



## Partner and Support Worker Guide

**STRICTLY CONFIDENTIAL**

Carer Solutions Australia Pty Ltd

ABN 58 151 373 689

Suite 8, 23-25 Gipps Street

COLLINGWOOD VIC 3066

Ph: 1300 729 839

Fax: 03 9005 2786

Email: [care@carersolutions.com.au](mailto:care@carersolutions.com.au)

## INTRODUCTION

On behalf of the Founder, we would like to welcome our Partners to Carer Solutions Australia and their employee Support Workers.

Carer Solutions Australia is proud of its unique position in the disability industry for its person centred approach and its flexibility in delivering administrative services to our Partners.

We value our relationship with our Partners, as well as their relationship with their Support Worker/s . Our goal is to provide a level of service which is outstanding, innovative and driven by the desire to assist our Partners and their Support Workers to focus on superior care arrangements between one another, and to allow us to do what we do best – payroll administration. We believe we can accomplish this by being a listening business of well informed, impassioned people. We trust that our Partners can look forward to an exciting and rewarding partnership with Carer Solutions Australia.

This Guide contains useful information for our Partners and their Support Workers.

## ABOUT CSA'S SERVICES

Carer Solutions Australia specialises in the provision of payroll administration services to support the employment of Support Workers by a Partner. These services include:

- (a) The provision of payroll administration support (including the payment of wages, superannuation and PAYG withholding and issuing group certificates for employees of the Partner);
- (b) Payment of Workers Compensation Insurance Group Policy premiums;
- (c) Payment of insurance – Public Liability premiums;
- (d) Organisation of National Police Clearance and Working with Children/Working with Vulnerable People Screening in relation to the Support Worker;
- (e) Managing and claiming funding from an applicable funding body on behalf of the Partner; and
- (f) Additional information to assist the management of Support Workers, on behalf of the Partner.

Carer Solutions Australia works with its Partners and their Support Workers to support the administrative functions associated with the employment relationship between Partners and their Support Workers.

## PARTNERS

Unlike a traditional care agency, Carer Solutions Australia does not employ your Support Worker. You are the employer of your Support Worker and therefore you are responsible for sourcing, recruiting, employing, regulating, disciplining and/or terminating the employment of Your Support Worker.

Directly employing your Support Worker gives you ultimate control over the people who work with you, the hours they work and the tasks that they perform.

As an employer, you are responsible for meeting certain legal requirements including the payment of wages, taxation, superannuation, insurance and work health and safety.

Carer Solutions Australia assists you by performing various administrative duties associated with your Support Worker's employment (e.g. payroll administration support – as listed on the previous page).

If you have any questions, or wish to discuss any of our services, do not hesitate in contacting Carer Solutions Australia.

## SUPPORT WORKERS

Your employer is the individual or family who employed you (referred to in this Guide as our Partner or your employer).

Carer Solutions Australia assists our Partners by undertaking various administrative duties associated with their employment relationship with you – **we are not your employer.**

We are responsible for coordinating your pay at the direction of our Partners, ensuring we withhold (and remit to the ATO) the correct amount of income tax on behalf of our Partners, and, if applicable, payment of your superannuation on time into your nominated super fund.

**We do all of these things on behalf of our Partners as part of the services we provide to them.**

Also, while we sincerely hope it's never required, you are covered by a workers' compensation policy held by your employer under the classification of *Private Households Employing Staff*.

Prior to you commencing work with your employer, your employer will require you to obtain certain documents which you and your employer must supply to Carer Solutions Australia prior to your first shift. You may already have these and therefore you only need to include copies (not the originals).

The documents you need to provide to us to undertake various checks on behalf of our Partners are:

National Documents	Mandatory/Optional?
o National Police Clearance, not more than twelve (12) months old	Mandatory
o Australian Drivers Licence, Passport or other Photo ID (photocopy)	Mandatory
State-based Documents	Mandatory/Optional?
o Victoria: Working With Children Check (WWC)*	Mandatory if the Support Worker is working with an individual under 18 years of age
o Tasmania: Working with Vulnerable People Registration (WVPR)*	Mandatory
o Current First Aid Certificate	Optional: provide a copy if you have one
<p>* Exceptions to this rule do apply. If you believe you are exempt please contact us to verify or use the following links for further information.</p> <p><b>For information online visit:</b>            Victoria: Department of Justice: <a href="http://www.workingwithchildren.vic.gov.au/">http://www.workingwithchildren.vic.gov.au/</a>            Tasmania: Department of Justice: <a href="http://www.justice.tas.gov.au/working_with_children">http://www.justice.tas.gov.au/working_with_children</a>            South Australia: Department of Communities and Social Inclusion: <a href="http://screening.dcsi.sa.gov.au/screening-process/types-of-screening">http://screening.dcsi.sa.gov.au/screening-process/types-of-screening</a>            New South Wales: NSW Office of the Children's Guardian: <a href="http://www.kidsguardian.nsw.gov.au/Working-with-children/working-with-children-check">http://www.kidsguardian.nsw.gov.au/Working-with-children/working-with-children-check</a></p>	

*Please note! You cannot commence work without supplying the 'mandatory' documents listed above. You cannot commence work unless you have received a satisfactory WWC/WVPS or your WWC/WVPS application is being processed (and you have provided your employer with a receipt showing the application has been lodged).*

There may be other documents/checks (that are not listed in the above table) that your employer may require from time to time. If so, we will advise your employer of these as appropriate and provide these to you on their behalf.

Your employer will require you to complete timesheets at the end of each fortnight and submit them for approval. Your employer will then send them into us so we can coordinate your pay promptly.

## GENERAL GUIDANCE

Carer Solutions Australia want to ensure our Partners and their Support Workers have the tools and information to understand how to maintain a positive and ongoing employment relationship.

The information provided below is intended to be general only. Partners and Support Workers should seek their own independent advice.

### PARTNERS

As the employer of your Support Worker, you are responsible for matters including:

- Selecting and recruiting your Support Worker.
- Providing your Support Worker with an employment contract. You will need to decide whether you will employ your Support Worker as a casual employee or a part-time employee (or full-time employee, as the case may be). The National Employment Standards and the *Social, Community, Home Care and Disability Services Industry Award 2010* set out the terms and conditions of your Support Worker's employment.
- Providing clear and concise instructions in relation to the duties that you employ your Support Worker to perform.
- Providing appropriate training and supervision to Support Workers not only with regards to care requirements but also with regard to any aids and equipment that the Support Worker may be required to use, coordinate or supervise.
- Providing sufficient and appropriate resources to enable your Support Workers to complete their required tasks.
- Negotiating and maintaining lawful, fair and reasonable pay and entitlements and providing due consideration to the balance between Support Worker's personal and work life.
- Providing the Support Worker with an induction to the Work Site, including applicable work practices and safety measures, upon commencement of their employment.
- Providing the Support Worker with relevant key contacts, emergency and after hours contacts.
- Not asking the Support Worker to perform tasks or use equipment for which they are untrained and/or inexperienced.
- Providing and maintaining a working environment that is safe and without risks to health.
- Recording any injury sustained by or to the Support Worker.
- Reporting any notifiable incident to both WorkSafe Victoria within 48 hours of such an incident occurring.

### SUPPORT WORKERS

As an employee, you are responsible for undertaking your employment duties and obligations in accordance with any terms and conditions. For example, in accordance with any written employment contract between you and your employer, as well as any applicable award, such as the SCHADS Award.

## FURTHER ADVICE AND ASSISTANCE?

Information about a range of employment responsibilities and obligations can be obtained from regulatory bodies including:

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| (a) Fair Work Commission                        | <a href="https://www.fwc.gov.au/">https://www.fwc.gov.au/</a>   |
| (b) Fair Work Ombudsman                         | <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>   |
| (c) WorkSafe                                    | <i>VIC</i> <a href="https://www.worksafe.vic.gov.au/">https://www.worksafe.vic.gov.au/</a><br><i>TAS</i> <a href="http://www.worksafe.tas.gov.au/">http://www.worksafe.tas.gov.au/</a><br><i>ACT</i> <a href="http://www.worksafe.act.gov.au/health_safety">http://www.worksafe.act.gov.au/health_safety</a><br><i>NSW</i> <a href="http://www.safework.nsw.gov.au/">http://www.safework.nsw.gov.au/</a><br><i>QLD</i> <a href="https://www.worksafe.qld.gov.au/">https://www.worksafe.qld.gov.au/</a><br><i>SA</i> <a href="https://www.safework.sa.gov.au/">https://www.safework.sa.gov.au/</a><br><i>WA</i> <a href="https://www.safeworkaustralia.gov.au/snippet/whs-authorities-homepages/contacts-western-australia">https://www.safeworkaustralia.gov.au/snippet/whs-authorities-homepages/contacts-western-australia</a><br><i>NT</i> <a href="https://www.safeworkaustralia.gov.au/snippet/whs-authorities-homepages/contacts-northern-territory">https://www.safeworkaustralia.gov.au/snippet/whs-authorities-homepages/contacts-northern-territory</a> |
| (d) State/Federal Equal Opportunity Commissions | <i>Federal</i> <a href="https://www.humanrights.gov.au/">https://www.humanrights.gov.au/</a><br><i>VIC</i> <a href="https://www.humanrightscommission.vic.gov.au/">https://www.humanrightscommission.vic.gov.au/</a><br><i>TAS</i> <a href="http://equalopportunity.tas.gov.au/">http://equalopportunity.tas.gov.au/</a><br><i>ACT</i> <a href="http://www.hrc.act.gov.au/">http://www.hrc.act.gov.au/</a><br><i>NSW</i> <a href="http://www.antidiscrimination.justice.nsw.gov.au/">http://www.antidiscrimination.justice.nsw.gov.au/</a><br><i>QLD</i> <a href="http://www.adcq.qld.gov.au/">http://www.adcq.qld.gov.au/</a><br><i>SA</i> <a href="http://www.eoc.sa.gov.au/">http://www.eoc.sa.gov.au/</a><br><i>WA</i> <a href="http://www.eoc.wa.gov.au/">http://www.eoc.wa.gov.au/</a><br><i>NT</i> <a href="http://www.adc.nt.gov.au/">http://www.adc.nt.gov.au/</a>   |
| (e) ATO   | <a href="https://www.ato.gov.au/">https://www.ato.gov.au/</a>   |
| (f) Disability Services Commissioner            | <i>VIC</i> <a href="http://www.odsc.vic.gov.au/">http://www.odsc.vic.gov.au/</a><br><i>TAS</i> <a href="http://www.healthcomplaints.tas.gov.au/">http://www.healthcomplaints.tas.gov.au/</a><br><i>ACT</i> <a href="http://hrc.act.gov.au/disability/">http://hrc.act.gov.au/disability/</a><br><i>NSW</i> <a href="https://www.ombo.nsw.gov.au/">https://www.ombo.nsw.gov.au/</a><br><i>QLD</i> <a href="https://www.communities.qld.gov.au/disability/disability-community-care">https://www.communities.qld.gov.au/disability/disability-community-care</a><br><i>SA</i> <a href="https://www.sa.gov.au/topics/care-and-support/disability">https://www.sa.gov.au/topics/care-and-support/disability</a><br><i>WA</i> <a href="http://www.disability.wa.gov.au/">http://www.disability.wa.gov.au/</a><br><i>NT</i> <a href="http://www.adc.nt.gov.au/">http://www.adc.nt.gov.au/</a>   |
| (g) Aged Care Complaints Commissioner           | <a href="https://www.agedcarecomplaints.gov.au/">https://www.agedcarecomplaints.gov.au/</a>   |