

F.9 Compelled Assistants

1.0 INTRODUCTION/BACKGROUND

Mercy Services participates in the Community Service Order Scheme whereby the courts assign a pre-determined number of hours of work to a worker under the scheme. The days of attendance are negotiated with the worker prior to attending Mercy Services. Mercy Services believes that being a good community partner requires Mercy Services to support the efforts of offenders in rehabilitation and on Community Service Orders.

Mercy Services holds that unemployment is best addressed by a range of initiatives involving training, employment creation and incentives for employers and the unemployed. Mercy Services also sees enforced “voluntary” work or “work for the dole” as worthy of support even though it has only limited potential to develop work stamina, test particular types of work and basic skills.

Mercy Services sees enabling the participation of compelled assistants as being in accord with Mercy Services Values.

2.0 SCOPE

This scope of this policy applies to all “volunteers”/unpaid assistants at Mercy Services whose participation time or tasks are prescribed by the: legal system, a government department or some other body external to the person.

3.0 POLICY STATEMENT

Mercy Services will accept as assistants people who are compelled to do unpaid work.

Mercy Services will, as much as is possible, extend to these people the rights and conditions enjoyed by Mercy Services volunteers.

4.0 PROCEDURES

4.1 Risk Assessment

The Site Manager/Director of Care or Coordinator supervising the assistant will conduct an interview with the assistant and develop a risk assessment covering the capabilities of the assistant, the clients they will encounter and their tasks at Mercy Services. A Criminal Record Check will be conducted on all compelled assistants unless they are on a Community Service Order.

4.2 Work Instructions

Details of the dates and times the assistant will attend work will be recorded by the Site Manager/Director of Care or Coordinator supervising the assistant. The assistant should make no deviation or change to these dates and times, unless previously approached by the Community Service organiser/placement agency.

4.3 Work Assigned to the assistant

Work assigned to the assistant should not be that normally undertaken by a paid employee and should only benefit the objectives of Mercy Services.

Assistants are expected to dress appropriately for the work to be performed and to return any tools and equipment provided to them in a clean and reasonable condition. Mercy Services will provide safety equipment where necessary.

4.4 Attendance Records

The Site Manager/Director of Care or Coordinator supervising the assistant will maintain a record of the assistant's compliance with the work instructions and of the hours that have been worked. The time recorded on the attendance sheet will accurately reflect the time the assistant was in attendance at Mercy Services.

Meal breaks are counted as hours worked; by those on a Community Service Order. Assistants are entitled to a tea break of ten minutes in each period of 3 hours continuous work. An assistant who has performed work continuously for 4 hours or interrupted only by a tea break is entitled to a meal break of 45 minutes.

Records are confidential and as such will be housed in a locked filing cabinet by the Site Manager/Director of Care or Coordinator supervising the assistant.

4.5 Assistants inability to attend Mercy Services

The assistant is obliged to immediately notify the Community Service organiser /placement agency and the Site Manager/Director of Care or Coordinator supervising the assistant in order to explain any absence for allocated days/times. Documentation regarding assistant absenteeism will be as per the requirement of the compelling agency.

4.6 Weather or Other Conditions Cancelling Work

The attendance record sheet will record when weather conditions prevent work being provided, or causing work to be curtailed during the course of the day. The assistant should contact Mercy Services before their shift if it seems likely that inclement weather will prevent work from going ahead, in order to clarify the decision of their Mercy Services Site Manager/Director of Care or Coordinator.

In the event that work needs to be cancelled for example the unavailability of supervisor for the assistant, the Community Service organiser/placement agency or the Site Manager/Director of Care or Coordinator supervising the assistant should be notified as soon as possible to enable the assistant to be advised.

4.7 Conduct of the assistant

Assistants are expected to work at a satisfactory standard. They should not report for work or perform work under the influence of alcohol or drugs. If staff supervising them believe that such circumstances prevail, the Site Manager/Director of Care is to be made aware of the situation and the worker will be requested to leave Mercy Services, and the Community Service organiser/placement agency will be notified.

4.8 Compliance

No method of checking that this policy is being complied with has been identified.

4.9 Evaluation

The performance indicators for the evaluation of this policy is:

- a) Responses in the Mercy Services volunteer satisfaction survey are at least 75% positive rating.

5.0 REFERENCES

1. Australian Standards	a) None identified
2. Legislation	a) Anti Discrimination Act, 1977(NSW) b) Industrial Relations Act, 1996 (NSW) c) Fair Work Act, 2009 (Cth) d) Work Health Safety Act, 2011 (NSW) e) Work Health Safety Regulations, 2011 (NSW)
3. Professional guidelines	a) None identified
4. Codes of Practice	a. None identified
5. Codes of Ethics	a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics c) http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf d) The Nursing and Midwifery Board of Australia. Registration Requirements http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx e) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards f) Mercy Services Code of Conduct
6. Evidence	a) None identified
7. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES

- A.03 Code of Conduct – Staff/Volunteers
- B.2 Delegations
- C.1 Management Roles and responsibilities
- C.6 Risk Management
- E.15 Protection and Vulnerable Adults from Abuse and Neglect
- E.16 Protection of Children from Abuse and Neglect
- E.18. Privacy
- F.03 Recruitment
- G.04 WHS Training
- G.05 Risk Management
- G.07 Anti Aggression and Bullying
- G.12 Stress Management
- G.13 Post Traumatic Incident
- G.16 Emergency Response

- G.17 Incident Investigation

7.0 RELATIONSHIP WITH STANDARDS

Aged Care Accreditation Standards	Home Care Standards	Disability Standards	EQulP Standards
1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3, 4.5	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.5	6.1, 6.2, 6.3, 6.4, 6.6,	2.2.1, 2.2.3, 2.2.4, 2.2.5, 2.3.1, 2.3.2, 2.3.3, 3.1.1,

8.0 DOCUMENT CHANGES RECORD

Dates of change	Section altered	Natures of changes made
11/08/2009	All sections	Document created within Volunteer Policy
10/02/2010	a) 4.1.3	a) Addition of clinical consultation for MOS staff
28/03/2011	7.0 Relationship to Standards	Updated Community Care Common Standards and EQulP5 Standards
27/11/2012	All Sections	Organisation name updated
	a) 5.0 References b) 7.0 Relationship to Standards	a) Update Legislation, Codes of Ethics b) Update Disability and add Aged Care Accreditation Standards
29/04/2016	a) Multiple sections b) 1.0 Introduction/ Background c) 2.0 Scope d) 4.5 Workers inability to attend Mercy Services e) 4.6 Weather or Other Conditions Cancelling Work f) 4.7 Conduct of the assistant g) 4.8 Compliance and 4.9 Evaluation h) 5.0 References i) 6.0 Other related policies j) 7.0 Relationship to Standards	a) Add Director of Care where relevant b) Re-word the last paragraph c) Minor rewording d) Replace medical certificate etc with document as per requirements e) Minor re-wording f) Replace CEO with Site Manager/Director of Care g) New sections h) Update Legislation, Codes of Ethics and Evidence i) Updated j) Update Disability and Aged Care
Review due 29/04/2019		