

Centacare

Contractor Handbook



Contents

1.	Centacare Vision Statement	3
1.1	Centacare Values	3
1.2	Centacare Mission Statement.....	3
2	Welcome	3
2.1	About Centacare	3
2.2	About Centacare Community Services.....	4
2.3	Centacare Community Services - Purpose Statement.....	4
2.4	About Centacare Programs and Our Target Groups	5
3	National Police Certificate—Minimum requirements	6
4	Skills and Training	6
5	Diverse Communities.....	7
6	Client Rights.....	7
7	Complaints, Dispute and Conflict Resolution	7
8	Privacy	7
9	Centacare Home Safety Services—Purpose Statement	8
9.1	About Our Programs and Our Target Groups	8
9.2	Preferred Contractors	9
9.3	Contractor Identification.....	9
9.4	Contractor Conduct.....	10
9.5	Your Rights	10
9.6	Liability	10
9.7	Insurance	10
9.8	Service Delivery Standards	11
9.9	Service Delivery.....	11
9.10	Financial Management	12
9.11	Invoices to Centacare Home Safety Services.....	12
9.12	Receipts to Clients.....	12
9.13	Workplace Health and Safety	13
9.14	Suspension and Termination of Services.....	14
9.15	Contractor Performance and Feedback.....	14
10	Centacare Community Services Contact Information	15

10 Centacare Community Services Contacts

CENTACARE COMMUNITY SERVICES ADMINISTRATION

50 Cleveland Street
STONES CORNER

PO BOX 179
STONES CORNER QLD 4120

P: 1300 236 822

E: communityservices@bne.centacare.net.au

BROWNS PLAINS

Level 1, 22-32 Eastern Road
BROWNS PLAINS

PO Box 783
BROWNS PLAINS BC QLD 4118

P: 07 3809 9610 / 07 3809 9660

E: contractormangement@bne.centacare.net.au

CABOOLTURE

1/49 Lear Jet Drive
CABOOLTURE

Post to: 1/49 Lear Jet Drive
CABOOLTURE QLD 4510

P: 5490 6820



9.14 Suspension and Termination of Services

Contractors will be removed from the preferred Contractor list at the discretion of the Centacare Home Safety Services Manager, for any of the following reasons which may be deemed as unsatisfactory conduct:

- Breach of obligations under the Contractor Agreement.
- The contractor has been given seven (7) days' notice for rectification of the breach, and the breach has not been rectified within that period.
- client complaints.
- Failure to comply with relevant Criminal History Screening requirements.
- Failure to comply with the requirements prescribed in this handbook.
- Failure to comply with statutory requirements.
- Failure to act professionally in the performance of contracted work.
- Acting dishonestly or improperly through service delivery.
- Using sub-contractors not approved by Centacare Home Safety Services.
- Failure to meet the privacy conditions.
- Faulty workmanship which is not rectified.
- Displaying inappropriate behaviour.
- Using obscene or insulting language.
- Drinking alcohol or partaking in the use of illegal drugs before, or whilst attending, a client's premises.

Temporary suspension of services will occur until mandatory compliance requirements (i.e. Public Liability, WorkCover, Police check and security licences, where applicable) are met.

9.15 Contractor Performance and Feedback

Centacare Home Safety Services values the commitment of its preferred Contractors. Preferred contractors assist Centacare to achieve high quality supply and delivery of professional services to our clients.

Performance Survey and Feedback

As part of our overall quality management process, Centacare Home Safety Services periodically seeks feedback from its clients. Feedback is provided to Centacare Home Safety Services in several ways. One way clients provide feedback is through the Performance Survey. Feedback is provided to contractors as required and assists Centacare to continue providing high quality services.

Contractors are discouraged from accepting gifts or tokens of appreciation from clients, however are encouraged to promote the use of feedback as an alternative way to say thank you.

1 Centacare Vision Statement

'Communities will be built on justice and transformed through faith, hope and love'

1.1 Centacare Values

- Respect for the dignity of the individual
- Integrity in the delivery of our care services
- Equity and justice for those we support

1.2 Centacare Mission Statement

To provide high quality care services to support people, strengthen families and build communities in the Spirit of the Gospel.

2 Welcome

This handbook contains information about the services provided by Centacare and outlines the requirements of Centacare Contractors.

2.1 About Centacare

For more than 50 years, Centacare Brisbane has been the social services arm of the Catholic Church in the Archdiocese of Brisbane, working in partnership with various levels of government and the community.

A workforce of more than 3000, including volunteers, responds to local needs through over 200 service sites throughout South East Queensland, touching the lives of more than 100,000 people each year.

2.2 About Centacare Community Services

Centacare Community Services delivers community-based services throughout the Catholic Archdiocese of Brisbane across a wide range of venues and locations.

A comprehensive range of practical support services are provided for the aged, veterans, persons with a disability and their carers, with the shared goal of improving their overall quality of life. We provide housing and homeless services in multiple locations.

The integrity, commitment, experience, diversity and professionalism of our team of dedicated workers make Centacare Community Services unique in its response to individual needs.

During 2016, Centacare provided support to 160,000 people.

- Aged Care assisted 9336 people with 640,872 hours of support;
- Independent Living assisted 285 people with 1,476,908 hours of support;
- Housing & Homelessness assisted 15,386 people with 77,924 hours of support;
- Mental Health assisted 177 people with 66,928 hours of support;
- Respite & Transition assisted 1,257 people with 229,834 hours of support; and
- Learning & Leisure assisted 805 people with 276,923 hours of support.

2.3 Centacare Community Services - Purpose Statement

To enable the people we support to live meaningful lives within the communities of their choice through a person centred approach.

9.13 Workplace Health and Safety

Contractors will make every effort to comply with key principles of the Work Health and Safety Act and Regulation 2011, such as: duty of care, common sense and due diligence, particularly:

- The Contractor and their workers will exercise a duty of care when handling all equipment, tools, machinery and Client's property.
- The Contractor and their workers will wear appropriate safety equipment when using machinery, tools and other equipment.
- The Contractor and their workers will ensure equipment, tools and machinery used by any worker is in good working order and maintained to ensure safety. This will include making sure any fittings or attachments are secure and safe.
- The Contractor and their workers will also ensure that any person entering an area (or radius area) that such person is advised of any potential dangers or safety rules to adhere to.
- Centacare Home Safety Services will endeavour to make Contractors aware of any known hazards that we are aware of. Centacare Home Safety Services conducts First Interviews and Risk Assessments for each new Client. When job sheets are issued for the provision of services Centacare will make Contractors aware of any risks or hazards on-site that have been identified at that time.
- Contractors are expected to provide an activity based risk assessment i.e. Safe Work Method Statement (SWMS) and or Safe Operating Procedures (SOP).
- The Contractor and their workers are required to hold, or be undertaking training in tasks that are relevant to their occupation inclusive of: First Aid/ CPR, Manual Handling together with skills identified to activities undertaken.
- Contractors are responsible for their own First Aid Management.

9.10 Financial Management

Contractors are not permitted to solicit other work in addition to the requested service, unless an immediate health and safety concern exists, in which case they must make immediate contact with Centacare Home Safety Services for direction prior to commencement.

Centacare Home Safety Services may be able to subsidise the service fee of home maintenance carried out on a client's behalf (this is subject to the availability of funding).

Centacare Home Safety Services is unable to subsidise the cost of materials used.

9.11 Invoices to Centacare Home Safety Services

Where possible Contractors are to 'batch' invoices and supply one invoice statement for the period (eg. week/fortnight/month), rather than an invoice for each client that has been seen.

All invoices issued for payment require the following details:

- Be addressed to Centacare Home Safety Services
- Contractor's ABN
- Client's First and Last Name
- If the service is not for a particular client - include the site name and location
- Job Sheet Number
- Itemised cost of labour, materials and the client's contribution
- Amount to be paid by Centacare Home Safety Services (including or excluding GST)

Please note that Centacare will make payment by EFT (Electronic Funds Transfer) in accordance with the terms outlined in the Contractor Agreement.

9.12 Receipts to Clients

The contractor is responsible for the collection of any monies owed to them by the clients. Any time money is exchanged - a written receipt must be issued.

The receipt must contain the following details:

- Date;
- Labour;
- Materials; and
- The Centacare Home Safety Services Contribution as separate line items.

2.4 About Centacare Programs and Our Target Groups

Centacare receives funding from the following State and Federal Government initiatives.

Commonwealth Home Care Packages (CHCP)

Is a package of services and activities tailored to the individual client's care needs - consisting of a range of activities in and outside the home. Level 1 - basic care needs through to Level 4 - high care needs are available.

Commonwealth Home Support Programme (CHSP)

This program is part of the Australian Government's broader changes to aged care, funded by the Department of Health, providing community care services to carers and frail, older people (people aged 65 years and over or 50 years and over if indigenous) who need assistance with daily living to remain living independently at home and in the community.

Home Assist Secure (HAS)

Home Assist Secure provides safety related information, referrals and subsidised assistance to Queenslanders 60 years and over, or people with a disability who are unable to undertake or pay for critical maintenance services to their homes without assistance.

National Disability Insurance Scheme (NDIS)

The NDIS provides Australian Citizens or permanent residents with a permanent and significant disability (0-65 years), access to supports that enable them to take part in everyday activities and to achieve their individual goals and aspirations.

Queensland Community Care Services (QCCS)

Is a program funded by the Queensland Government, Department of Communities, designed to support people to live independently in the community. People are eligible for services if they are: aged under 65 years (under 50 years if Indigenous); having difficulty performing core activities of daily living due to functional limitations; and are at risk of losing their independence or entering long term residential care arrangements.

Veterans' Home Care (VHC)

Is a program funded by the Australian Government, Department of Veterans' Affairs, which provides low level home care services to eligible veterans and war widows and widowers.

3 National Police Certificate (National Criminal History Record check) - Minimum requirements

Contractors and their field staff (or workers) must hold a current Police Certificate (which is valid for 3 years) in order to commence service delivery.

The cost of obtaining and maintaining this certificate is the Contractor's responsibility.

Certificates issued in hard copy are to be provided to Centacare Home Safety Services within 3 months from date of certification.

Upon sighting the original certificate, a copy will be taken and the original returned to the person presenting the certificate. The details will be recorded and the copy destroyed. Online police certificates that have been processed by an accredited CrimTrac organisation can be scanned and emailed.

It is the Contractor's responsibility to notify Centacare / Centacare Home Safety Services of any change in Criminal History status for themselves and their workers.

If additional Criminal History Screening is required for a particular service type, Centacare will advise you.

4 Skills and Training

Contractors are responsible for ensuring their workers have the minimum industry standard skills, training and knowledge relating to the services being provided, as required by the individual funding body:

All services:

- Manual handling inclusive of safe lifting techniques;
- Work Health and Safety obligations under the WHS Act 2011 & Regulation 2011;
- Service Standards (see section 9.8); and
- Privacy and Confidentiality (see section 8)

Department of Health - where relevant to services provided:

- CDC training, Duty of Care, Safe Food Handling, Infection Control, Medication assistance.

Department of Communities, Child Safety and Disability Services - where relevant to services provided:

- Effective induction, Preventing and responding to abuse, neglect and exploitation of Clients, reporting and mitigating critical incidents.

Department of Veterans' Affairs - where relevant to services provided:

- First Aid, CPR and Certificate III in Individual Support

9.8 Service Delivery Standards

Centacare operates within a compliance framework that includes Commonwealth and State legislation, quality standards, funding guidelines and contractual conditions.

Contractors are responsible for ensuring that they comply with the relevant laws and regulations. A copy of requirements, Centacare's policy and procedures can be provided to you at anytime, upon request.

9.9 Service Delivery

Contractors are expected to:

- Contact clients within 48 hours of receiving the job request;
- Always make or confirm an appointment with the client;
- Only carry out work when a client is home;
- Be punctual - the client should always know when to expect you;
- Notify the client immediately if you cannot keep an appointment, or if you are delayed;
- Notify Centacare Home Safety Services immediately in the event that there is no response to a scheduled visit (i.e. client not present upon your arrival);
- Produce, and/or display, adequate form of identification (eg. Centacare Home Safety Services Approved Contractor ID card, business card, driver's licence or vehicle signage);
- Provide written quotes itemising the costs of the labour and materials, to both the client and Centacare Home Safety Services (if applicable) before the commencement of work;
- Be mindful of each client's individual circumstances;
- Be aware of the client's right to appoint an advocate on their behalf;
- Contact the local service if you noticed a decline in the client's health or wellbeing, or there is information that you think would be important for the service to note, and
- Remember to seek authorisation prior to undertaking work - do not assume that there will be financial assistance from Centacare Home Safety Services for any work you may undertake without prior authorisation.

9.4 Contractor Conduct

Preferred contractors and their staff are expected to be competent, professional, courteous, respectful, honest and fair in their treatment of, and dealings with, Centacare clients and staff.

9.5 Your Rights

If you have a complaint or concern with clients or staff, you are encouraged to contact the Centacare Home Safety Services Manager. The Manager will assist with resolving your concern or complaint and may also advise you of other rights you have in relation to the matter, should it not be able to be resolved.

The contractor has a right to refuse or reject work without fear of retribution if they feel it is unsuitable or unsafe to proceed with the work. In these circumstances contractors should contact Centacare Home Safety Services.

9.6 Liability

The contractor, will warrant and be:

- responsible for making good any defects attributable to him/her, or his/her employees within seven (7) days of such notification from Centacare Home Safety Services.
- responsible for the rectification of any damage to the client's property caused by him/her, or his/her employee, during or subsequent to the completion of work.
- responsible for seeking approval from Centacare Home Safety Services for applicable financial subsidies prior to the commencement of work or it may result in the contractor being liable for the cost.

9.7 Insurance

The contractor must have current Public Liability insurance (to the value of \$10,000,000), Workers Compensation coverage (if applicable), and Professional Indemnity insurance (if applicable) to cover the risks associated with the provision of services.

Centacare will request the following from contractors:

- A Certificate of Currency for the insurance, copies of other policy documents and updated copies of these insurances, where the relevant information will be recorded and the copies held on file.

5 Diverse Communities

Centacare responds to diverse communities, including those who identify as:

- Aboriginal and Torres Strait Islander (ATSI);
- People from culturally and linguistically diverse backgrounds (CALD);
- Living with dementia;
- Experiencing financial hardship;
- LGBTI; and
- Living in isolated areas.

6 Client Rights

Our clients have the right to:

Privacy and confidentiality; have another person speak on their behalf (advocate); be informed; make decisions; provide feedback and make a complaint, and be treated with respect.

7 Complaints, Dispute and Conflict Resolution

If through the course of service delivery, the client advises the contractor of concerns relating to service provision by the contractor then the contractor agrees to attempt to mediate settlement of any complaints or concerns before either party takes formal proceedings.

If resolution can not be achieved, then the contractor will advise the person receiving services of their right to contact the Centacare Home Safety Services Manager.

All complaints received by Centacare will be acted upon in a timely manner and in accordance with the Centacare Complaints Policy.

8 Privacy

The contractor, in accordance with the Privacy Act 1988, will not disclose any personal client information to any other person or organisation, without the consent of the client and Centacare .

The contractor will take all reasonable steps to ensure that personal Client information is stored securely, and used for the purpose it was intended.

The contractor can only use the information to complete the job specifically requested and it must not be utilised for soliciting any other work.

The contractor will only record information required to complete and maintain their records in accordance with legal requirements.

9 Centacare Home Safety Services - Purpose Statement

We aim to be the service provider of choice for Home Maintenance and Modifications to people who are ageing or have a disability.

We achieve this by providing quality, cost effective Home Maintenance solutions that enable people to remain safe, secure and independent in their place of residence.

Centacare Home Safety Services are based on respect, accountability and the individual's right of choice.

9.1 About Home Safety Programs and Target Groups

Home Assist Secure (HAS)

- Home maintenance; repairs; minor modifications and other assistance provided by the Department of Housing and Public Works;
- Refer and/or assist the client with employing tradespeople to undertake repairs or modifications, or plan future work.
- Eligibility for a financial contribution, the client must hold a Pensioner's Concession Card.

Commonwealth Home Support Programme (CHSP)

- Home maintenance and home modification services that assist clients to maintain their home in a safe and habitable condition.

Queensland Community Care Services (QCCS)

- Home maintenance and home modification services in a way that maintains and promotes independence.

Veterans' Home Care (VHC)

- Funded by the Australian Government, Department of Veterans' Affairs (DVA), which provides low level home care services (safety-related home and garden maintenance) to eligible veterans and war widows and widowers.

DVA Service Charter - available from Centacare or at www.dva.gov.au

Provides detailed information of what an entitled person should expect from services delivered on behalf of The Department of Veterans' Affairs inclusive of:

- Mission; Vision and Values; eligibility; service standards; service model; commitment statement; general rights; right to review; client responsibilities; and feedback process.

Confidential Information

DVA contract detail is deemed confidential and not to be disclosed without written consent from all parties. The exception to this restriction is that information required to be published under Commonwealth government and procurement requirements (eg. nature, value and parties to the Agreement).

9.2 Preferred Contractors

Centacare Home Safety Services uses both internal field officers and external Contractors to provide services to our clients.

External contractors usually operate independent businesses in the local catchment area of that service. Contractors are asked to sign an annual Contractor Agreement with us, you will retain your status as an independent contractor. The Contractor Agreement does not constitute or create a partnership with Centacare Home Safety Services. Contractor's are required to abide by the terms and conditions prescribed in this document when dealing with our clients. As a preferred contractor, you will receive work requests on behalf of our clients and other Centacare services.

9.3 Contractor Identification

Preferred contractors and their staff, will be issued with photo identification (ID cards) to be worn when providing services to clients on behalf of Centacare and when attending Centacare sites.

This requires you to provide Centacare Home Safety Services with the names of staff who will be attending all Centacare related work requests.

Digital photographs will be taken and stored electronically.

ID cards remain the property of Centacare Home Safety Services. They will be issued to all field staff each financial year, following the renewal of the Contractor Agreement and completion of the Centacare Contractor Induction. ID cards will subsequently have an expiry date of June.

We require all ID cards to be returned at the end of the financial year, where they will be destroyed and new ID cards issued.

You, as the employer are required to:

- Notify Centacare Home Safety Services of any, lost or stolen ID cards;
- Provide names of staff that have left your employment (staff must return their ID card to you as their employer); and
- Return the ID cards of staff who have left your employment.

