

SILC House Operational Requirements

Background: This document should be read in conjunction with the House Operator Agreement and provides a list of key Operating Requirements for all House Operators to follow.

These Operating Requirements may be amended from time to time by SILC and, if so, SILC will provide one month's notice of any material amendments to House Operators.

1. House Operator obligations - as an employer:

- a) Comply with Australian laws (both State and Commonwealth) with respect to the employment of staff (including the *Fair Work Act 2009 (Cth)* and *Workplace Health and Safety Act 2011 (NSW)*)
- b) Recruit and ensure proper management and support of suitable staff to complete the tasks required to meet SIL funding obligations (e.g. disability support, management and administrative)
- c) Ensure appropriate screening of all prospective staff in accordance with the law and SILC Policies and Procedures (e.g. 100 points of ID, National Police Check or Working with Children Check etc.)
- d) Prepare Individual Flexibility Agreements (IFAs) including BOOT (Better Off Overall Test) or other Employment Agreements, along with clear position description for all staff members We only have two position descriptions - support worker and house manager
- e) Prepare and implement a staffing roster, providing visibility to SILC of both this roster and staff timesheets (either through Wageloch entries or otherwise) in order to ensure compliance with NDIS service provider obligations and standards
- f) Allow and plan for staffing contingencies, e.g. regular staff on sick or annual leave to ensure proper care and support of all Participants
- g) Prepare and implement a staff training plan (including inductions and buddy shifts for new staff) in accordance with SILC Policies and Procedures
- h) Conduct annual staff satisfaction surveys and performance reviews

2. House Operator obligations - general housekeeping and provision of supports, accounting & payroll

- a) Comply with all SILC Policies and Procedures (e.g. ensuring correct administration of medication)
- b) Prepare and implement procedures for purchasing food and other household items (e.g. cleaning products), cooking and preparing meals and ensuring the maintenance of a clean and tidy residence for all Participants
- c) Ensure appropriate support for all Participants as per SIL funding requirements and the individual needs of each Participant (e.g. support with washing and ironing clothes, accompanying Participants on public / private transport, purchasing personal care items with Participant monies, ensuring appropriate)
- d) Engaging in regular, monthly communications / progress updates with SILC
- e) Administer payroll, payroll (PAYG) taxes and summaries, BAS and GST lodgments, superannuation contributions, workers' compensation insurance, tracking and accruing annual and sick leave entitlements, setting aside of long service leave entitlements
- f) Arrange and support Participants to attend specialist services as required, e.g. for development of Behaviour Support Plans by qualified professionals
- g) Ensure payment of housing costs - e.g. rent, rates, taxes, repairs and maintenance etc
- h) Maintain petty cash records (for both House Operator expenses and Participant personal expenses)
- i) Submit records or statements to ensure that the House Operator is compliant with NDIS Quality and Safeguards Practice Standards and all legislative requirements. Make available to SILC times at which the Participants were supported by House Operator staff. This may be in the form of times at which the Participants were NOT required to be supported relative to the Roster of Care submitted with the SIL Quotes.
- j) Participate or coordinate NDIS Plan Reviews, as required.

3. House Operator obligations - governance

- a) Ensure compliance with all SILC Policies and Procedures
- b) Ensure good governance of the organisation in accordance with Australian Charities and Not-for-profit Commission (ACNC) Governance Standards: <http://www.acnc.gov.au>
- c) Adopt SILC's Agenda Template for Board meetings, conduct regular Board meetings and record minutes of all Board meetings (approved by Board members and signed by Chairperson).
- d) File and retain records and archive old records for seven years

- e) Appoint an auditor to provide annual financial audit and implement any recommendations made by auditor (e.g. in a management letter to the Board)
- f) Prepare annual report (including audited financial statements) for members and conduct Annual General Meetings as required by law
- g) Annual reporting to ACNC, NSW Department of Fair Trading (if relevant) and other government Departments (e.g. ASIC or ATO)
- h) Delegate responsibilities, where appropriate, but ensure appropriate reporting and communication to Board to ensure proper oversight of all delegated responsibilities

4. Specialist Disability Accommodation (SDA) (if relevant)

- Submitting Participant Plans for Eligibility for SDA
 - My Housing Plan
 - OT Report
- Service Agreement with SDA Provider
- Lease Agreement with SDA Provider
- SDA Quotes from SDA Provider
- Work with SDA Provider on location, design and financing of the property
The SDA Provider will purchase and enrol the property

5. House Operator obligations - record keeping

All records set out below must be securely stored in electronic format, ensuring full visibility to SILC:

a) Agreements

House Operator must have the agreements listed on the SILC website approved by its board with a signed copy saved on its G-drive (or CRS) with visibility to SILC.

b) Participant Documentation

House Operator must maintain and update the documents listed on the SILC website for each Resident Participant saved on its G-drive (or CRM) with visibility to SILC.

c) Employee Documentation

House Operator must maintain and update the documents listed on the SILC website for each Employee saved on its G-drive (or CRM) with visibility to SILC.

d) Financial Records

House Operator must maintain and update the following financial records with visibility to SILC:

- Xero (or other accounting records)
- Audited Financial Statements
- Budget (approved by House Operator board)
- Bank Statements for all House bank accounts
- BAS
- IAS for first 12 months if House Manager employs staff directly
- Annual Information Activity Statement to ACNC
- Annual Report (if any)

- Wageloch or Deputy of Sign On / Sign Off Book
- Log Book for use of House Vehicles and Employee-Owned Vehicles
- Petty Cash Book (if relevant)
- Pocket Money Record Book (if relevant)

e) Other Records

- Complaints Register
- WHS Documentation
 - Risk Assessments
 - Hazard Reports
 - Emergency Evacuation Plans
 - Register of Workplace Injuries
 - What to do if Injured at Work Posters
- Board Meetings
- Staff Meetings
- Minutes