

<b>Employment Agreements</b>	
<b>Date approved by General Manager and Board of Trustees</b>	<b>June 2024</b>
<b>Date for next review</b>	<b>June 2026</b>
<b>Compliance lead</b>	<b>General Manager</b>

## CONTENTS

	<b>Page</b>
<b>OSCAR Standards</b>	<b>1</b>
<b>1. Employment Agreements</b>	<b>1</b>
<b>2. Code of Conduct</b>	<b>1 - 2</b>
<b>3. Misconduct</b>	<b>2</b>
<b>4. Grievances and complaints</b>	<b>2</b>
<b>5. Staff performance appraisal</b>	<b>3</b>
<b>6. Volunteers</b>	<b>3</b>
<b>7. Code of Behaviour for all staff</b>	<b>3-4</b>

**OSCAR Standard – The service has a sufficient body of trained and competent staff to deliver and support service. Services are managed competently (including competent financial management).**

### 1. Employment Agreements

All staff must sign an employment agreement that includes:

- names of employer and employee
- a job description of their role and responsibilities
- hours of employment and days they are expected to work
- rate of pay
- resolving grievance and employment issues

### 2. Code of Conduct

Staff will be expected to:

- Dress appropriately for work
- Arrive on time
- Report any health problems which may impact on their employment
- Interact with their assigned participants
- Work collaboratively with other staff
- Be courteous to parents and visitors
- Maintain confidentiality of participants
- Not bring LifeKidz Trust into disrepute
- Follow all lawful instructions
- Provide care and assistance for all participants
- Change and assist participants with personal cares
- Maintain personal hygiene for participants
- Make sure the participant is engaging in a safe activity
- Report to the Centre Supervisor

### **3. Misconduct**

- If the misconduct is not serious then an informal conversation with the Centre Supervisor and/or General Manager can take place. The discussion is documented in the employee's file.
- If the misconduct is more serious, an investigation of the allegations must take place by the General Manager, if there are witnesses, then written statements describing what happened should be taken.
- Set out evidence in a letter to the employee that includes:
  - details of the allegations (including any witness statements)
  - excerpts of the relevant clauses in the employment agreement or company policies that may have been breached. A date on which you want to meet with the employee to discuss the allegations (let them know they can bring a support person or representative). Inform them of the consequences of what may happen if the allegations are upheld (e.g. a written warning or dismissal).

### **4. Grievances and complaints**

The Manager/ Centre Supervisor is responsible for undertaking disciplinary action and for ensuring that it is in accordance with all relevant legislation and adheres to the LifeKidz Trust Mission Statement and discipline policy and procedures.

If a staff member is not performing adequately every reasonable effort will be made to help the member of staff to understand the problem and to improve. Staff will be given two verbal warnings and if necessary, followed by one written warning clearly stating the problem, the measures required to improve performance and a time frame in which this is to occur. If there is not sufficient improvement the staff member may be dismissed. A staff member may only be dismissed with the agreement of the Board.

Staff may be suspended on full pay pending further investigation if they are accused of:

- Striking or sexually abusing a participant
- Failing to observe programme rules so that a participant is injured or placed in serious danger.

If the complaint is upheld the staff member may be dismissed. Following a dismissal of this nature the Board of Trustees, in consultation with the General Manager, will prepare a follow-up report recommending any changes needed to avoid the situation recurring.

Staff complaints against other staff members must be referred to the General Manager

Staff grievances against the Centre Supervisor will be resolved in accordance with the provisions of the Employment Relations Act 2000.

Complaint by staff regarding participants or parents the following procedure should be followed:

- Inform the General Manager of concern/s or incident immediately.
- Determine whether parent needs to be contacted or situation to be monitored.
- Manager to speak with parent to seek acceptable resolution.
- If the matter continues, issue verbal warning to parents of non-acceptable behaviour. (2 warnings)
- If continues, written warning issued.
- If continues, child and family asked to leave.

## **5. Staff performance appraisal**

Staff Appraisals will be the responsibility of the General Manager and will be carried out annually, with the sole intention to increase awareness of their performance, development, and to ensure a high standard of care at **LifeKidz Trust Programmes**.

The appraisal will be based on the job description. It will establish individual and group strengths and identify areas for personal and professional development. It will consist of a self-appraisal and interview with the General Manager. Objectives will be set for the next 12 months. All appraisals will be confidential and held on the staff member's personnel file.

## **6. Volunteers**

Supervision of volunteers is the responsibility of the Centre Supervisor. Volunteers must undergo the same security checks and induction as employed staff however, they should not be expected to undertake the same level of responsibility as employed staff. The volunteer will have a position description.

Efforts should be made to include volunteers in planning and training as appropriate. Any agreement regarding reimbursement of expenses must be made in writing.

## **7. Code of Behaviour for staff**

LifeKidz Trust expects staff to be supportive, non-abusive and to present themselves as a positive role model. Many participants have affectionate natures and express themselves freely. Regardless of the situation and participants culture and nature, staff must avoid inappropriate physical contact.

In making physical contact with participants, staff should be guided by the principle that they will do so solely to meet the participants physical or emotional needs. Touching should not be initiated to gratify participants or staff needs. Participants should not be expected to take care of adult physical or emotional needs.

If a participant initiates physical contact in the seeking of affection, reassurance or comfort it is appropriate to respond in a manner suitable for those participants developmental stage and needs. It is not appropriate to force any form of unwanted affection or touching on a participant.

The physical contact of participants during changing of clothing or personal cleaning must be for the purpose of that task only and not be more than is necessary. Participants should be encouraged to take care of themselves to the limits of their ability.

- Staff should avoid being alone with a participant.
- Staff must be aware of where all participants are at all times.
- Managers should ensure volunteers and visitors are never alone with a participant/s.
- Staff may not smoke or vape in front of the children, in the centre building or programme areas.
- Clothing should facilitate job performance (i.e., be appropriate for participating in activities, be safe, be appropriate for role modelling to participants).
- Personal visitors and telephone calls shall not interfere with responsibilities of supervision.
- Staff must realise their individual emotional and physical limitations and request support and/or relief when necessary.
- Confidentiality must always be maintained.
- Staff medication must be labelled and stored out of reach of the children.
- Participants should not be present when staff use the toilet and bathroom facilities for personal needs.
- "Adult" topics of conversation should not take place within hearing of participants.
- No photos of participants of the After School Program or Holiday Program will be taken or shared.
- Day Program participants, with parent's consent, maybe shared by the team leader (photos or videos) on the DP What's App only.

