which cannot be dealt with by another employee or be dealt with after the end of the sleepover period.

"Specialist Worker" is an employee with specific and highly developed specialist skills, such as Program Support, and who is responsible to a Team Leader or Unit Manager of the Association for deliverables that would usually relate to a total work site or broad-based client program.

"Supervisor" is an employee employed to supervise staff, and provide on the job training to staff and clients; and is responsible to a Team Leader or Unit Manager of the Association for the day-to-day operation of a work site.

6. Terms of Engagement

- 6.1 On commencement of employment, or when there is a change of employment status, the Association will inform each employee in writing as to the terms of their engagement, and in particular whether they are a full time, part time, fixed-term or casual employee.
- 6.2 The Association will provide each new employee with a position profile outlining specific duties to be performed and hours of work or in the case of existing employees, within one month of the effective date of this Agreement.
- 6.3 All employees employed under this Agreement other than fixed-term or casual employees will be deemed to be permanent.
- 6.4
 - (a) Upon commencement a new employee will be employed on a probationary basis for a period of three months. The probationary period will allow the employee to be inducted, undergo initial training and for the Association to assess how the employee performs and responds to the special needs of the clients.
 - (b) During this probationary period either party may terminate employment by providing one weeks notice.
 - (c) During the period of probationary employment the employee's service will count for the purposes of accruing service and entitlements.
 - (d) If an employee during their probationary period is absent for ten (10) or more days, the probationary period will be extended by the total period of such absence(s).

7. Part Time Employees

Part time employees are paid an hourly rate calculated on the basis of one-thirty eighth of the appropriate weekly rate prescribed by sub-clause 15.1, Payment of Salaries, of this Agreement.

8. Casual Employees

- 8.1 A casual employee is paid an hourly rate equal to one-thirty eighth of the appropriate weekly rate prescribed by sub-clause 15.1 Payment of Salaries, plus an additional loading of 24.5795 percent, being the casual loading of 15%, plus an amount equal to one-twelfth (8.33%) of the employee's ordinary pay for such period of engagement as per the entitlement under the Annual Holidays Act 1944, for casual employees.
- 8.2 A casual employee will be paid a minimum of two hours at the appropriate rate for each engagement.

9. Hours of Work

- 9.1 The ordinary hours of work will be seventy-six (76) in any fortnight.
- 9.2 The minimum length of a shift is two (2) hours. The maximum length of a shift is ten (10) hours.

10. Roster of Hours

- 10.1 The ordinary hours of work for each employee other than casuals will be displayed on a roster in a place conveniently accessible to employees. Such roster will be displayed two (2) weeks prior to the commencing date of the first working period in any roster.
- 10.2 Provided further that a roster may be altered at any time to enable the services of the Association to be carried on where another employee is absent from duty on account of illness or in emergency, but where any such alteration involves an employee working on a day which would have been their day off such time worked will be compensated in accordance with Clause 17, Overtime.
- 10.3 Rosters may be changed by mutual agreement between the Association and an employee to meet the emergency needs of the service.

11. Rest Breaks

- 11.1 Employees required to continue work after their normal ceasing time must have a rest period of ten (10) consecutive hours before the cessation of their shift and recommencing work. If an employee is rostered to re-commence work before having a ten-hour rest period, they will be allowed to delay the start of their shift until the ten hours expires, however they will be paid for any working time lost.
- 11.2 Employees directed to resume or continue work without having their rest period will be paid at time and one half for the first two hours and double time thereafter until they are released from duty. They will then be entitled to be absent for a period of ten (10) consecutive hours without loss of pay.
- 11.3 This clause does not apply to any sleepover shift whether or not that shift is connected with an ordinary rostered shift.

12. Meals

- 12.1 No employee will work for a period longer than 5 hours without a meal.
- 12.2 A meal may be taken in conjunction with client meals.

13. Classifications

The Classifications under this Agreement are:

Category	Grade	Level
Support Worker	1	1 - 4
Support Worker	2	1 - 4
Supervisor		1 - 4
Specialist Worker		1 - 3

Each category of employee covered by this agreement will have a Position Profile, that describes the key result areas of their role and the specific responsibilities included, together with the knowledge, skills and experience and competencies required. Refer to Appendix # 2 for a copy of each Position Profile.

From time to time it may be necessary to review and amend a position profile to ensure the description meets the needs of the organisation and the client responsibilities. Any changes will be made in consultation with employees and if requested with the Union.

14. Rates of Pay

- 14.1 The rates of pay, as per Appendix #1, will apply, effective from 1 June 2002. The rates of pay provided under this Agreement will move in concert with the Social and Community Services Employees (State) Award 2001 (SACS Award).

14.2 The rates of pay provided for at sub clause 14.1 above will be increased by three (3%) percent effective from the first pay period commencing on or after 28 November 2002, paid from the first pay period in January 2003, including back-pay.

14.3 Following the increase provide under sub-clause 14.2 above, any further change to the rates of pay in the SACS Award will be incorporated into the rates of pay provided under this Agreement for the term of this Agreement.

14.4 Commencement

Upon commencement, an employee will be appointed to Level 1 of the appropriate Grade, provided however that an employee with a relevant post secondary qualification of two or more full time equivalent years will be appointed at least at Level 2 of Grade 1. The Association also has discretion to recognise prior relevant experience when assigning a specific level to a new employee.

14.5 Incremental Progression

(a) An employee will proceed from level to level within the relevant Grade upon the completion of twelve (12) months continuous service for staff who work an average of 3 days or more per week, for a twelve (12) month continuous period, or twenty four (24) months continuous service for staff who work an average of less than 3 days per week for that continuous period. The Association has discretion to reduce the periods stated in this sub-clause on a case-by-case basis.

(b) An employee will proceed from Support Worker Grade 1, Level 4 to Support Worker Grade 2, Level 1 on the date the employee is next eligible for incremental progression after the employee has demonstrated proficiency in the Key Result Areas and Competencies in the Support Worker Grade 2 Position Profile, including meeting the Technical/Professional proficiency competency described in the Position Profile for Grade 2.

(c) Referring to (b) above, assessment for the progression to Grade 2 will commence one month before the employee is next eligible for this progression and would usually be completed no later than one month after the eligibility date. Where the assessment has not been conducted within one month of the eligibility date, and the delay is not caused by the employee delaying their role in the process, then the employee is entitled to make application directly to the Relevant Director for such an assessment to be completed without further unreasonable delay.

The effective date for any approved progression to Grade 2 will be the eligibility date, unless there is an agreement between the employee and the Association to vary the date to allow for further assessment, skills development or other valid reason.

15. Payment of Salaries

15.1 The weekly rate of pay will be the annual rate of pay divided by 52.14.

15.2 All salaries will be paid at least fortnightly by electronic funds on a Thursday, being the last day of each respective fortnight into the bank account nominated by each employee.

15.3 The payday can only be changed with the agreement between the Association and a majority of employees.

15.4 Electronic funds transfer payments can be expected to reach the nominated account by midnight on the nominated payday.

15.5 Upon termination, salary and other monetary entitlement due to an employee will be paid on the date of termination.

15.6 The Association may deduct from amounts due to an employee such amounts as authorised in writing by the employee and deductions of income tax required to be remitted to the Australian Taxation Office.

16. Superannuation

- 16.1 The Association will contribute to a superannuation fund as specified in sub clause 16.2 below on behalf of each eligible employee, such superannuation contributions as required to comply with the *Superannuation Guarantee (Administration) Act 1992* as amended from time to time.
- 16.2 The Fund will mean either the Autism Association of NSW Superannuation Plan provided under the AMP Custom Super Master Plan, the Health Employees Superannuation Trust Australia (HESTA), or the Non-Government Schools Superannuation Plan (NGS).
- 16.3 Additional Contributions
- (a) An employee may make contributions to the fund in addition to those made by the Association.
 - (b) An employee who wishes to make additional contributions must authorise the Association in writing to pay into the fund, from the employee's salary, a specified amount in accordance with the Fund trust deed and rules. An employee may vary this annually in December.
 - (c) The Association, upon receipt of written authorisation from an employee, will commence or vary payments on behalf of the employee within fourteen (14) days of receipt of the authorisation.

17. Overtime Payment

Overtime is paid at the rate of time and a half, provided that all overtime worked after 12 noon Saturday and on Sunday will be paid at double time.

18. Call Backs

An employee who is recalled to work after leaving the place of employment will be paid for a minimum of two hours work at the appropriate overtime rate for such time so recalled, provided that the employee will not be required to work the full two hours if the work such employee is recalled to perform is completed in a shorter period.

19. Shift Work

19.1 Engagement in Shift Work

Where the Association wishes to engage an employee in shift work, the Association will advise the employee in writing, specifying the period over which the shift is ordinarily worked.

19.2 Shift Allowances

Shift	Loading
Evening	15%
Night	30%
Saturday	50%
Sunday	75%

The loading is based on the ordinary rate of pay, and is paid for the whole of that shift.

20. Sleepover Shifts

- 20.1 The Association will take all reasonable steps to enable the employee to sleep on the premises including the provision of a room and bed with privacy, access to a bathroom and toilet, free of charge to the employee.

- 20.2 An employee will only sleepover under the following conditions:
- (a) There is an agreement between the employee and the Association at least a week in advance except in the case of an emergency; and
 - (b) A sleepover period will always consist of eight continuous hours.
- 20.3 The sleepover "allowance" is equivalent to three (3) hours payment at the employee's ordinary rate of pay. Such payment is compensation for the sleepover and for all necessary work up to two (2) hours duration during the sleepover period. Any necessary work, as confirmed by the immediate supervisor or Manager in excess of two hours during the sleepover period will be compensated for at overtime rates in addition to the sleepover allowance.

21. Excursions

Where an employee agrees to supervise clients in excursion activities involving overnight stays away from home, the following provisions will apply:

- (a) payment at ordinary rates of pay, except for time worked in accordance with clause 17, for time worked up to a maximum of twelve (12) hours per day.
- (b) payment of an overnight allowance in accordance with the provisions of Clause 20, Sleepover Shifts.

22. Public Holidays

- 22.1 Public holidays will be allowed to full time and part time employees on full pay.
- 22.2 Where an employee is required to and does work on a public holiday the employee will choose either:
- (a) to be paid - and in such case the employee would receive their ordinary pay for the day plus payment for time so worked; or
 - (b)
 - (i) to take the equivalent time off - and in such case the employee would receive their ordinary pay for the day and the equivalent time off for the time worked; or
 - (ii) subject to mutual agreement between the employee and the Association, such time off may be aggregated with annual leave entitlements.
- 22.3 Where an employee who is a shift worker and is required to and does work an ordinary rostered shift on a public holiday, the employee will be paid double time and a half (inclusive of shift allowances) for such shift.
- 22.4 Where an employee, who is a shift worker whose ordinary working time would include a particular public holiday, is rostered off on that public holiday and does not work, the employee will be paid a day's pay additional to their weekly salary.

23. Higher Duties Allowance

- 31.3 An employee who is requested by the Association to undertake a supervisor role for three (3) or more consecutive days will be paid at a rate not less than the rate prescribed for Level 1 of the Supervisor Category for all days worked in that role.
Where an employee's normal rate of pay is equivalent to Level 1 or 2 of the Supervisor Grade they will be paid at the next incremental level above their substantive position.
- 23.2 Public holidays will be considered as time worked in the higher classification where the public holiday falls within a period of days where an employee is acting in that higher classification.

- 23.3 An employee required to perform the work of another employee will not suffer any reduction in their salary (except where an employee is transferred to lower paid duties for reasons set out in sub clause 39.2).
- 23.4 The allowance paid under sub clause 23.1 will be considered to be the employee's ordinary rate of pay for all purposes while ever the employee is in receipt of the allowance.

24. Motor Vehicle Allowance

Where an employee is required to use their own vehicle in the course of their duty the employee will be paid an amount per kilometre travelled during such use as set out in the Association's motor vehicle policy.

25. First Aid

- 25.1 The Association requires each employee covered by this agreement to hold a current first-aid certificate issued by the St. John Ambulance Association or Australian Red Cross Society or equivalent qualification.
- 25.2 The Association has recognised the attainment of the certificate by including an amount of \$6.71 per week in the salary of full-time employees. The amount will also be paid to part time and casuals on a pro-rata basis, calculated at an hourly rate.
- 25.3 The Association will meet the costs of renewing an employee's first aid certificate, however it is the employee's responsibility to ensure their certificate is current.

26. Expenses

- 26.1 The Association will reimburse all reasonable expenses, including the cost of telephone calls and motorway tolls, necessarily incurred by an employee in carrying out their duties subject to reasonable proof of the expenses being incurred being supplied to the Association.
- 26.2 An employee required to stay away from home overnight will be reimbursed the cost of pre-approved board, lodging and meals. Reasonable proof of costs so incurred is to be provided by the employee to the Association.

27. Sick Leave

- 27.1 When an employee becomes sick and unfit for duty and certified as such by a duly qualified medical practitioner, they will be entitled to 15 days sick leave on full pay.
- 27.2 The Association may dispense with the requirements of a medical certificate where the absence does not exceed two consecutive days or where in the Association's opinion circumstances are such that a certificate is not required. However, failure to provide the necessary documentation or proof of illness if required will mean that the absence will be deemed as leave without permission and may take the form of leave without pay.
- 27.3 Each employee will take all reasonably practicable steps to inform their immediate supervisor or Manager of his or her inability to attend for work and as far as possible state the estimated duration of the absence. Where practicable such notice will be given within 24 hours of the commencement of such absence.
- 27.4 If the full period of sick leave as described above is not taken in any year, such portion as is not taken will be cumulative up to ten years. There will be no payment of portions of leave not taken on retirement or termination.
- 27.5 Sick leave without pay may be granted upon request to the Director of Employment & Community Participation. In considering this request, an employee may first be required to use all paid leave entitlements.

27.6 Where an employee has, in accordance with this clause, taken sick leave, the employee will not be required to work any ordinary hours other than those previously rostered so as to avoid or minimise the requirement on the Association to provide paid sick leave.

27.7 Sick leave taken due to compensable illness, injury or condition will be re-credited.

28. Annual Leave

28.1 Full time and part time employees will be entitled to five weeks annual leave with pay after each twelve months of continuous service. The part-time entitlement is on a pro-rata basis.

31.3 Annual close down.

(a) The Association may give notice to any employee that during a specified period some or all of the Association's workplaces will be temporarily closed (or reduced to a nucleus) for the purposes of giving an annual holiday to the employees to whom such notice has been given.

(b) Notice pursuant to paragraph (a):

(i) will be given to an employee not less than 3 months before the commencement of the specified period or, in the case of an employee who commences employment less than 3 months before the commencement of the specified period, on the day the employee commences employment, and

(ii) will not be given by the Association more than once in any calendar year.

(c) No employee will be required to take more than three weeks annual leave in any twelve-month period because of the close down of any workplaces pursuant to this sub clause.

28.3 The provisions of the *Annual Holidays Act* 1944 will apply except as provided for in sub-clauses 28.1 and 28.2 above.

28.4 A loading of 17.5% of the ordinary weekly rate is payable to an employee for four weeks of annual leave accrued in each year of service. Payment of this loading is in addition to the pay for the period of annual leave given and taken and due to an employee.

28.5 Where the period of leave is taken in separate periods, the loading will apply only to the period taken. The loading will be paid in the same fortnight pay that the annual leave is paid.

28.6 Where the employment of an employee is terminated by the Association for a cause other than misconduct, they will receive payment of the loading for any period of untaken annual leave to which the employee is entitled.

29. Long Service Leave

All employees will be entitled to be paid long service leave in accordance with the *Long Service Leave Act* 1955.

30. Other Leave

These leave entitlements include:

Bereavement leave

Carers leave

Parental leave, including maternity and paternity leave

Jury Service

Study Leave

Leave without pay

30.1 Bereavement leave

An employee other than a casual employee will be entitled to up to two days bereavement leave without deduction of pay on each occasion of the death of a spouse or a de facto spouse, a child or an adult child (including an adopted child, a step child, a foster child or an ex nuptial child), parent (including a foster parent and legal guardian), grandparent, grandchild, or sibling of the employee, a same sex partner who lives with the employee as a de facto partner of that employee on a bona fide domestic basis, or a relative of the employee who is a member of the same household.

The employee must notify the Association as soon as practicable of the intention to take bereavement leave and will, if required by the Association, provide proof of death. Bereavement leave will be available to the employee in respect to the death of a person in relation to whom the employee could have utilised Carer's Leave pursuant to sub-clause 33.1, provided that for the purpose of bereavement leave, the employee need not have been responsible for the care of the person concerned.

An employee will not be entitled to bereavement leave under this clause during any period in respect of which the employee has been granted other leave.

Bereavement leave may be taken in conjunction with other leave available as Carer's leave as outlined below. Where such other available leave is to be taken in conjunction with bereavement leave, consideration will be given to the circumstances of the employee and the reasonable operational requirements of the Association.

30.2 Carer's Leave

An employee other than a casual employee, will be entitled to use any current or accrued sick leave entitlement for absences to provide care and support to any of the people defined under bereavement leave above.

The employee, if required, establish either by production of a medical certificate or statutory declaration, the illness of the person concerned and that the illness is such as to require care by another person. In normal circumstances, an employee must not take carer's leave under this sub-clause where another person has taken leave to care for the same person.

An employee wherever practicable, will give the Association notice prior to the absence of the intention to take leave, the name of the person requiring care and that person's relationship to the employee, the reasons for taking such leave and the estimated length of absence. If it is not practicable for the employee to give prior notice of absence, the employee will notify the Association by telephone of such absences at the first opportunity on the day of absence.

Use of Annual Leave

- (a) An employee may elect, with the consent of the Association, to take annual leave for the purpose of providing care and support to a class of person set out above who is ill.
- (b) The Association and the employee may agree to defer payment of the annual leave loading in respect of single day absences, until at least five consecutive annual leave days are taken.

30.3 Parental Leave

The provisions of the NSW Industrial Relations Act 1996 will apply, except a female employee entitled to maternity leave will be entitled to six weeks leave on full pay or twelve weeks leave on half pay.

30.4 Jury Service

A full time or part time employee required to attend for jury service during their ordinary working hours will be reimbursed by the Association an amount equal to the difference between the amount paid in respect of their attendance for such jury service and the amount of wages they would have received in respect of the ordinary time they would have worked had they not been on jury service.

An employee will notify the Association as soon as possible of the date upon which they are required to attend for jury service. Further the employee will give the Association documentary proof of their attendance, the duration of such attendance and the amount received in respect of such jury service.

30.5 Study Leave

An employee, other than a casual employee, may apply for a maximum of four (4) hours leave per week without loss of pay for the purposes of undertaking an approved course that is relevant to their work.

Approval of study leave is at the discretion of the Director of Employment & Community Participation, with consideration to be given to the timing of lectures and to client needs.

Study leave may, with the agreement of the Director, be accumulated to a maximum of 76 hours to be used for bona fide block courses.

30.6 Examination Leave

An employee, other than a casual employee, will be entitled, with prior notification, to leave without loss of pay to attend examinations in courses of study relevant to their work. Where the examination is in the morning, paid leave will be granted for rostered morning hours. Where the examination is in the afternoon, paid leave will be granted for rostered morning and afternoon hours.

31. Conferences and Training

- 31.1 The Association believes in the professional development of employees and within its limited resources will provide and support a range of training opportunities. This will include on-the-job training, Association courses and workshops and external training programs, conferences etc. The training opportunities will usually be either Association or employee initiated. Under both circumstances, the employee may, with the prior approval of the Association, attend conferences, training courses and seminars during normal working hours without loss of pay.
- 31.2 Where an employee initiates a request to attend a conference, training course or seminar, the costs of attending such events will be met either fully or in part by the Association, based on a mutually agreed arrangement that is existing and common practice across the Association.
- 31.3 Where an employee is directed to attend a conference, training course or seminar the Association will meet all costs and travel, and if the event is conducted outside their normal ordinary hours they will be paid in accordance with Clause 17, Overtime Payments for all time taken in attending including any necessary travelling time.
- 31.4 Further details of the Association Policy on training will be described in Policy 5.2 in Our People Policies, Guidelines & Procedures Manual.

32. Trade Union Training Leave

- 32.1 An employee may make application to the Association for paid leave to attend a trade union course/conference.
- 32.2 The Association's approval of an application for trade union leave is subject to:
 - (a) The taking of the leave will be dependent upon the Association being able to make adequate staffing arrangements.

- (b) Written application and at least four weeks notice, or other agreed period, for leave will be given.
- (c) Paid leave will not incur any other payment other than the ordinary rate of pay.
- (d) The Association will provide an annual pool of paid leave up to a maximum of ten (10) days for employees covered by this Agreement to use for trade union leave.

33. Occupational Health and Safety

- 33.1 To ensure the health and safety of employees, in accordance with the *Occupational Health and Safety Act 2000*, the Association will provide a safe working environment.
- 33.2 All employees will work in a safe manner, as required by the *Occupational Health and Safety Act 2000*. Employees are required to observe safety procedures.
- 33.3 The Association Policy 6.1 "Occupational Health & Safety" in the Our People Policies, Guidelines & Procedures provides details of both Association and employee obligations, guidelines and procedures and the risk management and consultative processes.
- 33.4 Where the Association requires an employee to wear protective clothing or a uniform this will be provided and, as necessary, repaired and replaced by the Association. Such protective clothing or uniforms will remain the property of the Association.
- 33.5 Where the Association provides safety equipment it will be used by the employee. Where the Association provides safety equipment the Association will maintain such equipment to the required standard and where necessary replace such equipment.
- 33.6 The Association will provide suitable amenities for employees in each workplace, including reasonable work-break facilities, toilet and washing facilities, heating and cooling appliances wherever possible, and will maintain all amenities in a safe and hygienic manner and to a reasonable standard.

34. Working With Children

All employees are required to comply with Association Policy 3.4 "Working with children check" in the Our People Policies, Guidelines & Procedures.

This Policy requires all new employees to consent to the Association obtaining a working with children clearance in accordance with the requirements of *Child Protection (Prohibited Employment) Act 1998* and *Commission for Children and Young People Act 1998* prior to employment being approved.

35. Confidentiality

All employees are required to sign a Confidentiality Agreement on commencement of employment. A copy of this Confidentiality Agreement is shown as an attachment to the Association Policy 2.2 "Recruitment & Selection Process" in the Our People Policies, Guidelines & Procedures Manual.

36. Grievance and Disputes Settling Procedure

- 36.1 All employees are entitled to initiate a grievance by following the process established in the Association Policy 3.6 "Grievance Resolution Staff & Volunteers" in the Our People Policies, Guidelines & Procedures. This Policy is included as Appendix #3.
- 36.2 In addition to the procedures established in the Association Policy, if the grievance or dispute is not resolved amicably between the parties, either party may refer the matter to the Industrial Relations Commission of New South Wales, subject to each party's rights under the *Industrial Relations Act 1996*.

37. Performance Management Program (PMP)

37.1 Managing staff performance.

The Association has introduced a Performance Management Program (PMP) that has been implemented for managers in 2002 and planned to be introduced for all staff progressively from 2003. The PMP states by each employee establishing objectives or key results for the year and then reviewing and assessing their achievement of these with their immediate manager or supervisor. Further details of the approach are in Association Policy 5.1 "Performance Management Program" in the Our People Policies, Guidelines & Procedures.

Employees covered under this agreement will be consulted when the PMP is planned to be introduced for them.

37.2 Counselling on performance.

Where the Association has concerns about the work performance or conduct of an employee, the Association will initiate counselling of the employee concerned to make them aware of the deficiencies in their performance or conduct and the standard of performance or conduct that the Association requires the employee to meet.

At the commencement of counselling the Association will make the employee aware of the nature of the counselling meeting and the specific areas of concern. Such counselling may or may not be concluded by the Association giving the employee a verbal warning to improve performance or conduct.

Where the Association believes that an employee's work performance or conduct requires it, or continuing work performance or conduct following the procedure above have been completed, has not improved, the Association may counsel or further counsel as the case may be and may give a written warning outlining the employer's concerns and reasons.

37.3 Nothing in this procedure will restrict the Association's right to summarily dismiss an employee in circumstances that warrant summary dismissal.

37.4 Nothing in this procedure will prevent the Association from repeating steps specified in sub clauses 45.1 and 45.2 where the particular circumstances require it.

37.5 In relation to this procedure the Association will ensure that:

- (i) where an employee has been counselled or warned to improve work performance or conduct, a reasonable time will be given to enable the employee to comply;
- (ii) the employee is given an opportunity to respond to any concern or allegation; and
- (iii) In a process where the employee may be given a verbal or written warning, the employee is to be informed of their right to be accompanied by a union or other representative.

38. Termination

38.1 An employee may terminate their employment by giving the Association two weeks notice in writing.

38.2 Nothing in this Agreement prevents summary dismissal of an employee for misconduct.

38.3 Except for misconduct, justifying summary dismissal, the services of an employee will be terminated by the Association only by notice as prescribed by the following:

Years of Continuous Service	Notice required
Not more than 1	at least one week
More than 1 but not more than 3	at least two weeks

More than 3 but not more than 5	at least 3 weeks
More than 5	at least 4 weeks

38.4 Where an employee is over 45 years of age they will receive in addition to the above table, one week extra notice, provided that the employee has had two years service.

39. Organisational Change and Redundancy

39.1 Application

This clause will apply in respect of full time and part time employees

39.2 Introduction of Change

- (a) Where the Association has made a definite decision to introduce changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, the Association will notify the employees who may be affected by the proposed changes and the union;
- (b) "significant effects" include termination of employment, major changes in the composition, operation or size of the Association's workforce or in the skills required, the elimination or diminution of job opportunities, promotion opportunities or job tenure, the alteration of hours of work, the need for retraining or transfer of employees to other work or locations and the restructuring of jobs.

Provided that where this Agreement makes provision for alteration of any of the matters referred to herein, an alteration will be deemed not to have significant effect.

39.3 Employer's duty to discuss change

- (a) The Association will discuss with the employees affected and if requested by an employee affected, by their union, the introduction of the changes referred to in sub clause 39.2 above, the effects the changes are likely to have on them and measures to avert or mitigate the adverse effects on such changes on them, and will give prompt consideration to matters raised by the employees and/or the union in relation to the changes;
- (b) the discussion will commence as early as practicable after a definite decision has been made by the Association to make the changes referred to in sub clause 39.2.
- (c) for the purpose of such discussion, the Association will provide to the employees concerned all relevant information about the changes including the nature of the changes proposed, the expected effects of the changes on employees and other matters likely to affect employees provided that the Association will not be required to disclose confidential information the disclosure of which would adversely affect the Association.

39.4 Notwithstanding the provisions of sub clauses 39.2 and 39.3 above, the Association reserves the right to transfer employees within the Association, with due consideration to travel requirements of the employee.

39.5 Redundancy process & severance pay

In addition to the period of notice prescribed by clause 38, Termination, where an employee is to be terminated arising from a decision by the Association that the position is no longer required, the following steps will be taken:

The employee(s) affected will be advised that their position is to be made redundant.

The Association will endeavour to find another suitable position for the employee(s).

If another suitable position cannot be found, then the employee(s) will be retrenched.

The Association will pay the following severance pay in respect of a continuous period of service.

Years of Service	Entitlements	
	Under 45 years of age	45 years of age or over
Less than 1 year	Nil	Nil
1 year and less than 2 years	4 weeks	5 weeks
2 years and less than 3 years	7 weeks	8.75 weeks
3 years and less than 4 years	10 weeks	12.5 weeks
4 years and less than 5 years	12 weeks	15 weeks
5 years and less than 6 years	14 weeks	17.5 weeks
6 years and over	16 weeks	20 weeks

39.6 Time off during the notice period

- (a) During the period of notice of termination given by the Association, an employee will be allowed up to one day's time off without loss of pay during each week of notice, for the purposes of seeking other employment.
- (b) If the employee has been allowed paid leave for more than one day during the notice period for the purpose of seeking other employment, the employee will, at the request of the Association be required to produce proof of attendance at an interview or the employee will not receive payment for the time absent.

39.7 Employee leaving during the notice period

If the employment of an employee is terminated (other than for misconduct) before the notice period expires, the employee will be entitled to the same benefits and payments under this clause had the employee remained with the Association until the expiry of such notice. Provided that in such circumstances the employee will not be entitled to payment in lieu of notice.

39.8 Statement of employment

The Association will, upon receipt of a request from an employee whose employment has been terminated, provide to the employee a written statement specifying the period of the employee's employment and the classification of or the type of work performed by the employee.

39.9 Department of Social Security Employment Separation Certificate

The Association will, upon receipt of a request from an employee whose employment has been terminated, provide to the employee an "Employment Separation Certificate" in the form required by the Department of Social Security.

39.10 Transfer to lower paid duties

Where an employee is transferred to lower paid duties for reasons set out in sub clause 39.2 above, the employee will be entitled to the same period of notice of transfer as the employee would have been entitled to if the employee's employment had been terminated, and the Association may make payment in lieu thereof an amount equal to the difference between the former ordinary time rate of pay and the new ordinary time rates for the number of weeks of notice still owing.

40. Union Right of Entry

- 40.1 An authorised officer of the Union may enter during working hours, any premises where employees covered by this Agreement are engaged, for the purpose of holding discussions with the employees at the premises in any meal break or non-working time.

40.2 An authorised officer of the Union may enter during working hours, any premises where employees covered by this Agreement are engaged, for the purpose of investigating any suspected breach of the industrial relations legislation or of this Agreement provided that the Association is given the requisite notice required under the *Industrial Relations Act 1996*.

41. Employees' Indemnity Against Civil Liability

The Association will be responsible, in accordance with the Employees Liability Act, 1991, to indemnify employees against liability for fault (as defined in that Act) arising out of the performance of work by the employee.

42. No Extra Claims

The Union undertakes not to pursue any extra or additional claims during the life of this Agreement.

43. Salary Packaging

The Association may offer full-time and part-time employees salary packaging in lieu of salary. Neither party is compelled to enter into any salary packaging agreement.

Salary packaging means that an employee will have part of their salary "sacrificed" into a fringe benefit which does not constitute a direct payment to the employee, but is payable to a bona fide third party.

The terms and conditions of such a package will not be less favourable than the entitlements otherwise available under the Enterprise Agreement and shall be subject to the following provisions:

- (a) The Association will ensure that the structure of any agreed remuneration package complies with taxation and other relevant legislation.
- (b) Where there is an agreement to salary package, the agreement shall be in writing and made available to the employee.
- (c) The employee shall have access to details of the payments and transactions made on their behalf. Where such details are maintained electronically, the employee shall be provided with a printout of the relevant information.
- (d) The Association has the right to vary or withdraw from a salary packaging agreement and/or withdraw from offering salary packaging in the event of amendments to legislation that are detrimental to, or increase the costs of, salary packaging arrangements.
- (e) In the event that the Association withdraws from a salary packaging agreement, the individual employee's salary will revert to that specified in Appendix 1 - Pay Rates Schedule.
- (f) Notwithstanding any of the above arrangements, either party may cancel any salary packaging agreements by the giving of one month's notice of cancellation to the other party.
- (g) The calculation of entitlements concerning payment of the superannuation guarantee contribution (SGC), as per clause 16, and annual leave loading on annual leave as per clause 28, Annual Leave, will be based on the value of the employee's total salary as outlined in Appendix 1 - Pay Rates Schedule.
- (h) Unless there is agreement between the Association and the employee to the contrary, all salary packaging arrangements shall cease during any period of leave without pay, including periods of unpaid sick leave.

Signed for and on behalf of the Autism Association of NSW:

Adrian Ford, Chief Executive Officer

before me:

Witness

Date

Signed for and on behalf of the Australian Services Union of New South Wales:

Luke Foley, Secretary

before me:

Witness

Date

APPENDIX 1

PAY RATES SCHEDULE

(effective 1 June, 2002)

Classification	Grade	Level	Equivalent Grade in EA 2000	Full-time		Part-time Hourly Rate	Casual
				Annual	Weekly		
Support Worker	1	1	RCW/TO L 1	26,886	515.65	13.57	16.91
Support Worker	1	2	RCW/TO L 2	28,214	541.12	14.24	17.74
Support Worker	1	3	RCW/TO L 3	29,521	566.19	14.90	18.56
Support Worker	1	4	RCW/TO L 4	30,908	592.79	15.60	19.43
Support Worker	2	1	RCW/TO Sp L	32,137	616.36	16.22	20.21
Support Worker	2	2		33,425	641.06	16.87	21.02
Support Worker	2	3	RS/SS L 1	34,732	666.13	17.53	21.84
Support Worker	2	4	RS/SS 2	36,040	691.22	18.19	22.66
Supervisor		1	RS/SS L 3	34,732	666.13	17.53	21.84
Supervisor		2	RS/SS L 4	36,040	691.22	18.19	22.66
Supervisor		3	RS/SS Sp L	37,373	716.78	18.86	23.50
Supervisor		4		38,549	739.34	19.46	24.24
Specialist Worker		1		41,156	789.34	20.77	25.88
Specialist Worker		2		42,388	812.97	21.39	26.65
Specialist Worker		3		44,125	846.28	22.27	27.74

Refer to Clause 14.1 in the Agreement

APPENDIX 2

POSITION PROFILES

This appendix documents the Position Profiles for:

Support Worker Grade 1

Support Worker Grade 2

Supervisor

Resource Officer (as an example of the Specialist Worker Category)

Refer to Clause 13 Classifications.

POSITION PROFILE

PART A

POSITION DESCRIPTION

Position Title

Support Worker: Grade 1

Unit

Employment and Community Participation Services

1. Position Purpose

To provide support and training to adults with Autism Spectrum Disorders in accordance with the policies, guidelines and procedures of the Association and the relevant State and Commonwealth DSA Standards with a particular emphasis on meeting individual needs.

2. Reporting, Team and Client Relationships

This position reports to: Supervisor or equivalent.

The stakeholders this position works with are:

People with Autism Spectrum Disorders (ASD's).

Staff & management of the Unit.

Parents, carers and/or residential staff of clients attending the service.

Other service providers working with the unit.

3. Major Challenges and Impact on Change

In 2002 the major challenges are to:

Enable clients to achieve an appropriate level of independence in all activities undertaken within the service, using appropriate visual supports.

Assist in the implementation of the new Individual Plan format that specifically identifies long-term goals and breaks these down into the short-term steps needed to achieve them and record the client's progress on each of these short-term goals.

The achievement of Individual Plan (IP) goals for every client at the Unit.

Participate in the designated quality improvement process.

4. Key Result Areas (KRA's) & Expected Outcomes

Individual Key Result Areas	Expected Outcomes	Weighting
1: Stakeholder Perspective: Assist in the implementation of the Individual Plan (IP) plan for specific client(s).	Assist people with ASD's to learn appropriate and functional communication, social and independent living skills that will foster their acceptance and integration into their community and/or workforce.	25%
2: Individual Service Needs: Respond to the individual needs of service users with an emphasis on teaching and learning through community participation or employment.	Provide appropriate levels of support, which will assist clients to achieve individual goals as determined by the IP.	25%
3: Service Delivery: Facilitate opportunities for people with ASD's to participate in their local communities or in work of their choice.	Each client will access community or employment facilities with appropriate levels of support. Opportunities for increasing levels of independence and community integration will be investigated.	25%
4: Leadership: Model appropriate behaviours in the unit and in supporting people with ASD's in public places.	People with ASD's will demonstrate behaviour that is consistent with community expectations. Public will be more aware of people with ASD's and hence more accepting of difference. Staff will participate in the training provided and its implementation within the sites.	12.5%
5: Service Development: Assist in the development of services that are continually improving to meet or exceed the relevant legislative requirements.	Actively participate monthly in the implementation of the designated quality improvement process, including any scoring, monitoring of performance, revision of goals annually and reliability training. Complete the Training Package so that acquired knowledge can be utilized during daily work performance.	12.5%

5. Quantitative Data

None specified.

6. Key Responsibilities

Stakeholder Perspective:

Be aware of the E & CP Business Plan and particularly the Unit's Plan with its implications for service delivery, key objectives and budgetary implications.
Assist in the achievement of the Key Performance Indicators (KPI's) in the Business/Unit Plan.

Communicate appropriately with key stakeholders; clients, parents and advocates, staff and other services.

Assist in the collection of information for the Individual Plan (IP) for specific client(s).

Assist in the systematic implementation and training; and data collection for each IP goal for specific client(s) in the Unit.

Individual Service Needs:

Recognise the needs of each client through implementing the IP and related client training.

Assist in the provision of programs and routines in the Unit that support the goals of a client's IP.

Resolve staff, client and consumer complaints and conflicts in accordance with Association policy, guidelines and procedures.

Provide personal care for clients, including assistance with toileting, feeding, and self-care.

Administer medication in accordance with Association Policy.

Assist in managing client money in accordance with Association Policy.

Service Delivery:

Assist clients to access work, venues and activities as and when required.

Support appropriate work options and flexible services within the client's own community.

Assist the clients to achieve independence in daily routines and activities.

Provide opportunities for clients to exercise choice and be included in decision making about their own life.

Assist the clients to use visual supports for their receptive and expressive communication.

Leadership:

Model appropriate behaviour for clients in the Unit.

Meet regularly with the Site Supervisor and Team Leader to review programs and plans for their work within the Unit.

Attend and participate in staff meetings, training sessions and other relevant forums.

Service Development:

Deliver services in an effective and professional manner consistent with the relevant DSA Standards, and Association policies, guidelines & procedures.

Assist in the collection of data for the designated quality improvement process.

Identify personal training needs and with the Supervisor, develop annual, competency based, training objectives.

Understand Occupational Health and Safety obligations as per legislation and the Association Policies. Participate in consultative processes as required to protect the health of themselves, fellow staff, clients and the public by following appropriate procedures.

Report all incidents and injuries and record them in accordance with the legal requirements.

PART B

PERSON SPECIFICATION

1. Qualifications

A formal post-secondary qualification in habilitation/welfare or related area is desirable.

2. Knowledge, Skills and/or Experience

A demonstrated ability to support people with challenging behaviour in a variety of community settings.

Experience in training adults with autism to increase their skills.

Experience in using appropriate visual supports for adults with autism.

Experience in implementation of individual and behaviour support plans.

Computer skills, with some experience in the use of Microsoft Word and Boardmaker.

3. Competencies

Teamwork:

Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others

Written communication:

Expressing ideas clearly in memoranda and letters that have appropriate organisation and structure.

Tenacity:

Staying with a position or plan of action until the desired objective is achieved or is no longer reasonably attainable

Initiative:

Observing actions that need to be taken and fulfilling them.

Oral communication:

Presenting ideas effectively to individuals.

Collaboration:

Working effectively with others to accomplish goals and resolve problems.

Client service orientation:

Anticipating client needs, giving high priority to client satisfaction.

Technical/Professional proficiency:

Will achieve a satisfactory level of performance in the designated technical/professional areas in the Certificate Level III in Community Services (Disability Work) as described in the Australian National Training Authority Competency Model. More detail of these competencies is available from your Manager or Human Resources.

4. Additional Requirements

A Drivers Licence is essential.

A First-aid certificate is essential.

PART C

SIGN OFF

Position prepared by:

Mary Neville

Date: July, 2002

Position approved by:

EA Consultative Committee

Date: August, 2002

2:	Internal Business Perspective: Provide guidance and “seasoned input” that allows clients and staff to excel in their work and in achieving quality outcomes.	Through training and developing appropriate support structures for service users and assisting Grade 1 staff to work competently with clients.	25%
3:	Service Delivery: Initiate service delivery and opportunities for people with ASD's to participate in work and their local communities.	Each client will access community facilities or work with appropriate levels of support that are delivered in a manner that recognizes each individuals right to be treated equally and with respect.	20%
4:	Leadership: Model appropriate behaviours in the unit and in supporting clients in public places. Lead by example so that other staff, clients and the public can learn to accept people with ASD's in the community.	People with ASD's will demonstrate behaviour that is consistent with community expectations.	10%
5:	Service Development: Support the development of individual services that are continually improving to meet or exceed the relevant legislative requirements.	Actively participate monthly in the implementation of the designated quality improvement process including scoring, monitoring of performance, revision of goals annually and reliability training. In employment ensure that the Standards and QA system are being adhered too.	10%

5. Quantitative Data

Examples: Revenue, Operating/Management Budget,

Capital Expenditure, and Business Acceptance Level.

None specified.

6. Key Responsibilities

Stakeholder Perspective:

Understand the Unit’s Business Plan, and strive to implement actions related to service delivery, and key objectives. Demonstrate action and input contributing to the achievement of the Key Performance Indicators (KPI's) in the Business/Unit Plan.

Communicate appropriately with key stakeholders; clients, parents and advocates, staff and other services.

Collect data for the Business/Unit Plan.

Collect and analyse information for the Individual Plan (IP) for specific clients.

Undertake the systematic implementation and training; and data collection for each IP goal for specific clients in the Unit.

Internal Business Perspective:

Develop their client’s IP's in accordance with AANSW guidelines and agreed methodology.

Co-ordinate the delivery of programs, routines and training that assist in achieving each client’s individual IP goals.

Resolve staff/client and consumer complaints and conflicts in accordance with Association policies, guidelines and procedures.

Provide personal care for clients, including assistance with toileting and feeding, and monitor and report on progress.

Oversee the administration of medication for relevant clients, with Association Policy.

Assist in managing client money in accordance with Association Policy.

Service Delivery:

Coordinate the access by clients to work options, venues and activities.

Arrange the provision of flexible services within the client's own community.

Provide & monitor the training of clients to achieve independence.

Co-ordinate and monitor the provision of opportunities for clients to exercise choice and for their inclusion in decision-making.

Develop and use visual supports for their receptive and expressive communication.

Leadership:

Guide, influence and model appropriate behaviour for clients and other staff in the Unit.

Contribute to meetings and forums as required.

Meet regularly with the Supervisor/Team Leader to review programs and plan the work within the Unit.

Attend and contribute in staff meetings, training and other forums as required.

Undertake on the job training and induction for new and inexperienced Grade 1 staff in relation to their specific clients.

Service Development:

Deliver services in an efficient, effective and professional manner consistent with the relevant DSA Standards and legislation, and Association Policies.

Collect and collate data on the reliability training and monitoring of the designated quality improvement process.

Implement and score monthly designated quality improvement process.

Identify personal training needs and with the Supervisor, develop annual, competency based, training objectives.

Understand their Occupational Health and Safety obligations as per legislation and the Association policies, guidelines and procedures. Participate in consultative processes as required, protect the health of themselves, fellow staff, clients and the public by following appropriate procedures and in reporting hazards and risks.

Report all incidents and injuries and record them in accordance with the legal requirements.

Monitor Occupational Health and Safety and address the needs and issues in the Unit.

Report all injuries and record them in accordance with the legal requirements.

PART B

PERSON SPECIFICATION

1. Qualifications

A formal tertiary qualification in habilitation/welfare or related area is strongly preferred.

Will at least be able to demonstrate the designated competencies described in the Certificate Level III in Community Services (Disability Work) as described in the Australian National Training Authority Competency Model, or have completed the Certificate Level III.

2. Knowledge, Skills and/or Experience

A demonstrated ability to support co-workers on the job, and work in a team supporting people with autism and/or challenging behaviour in a variety of community settings.

Experience in demonstrating the effective use of appropriate visual supports for adults.

Significant experience in behaviour support planning and the development and monitoring of those plans.

Computer skills with sound experience in the use of Microsoft Word and Boardmaker.

Experience in the preparation and monitoring of IP goals.

3. Competencies

Initiative:

Observing actions that need to be taken and fulfilling them.

Tenacity:

Staying with a position or plan of action until the desired objective is achieved or is no longer reasonably attainable.

Planning and organising:

Establishing a course of action to achieve a specific goal.

Teamwork:

Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others.

Collaboration:

Working effectively with others to accomplish goals and resolve problems.

Oral communication:

Presenting ideas effectively to individuals or groups when given time for presentation.

Written communication:

Expressing ideas clearly in writing, such as Individual Plans, letters or memos.

Technical/Professional proficiency:

Will achieve a satisfactory level of performance in the designated technical/professional areas in the Certificate Level IV in Community Services (Disability Work) as described in the Australian National Training Authority Competency Model. More detail of these competencies is available from your Manager or Human Resources.

4. Additional Requirements

A Drivers Licence is essential.

A First aid certificate is essential

PART C

SIGN OFF

Position prepared by:

Mary Neville

Date: July, 2002

Position approved by:

EA Consultative Committee

Date: August, 2002

POSITION PROFILE

PART A

PERSON SPECIFICATION

Position Title

Supervisor

Unit

Employment and Community Participation Services

1. Position Purpose

To provide the staff supervision, training and co-ordination required for the day-to-day client management of adults with Autism Spectrum Disorders in accordance with the policies and procedures of the Association, and the relevant State and Commonwealth DSA Standards and legislation with a particular emphasis on meeting individual needs.

2. Reporting, Team and Client Relationships

This position reports to: Team Leader, Manager

The stakeholders this position works with are:

People with Autism Spectrum Disorders (ASD's).

Other staff and management at the Unit.

The parents, /families, carers and/or residential staff of clients.

Other services or families supporting or referring people to the service.

3. Major Challenges and Impact on Change

(Position Holder's individual challenges and impact on "change" in the next 12 months, and their impact on business outcomes).

In 2002 the major challenges are to:

Train and support the staff in the systematic training of clients so that they achieve a degree of independence in all their activities within the service, using the appropriate visual supports.

Co-ordinate, implement, provide training for staff and monitor and take responsibility for the use of the designated quality improvement process in the Unit.

Co-ordinate the implementation of the new Individual Plan (IP) format that specifically identifies long-term goals and breaks these down into the short-term steps needed to achieve them and records the clients' progress on each of these.

Keep the petty cash records and regularly acquit these records.

4. Key Result Areas (KRAs) & Expected Outcomes

Individual Key Result Areas	Expected Outcomes	Weighting
1: Stakeholder Perspective: Develop the IP plans for client in the Unit through consultation with the client and their parents and/or carers.	Teach people with ASD's to learn appropriate and functional communication, social and independent living skills that will foster their acceptance and integration into their community or work environment as described in their IP's.	35%
2: Internal Business Perspective: Provide supervision that allows clients and staff to excel in their work and in achieving quality outcomes.	Through training and developing appropriate support structures for service users and staff.	25%
3: Service Delivery: Co-ordinate service delivery so that the program facilitates and encourages opportunities for people with ASD to participate in work and in their local communities. Ensure that these programs evolve around the goals identified in the IP's for each individual.	Each client will access community facilities with appropriate levels of support and their right to full integration will be recognized and worked towards.	20%
4: Leadership: Model appropriate behaviours in the unit and in supporting people with ASDs in public places. Supervise and monitor the performance of staff within the Unit and within the community, providing appropriate feedback as required.	People with ASD's will demonstrate behaviour that is consistent with community expectations. Staff will present a positive image to the community and will be able to respond confidently in all situations because they will have received adequate and appropriate training.	10%
5: Service Development: Co-ordinate the development of individual services that are continually improving to meet or exceed the relevant legislative requirements.	Take responsibility monthly for the development of the designated quality improvement process in the unit, including staff training, monitoring, reliability training and the annual review. Within the employment program ensure that the service is implementing procedures that meet the requirements of the Quality Assurance Standards.	10%

5. Quantitative Data

Examples: Revenue, Operating/Management Budget, Capital Expenditure, and Business Acceptance Level.

Meeting budgetary objectives related to staffing ratios.

Managing and accounting for petty cash.

Managing and accounting for client monies.

6. Key Responsibilities

Stakeholder Perspective:

Understand the E&CP Business Plan and particularly the Operations Plan relating to their Unit and demonstrate the impact for service delivery, key objectives and budgetary implications across the Unit.

Demonstrate actions and input into the achievement of the Key Performance Indicators (KPI's) in the Business/Operations Plan.

Communicate with key stakeholders; clients, parents and advocates, staff and other services.

Contribute data and input into development of the Business/Operations Plan in their Unit.

Manage the collection, collation and analysis of information for the Individual Plan (IP) for clients.

Undertake the systematic implementation and training; and data collection for each IP goal for specific client(s) in the Unit.

Internal Business Perspective:

Co-ordinate the development and monitoring of client IP's in accordance with AANSW guidelines and agreed methodology.

Co-ordinate the delivery of programs, routines and training in the Unit that assist in achieving each client's individual IP goals.

Co-ordinate the resolving of staff/client and consumer complaints and conflicts in accordance with AANSW policy and procedures.

Contribute to the development and review of the Association's Policies, Guidelines and Procedures.

Co-ordinate the provision of personal care for clients in the service, including assistance with toileting and feeding, and monitor and report on results.

Co-ordinate the administration of medication within the unit in accordance with AANSW Policy.

Assist in managing client money in accordance with Association Policy.

Service Delivery:

Plan and coordinate the access by clients work options, venues and activities.

Co-ordinate the provision of flexible services within the clients own community and of their choosing.

Lead and monitor the training of the clients to achieve independence.

Co-ordinate and monitor the provision of opportunities for clients to exercise choice and for their inclusion in decision-making.

Train the clients and staff to use visual supports for receptive and expressive communication.

Responsible for petty cash - disbursements, acquittals and overall due diligence.

Responsible for Timesheets, obtaining, agreeing and summarizing these fortnightly and providing them to the Manager for approval.

Leadership:

Provide a leadership role through modelling appropriate behaviour for clients and staff in the Unit.

Arranges adequate staffing on a day-to-day basis, including replacement for absent staff by engaging suitable casual relief staff.

Contribute to and convene meetings and forums as required.

Establish programs and plan the work within the Unit, then meet regularly with the Team Leader/Manager to review progress.

Convene and minute the Unit staff meetings.

Convene, attend and participate in training as required.

Train and monitor the performance, counselling and discipline of all staff in the Unit.

Have responsibility for up to fifteen full-time equivalent clients and up to six full-time equivalent staff.

Service Development:

Manage the delivery of services in an efficient, effective and professional manner consistent with the relevant DSA Standards and legislation, and Association Policies.

Coordinate the training and development, collection, collating of data on the designated quality improvement process, and analyse results.

Undertake the designated quality improvement process annual review within the Unit with all staff, and revise goals and processes as required.

Identify staff training needs and develop annual, competency based, training objectives for each.

Understand their Occupational Health and Safety obligations as per legislation and the Association Policies. Lead the consultative processes as required, protect the health of themselves, fellow staff, clients and the public by following appropriate procedures and in reporting hazards and risks.

Report and monitor all incidents and injuries and record them in accordance with the legal requirements.

Monitor Occupational Health and Safety and address the needs and issues in the Unit.

Report all injuries and record them in accordance with the legal requirements.

Primarily engage in the development, implementation, scoring and staff training required for the monthly Periodic Service Review.

PART B

PERSON SPECIFICATION

1. Qualifications

A formal tertiary qualification in habilitation/welfare or related area.

Will at least be able to demonstrate the designated competencies described in the Certificate Level IV in Community Services (Disability Work) as described in the Australian National Training Authority Competency Model, or have completed Certificate IV.

2. Knowledge, Skills and/or Experience

A demonstrated ability to train staff and manage a team supporting people with autism and/or challenging behaviour in a variety of community settings.

Experience in supervising staff in services for adults with autism.

Experience in training staff to use appropriate visual supports for adults.

Experience in behaviour support planning and the development, training and implementation of those plans through systematic staff training and monitoring.

Computer skills with sound experience in the use of Microsoft Word and Boardmaker.

Experience in supervising staff and managing a team to achieve IP outcomes for clients.

Experience in supervision, provision and training of systematic training and instruction is essential.

3. Competencies

Initiative:

Observing actions that need to be taken and fulfilling them.

Tenacity:

Staying with a position or plan of action until the desired objective is achieved or is no longer reasonably attainable.

Planning and organising:

Establishing a course of action to achieve a specific goal.

Team Leadership:

Working with a team to establish, implement and evaluate goals.

Tolerance for stress:

Maintaining a stable performance under stress or opposition, resolving stress in an acceptable manner.

Oral communication:

Presenting ideas effectively to individuals or groups when given time for presentation.

Written communication:

Expressing ideas clearly in writing, such as Individual Plans, letters or memos.

Technical/Professional proficiency:

Will achieve a satisfactory level of performance in the designated technical/professional areas in the Diploma of Community Services (Disability Work) as described in the Australian National Training Authority Competency Model. More detail of these competencies is available from your Manager or Human Resources.

4. Additional Requirements

A Drivers Licence is essential.

A First aid certificate is essential

PART C

SIGN OFF

Position prepared by:

Mary Neville

Date: July, 2002

Position approved by:

EA Consultative Committee

Date: August, 2002

POSITION PROFILE

PART A:

POSITION DESCRIPTION

Position Title

Resource Officer

Unit

Employment and Community Participation Services

1. Position Purpose

To act as a resource and to assist staff to provide the appropriate training and support of other staff and clients and/or the case management required for the day-to-day management of adults with Autism Spectrum Disorders in accordance with the policies, guidelines and procedures of the Association, and the relevant State and Commonwealth DSA Standards with a particular emphasis on meeting individual needs.

2. Reporting, Team and Client Relationships

This position reports to: Team Leader, Southside Community Participation

The stakeholders this position works with are:

People with Autism Spectrum Disorders (ASD's).

Staff and management of the units.

The parents, carers and/or residential staff of people attending the service.

Other service providers working with the Unit.

3. Major Challenges and Impact on Change

(Position Holder's individual challenges and impact on "change" in the next 12 months, and their impact on business outcomes)

In 2002 the major challenges are to:

Train and support the staff in the use of visuals and in the development of effective communication strategies for all clients so that they achieve a level of independence in all their activities.

Supporting supervisors in the implementation of clients' IP goals particularly those relating to the use of visual supports.

Assisting the Team Leader to introduce change and to achieve more sustainable outcomes for both clients and staff.

4. Key Result Areas (KRA's) & Expected Outcomes

Individual Key Result Areas	Expected Outcomes	Weighting
1: Stakeholder Perspective: Implement staff and client training in the use of visual supports, social skills, independent living skills and alternative communication systems.	Staff will enable people with ASD's to learn appropriate and functional communication, social and independent living skills that will foster their acceptance and integration into their community or work environment as described in their IP's.	35%
2: Internal Business Perspective: Provide training and support that allows staff to excel in their work and to achieve quality outcomes for their clients.	Staff will be competent and confident to provide appropriate support structures for service users that will enable them to reach their individual goals.	25%
3: Communication Strategies Develop implement and promote effective communication techniques for staff and clients.	Staff will communicate with clients, families and staff of the organization in an appropriate manner. Staff will have the skills and knowledge to assist each client to communicate effectively according to individual need and requirements. Staff will use verbal and non-verbal communication appropriately. Staff will respect diversity when communicating with clients, families and other staff.	30%
4: Leadership: Model appropriate behaviours so that staff are able to support people with ASD's in public places.	Staff will present a positive image of the service and people with autism to the public.	10%

5. Quantitative Data

None specified.

6. Key Responsibilities

Stakeholder Perspective:

Understand the E&CP Business Plan and particularly the Unit's Plan, and demonstrate its impact for service delivery and key objectives. Demonstrate actions and input into the achievement of the Key Performance Indicators (KPI's) in the Business/Unit Plan.

Communicate appropriately with key stakeholders; clients, parents and advocates, staff and other services.

Contribute data and input into development of the Business/Unit Plan.

Monitor the collection, collation and analysis of information for the Individual Plan (IP) for clients.

Internal Business Perspective:

Monitor the development and monitoring of client IP's in accordance with Association guidelines and agreed methodology.

Act as a resource for the delivery of programs, routines and training in the Unit that assists in achieving each client's individual IP goals.

Where necessary assist in the resolution of staff/client and consumer complaints and conflicts in accordance with Association policies, guidelines and procedures.

Contribute to the development and review of the Association's policies, guidelines and procedures.

Ensure that staff are skilled in the provision of personal care for clients in the service, including assistance with toileting and feeding.

Monitor, collect data and report on results where necessary.

Ensure staff are able to administer client medication within the unit in accordance with Association Policy and ensure correct documentation is kept.

Assist in managing client money in accordance with Association Policy

Lead and monitor the training of clients to achieve some degree of independence.

Communication Strategy:

Ensure that staff communicate with clients of the organization appropriately.

All communications between clients and colleagues is appropriate to individual needs and the situation and promotes achievement of organisational objectives.

Coaching in effective communication is provided to staff as required.

Relevant work related networks and relationships are maintained as required to ensure client needs and organizational objectives are met.

Monitor the provision of opportunities for clients to exercise choice and for their inclusion in decision-making.

Train the clients and staff to use visual supports for receptive and expressive communication.

Ensure that all forms of communication with clients, families and colleagues reflect an understanding and respect for individual difference and need.

Ensure that workplace instructions are carried out within agreed time frames.

Leadership:

Provide a leadership role through modelling appropriate behaviour for clients and staff in the Unit.

Contribute to and convene meetings and forums as required.

Act as a resource for supervisors and staff when they are establishing programs and planning the work within the Unit, then meet regularly with the appropriate staff, supervisor, and Team Leader/Manager to review progress.

Convene and minute staff meetings.

Convene, attend and participate in training as required.

Train and monitor the performance, counselling and discipline of all staff in the Unit.

Assist in the management of the delivery of services to ensure they are provided in an efficient, effective and professional manner consistent with the relevant DSA Standards, and Association policies, guidelines & procedures.

Coordinate the collection and collating of data on the reliability training and monitoring of the PSR, and analyse results.

Identify staff training needs and develop annual, competency based, training objectives for each staff member.

Understand the Occupational Health and Safety obligations as per legislation and the Association policies, guidelines and procedures. Lead the consultative processes as required, protect the health of themselves, fellow staff, clients and the public by following appropriate procedures and in reporting hazards and risks.

PART C

PERSON SPECIFICATION

1. Qualifications

A formal graduate qualification in habilitation/welfare/psychology/special education or related area.

2. Knowledge, Skills and/or Experience

A demonstrated ability to train staff and work within a team supporting people with autism and/or challenging behaviour in a variety of community settings.

Experience in training staff and clients to use appropriate visual supports and communication strategies for adults.

Experience in behaviour support planning and the implementation of those plans through systematic staff training and monitoring.

Computer skills with sound experience in the use of Microsoft Word and Boardmaker.

Experience using a range of office equipment such as cameras, laminators and guillotine.

Experience in working within a team to achieve IP outcomes for clients.

Experience in systematic training and instruction is essential.

3. Competencies

Initiative:

Observing actions that need to be taken and fulfilling them.

Tenacity:

Staying with a position or plan of action until the desired objective is achieved or is no longer reasonably attainable.

Planning and organizing:

Establishing a course of action to achieve a specific goal.

Team Leadership:

Working with a team to establish, implement and evaluate goals.

Tolerance for stress:

Maintaining a stable performance under stress or opposition, resolving stress in an acceptable manner.

Oral communication:

Presenting ideas effectively to individuals or groups when given time for presentation.

Written communication:

Expressing ideas clearly in writing, such as Individual Plans, letters or memos.

Technical/Professional proficiency:

Will achieve a satisfactory level of performance in the designated technical/professional areas in the Diploma of Community Services (Disability Work) as described in the Australian National Training Authority Competency Model. More detail of these competencies are available from your Manager or Human Resources.

4. Additional Requirements

A Drivers Licence is essential.

A First aid certificate is essential.

PART C

SIGN OFF

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