



THE MISFIT PROJECT

POLICY HANDBOOK

IMPORTANT NOTE:

Policies that have been printed are "Uncontrolled."

Policies can be updated at any time.

To ensure that you are reading the most current version available please refer to the original database found in the online version.

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POLICY : Board of Directors : Version 001

AUDIENCE	Board Of Directors, CEO
COMMITMENT	
<p>The Misfit Project (TMP) recognises that the effective operation of any organisation relies on its Board, and the effective operation of the Board relies on all its members having a full command of the necessary information and expertise.</p> <p>Board confidentiality is important. It encourages open and frank discussion at meetings, helps facilitate the development of vision and the implementation of an effective strategy to achieve that vision, and protects information that is confidential, personal, or relates to employment, commercial or legal matters. Allows open and frank discussions at meetings between the CEO and Board Directors regarding staff and associate members for any reason where the ongoing professionalism and longevity of the company may be at risk.</p> <p>This Code of Conduct applies to all Directors to ensure that all Directors understand the behaviours expected of them in fulfilling their role in ways that are aligned and exemplify TMP mission and values and to encourage comfortable conversations when dealing with conflicts of interest.</p>	
SCOPE	
<p>This policy seeks to ensure that new Directors on the Board are provided with all the information necessary to enable them to contribute appropriately to the effective operations of the Board, as well as facilitate effective governance of TMP by ensuring professional standards regarding confidentiality and conduct to safeguard the organisation's longevity and wellbeing.</p>	
POLICY	
<p>1. Induction</p> <p>As soon as possible after the Board has confirmed the appointment of a new Director, the Chairperson of the Board (COB), will make contact with this Director and arrange a face-to-face induction session that will provide them with;</p> <ol style="list-style-type: none"> a) this policy document, b) The Misfit Project Inc Constitution 2024, 	

- c) the Board Directors Agreement for signing
- d) basic biographical and contact information about Board members and senior staff,
- e) minutes from the previous meeting with briefing to explain them,
- f) an opportunity to discuss any questions or concerns they may have.

The COB will also act as a mentor to the new Director and make themselves available to answer all questions as they arise.

2. Confidentiality

- a) Board members must keep confidential all information pertaining to matters dealt with by the Board. This includes board meeting minutes, agendas, reports to the Board and associated documents, and information contained in those documents.
- b) The obligation to maintain confidentiality continues to apply even after a person has left the Board.
- c) Maintaining confidentiality as a general rule will also help ensure observance by Board members of the following legal duty:
A person who obtains information because they are, or have been, a member of the Board must not improperly use the information to:
 - i. *gain an advantage for themselves or someone else;*
 - ii. *cause detriment to the organisation.*
- d) If a request is made to the Secretary from a non-board member, for access to one or more Board Papers*, the Board may on a case by case basis resolve to provide access to the document/s. In considering this request, the Board will have regard to:
 - i. the importance of maintaining the particular confidentiality;
 - ii. the importance of complying with the law – including privacy law - and recognizing that the law sometimes creates duties to disclose or protect information;
 - iii. who the person is and the importance of holding the Board accountable; and
 - iv. the need to be consistent in the way that documents are treated, and the consequence of establishing any precedents or expectations.
- e) Nothing in this policy is intended to prevent the Board from seeking confidential legal, accounting, financial or other expert advice from independent professionals to assist the Board in carrying out its functions.
- f) Any person [such as CEO, Executive member, or Guest] who is not a member of the Board but is present at a Board meeting (or part of a meeting) must maintain in confidence all information obtained as a result of their participation in the meeting.
- g) Board members will not speak against formal decisions in public.

3. Code of Conduct

The Code of Conduct and the behaviours outlined within this policy are fundamental to The MISFIT Project Board building healthy, positive, and respectful relationships that embody the values of the organisation. The Code of Conduct also governs the way in which all board members are expected to relate to one another, internal staff, volunteers and the broader community.

Performance of Duties

- i. Always act honestly, ethically, and with strong morals to benefit the best interest of The MISFIT Project.
- ii. Not to use their position to make personal profits or benefit others unfairly.
- iii. Not to engage in conduct likely to discredit or be detrimental to the interests of The MISFIT Project.
- iv. Be independent in judgement and action and take all reasonable steps to be satisfied as to the soundness of all decisions taken by the Board
- v. Treat other Board members kindly, respectfully and fairly and consider their views, rights, safety and well-being.
- vi. Be professional and help the Board work in harmony, safely and well.
- vii. Attendance at Board meetings is expected. If not attending is unavoidable, send apologies in advance.

Fiduciary duty

The number one duty of any board member is to act in the interests of the organisation above all else. You must not allow your personal interests, or those of anyone else, to override the interests of the organisation - even if you've joined the board as the representative of another group or organisation.

Conflict of Interest

To manage conflicts of interest Board members will:

- i. Let the board know about any personal or business interests which could be a real conflict of interest, or other people might perceive it as a conflict of interest.
- ii. Not allow personal or money interests, or the interests of a relative or friend be in conflict with the interests of The MISFIT Project.
- iii. Raise this issue openly and freely discuss it at any Board meeting without fear of judgement, for yourself or anyone else, if you think there is an undeclared conflict.
- iv. Be happily removed from engaging in any decision-making process the board undertakes, where a conflict has been agreed or declared to exist.

Misconduct

Behaviour amounting to serious misconduct includes but is not limited to; concealment of a material fact in decision making, theft or fraud, assault, intoxication at an event or meeting, use of derogatory, violent or abusive language and criminal conduct.

4. The secretary is responsible for

- The Secretary shall ensure that Board Papers are created, maintained and distributed in a manner which is consistent with their confidential status. They shall be kept separately from other (non-confidential) documents and stored in a manner which limits access to them by unauthorised persons (including employees).
- In circumstances where a request for access to Board Papers has been made, and there is reason to believe that there are laws governing the disclosure or non-disclosure of the document, the CEO will obtain legal advice on the matter to assist the Board in its consideration of the request.
- Ensuring that requests for access to Board Papers should be included for consideration as an item on the Board agenda.
- Holding the signed agreements.

5. The chairperson is responsible for

- new Director induction sessions.

6. Upon ceasing to be a Director

All property and Board papers in possession of any Director must be returned to the TMP CEO as soon as practicable (within 21 days) after ceasing to be a member of the Board.

RELATED DOCUMENTS	<ul style="list-style-type: none"> • Director of the Board Agreement • TMP Constitution 2024 	
DEFINITIONS	Board Papers	Board Papers means all written communications to Board member/s including without limitation monthly/quarterly board papers, submissions, minutes, letters, memoranda, board committee and sub-committee papers, emails and copies of other documents referred to in any of the abovementioned documents made available to the Board member as a Board member during his or her time in office.
	COB	Chairperson of the Board
	TMP	The Misfit Project

ENFORCEMENT	<p>This policy has been implemented to highlight everybody's responsibilities and expected behaviour while engaging with TMP. If anyone is found, or has been reported by a third party, to be breaking it, some form of disciplinary action may be taken. All breaches will be viewed on a case by case basis and the most appropriate disciplinary action will be taken specific to the nature and impact of the infraction. Any breach of Policy will be taken seriously and may lead to disciplinary action, up to and including suspension or removal from the board.</p>
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Bushfire Safety Policy



POLICY : Bushfire Safety : Version 006

AUDIENCE	Board Of Directors, CEO, TMP staff, participants	
COMMITMENT		
<p>The MISFIT Project (TMP) conducts a large number and range of programs, activities, supports and services for groups and individuals in a variety of locations within Victoria. In conducting these programs and activities, we need to be mindful of both forecast potential and actual bushfire conditions that may make these programs and activities unsafe.</p> <p>TMP has a responsibility to ensure all people, including staff, volunteers, and participants involved in our programs and activities are safe. This policy sets out the responsibilities of TMP when creating and conducting programs, activities, and support work during Victorian fire danger periods.</p>		
SCOPE		
<p>Early planning is crucial in preparing for the fire danger period. The following information will guide participants, families, and staff with what is needed to plan for the fire danger period.</p>		
POLICY		
<p>1. Actions for Forecasting of Fire Danger Ratings Using the Bureau of Meteorology fire danger rating system;</p>		
CATASTROPHIC		
Programs and services	1:1 Support, mentoring, and face-to-face meetings	Camps, group programs, and services
Action	<p>All shifts, supports, and face-to-face meetings in high-risk areas are cancelled.</p> <p>Traveling to, through, or into any thick bush areas, going for hikes, bushwalks,</p>	<p>All activities and camps in catastrophic fire danger areas are cancelled unless a plan to relocate to another location outside of the high-risk area is planned.</p> <p>Activities that are already</p>

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	or similar activities are not permitted on shifts for safety reasons.	occurring in these areas may be cancelled and returned home or relocated - whichever is safer.
EXTREME		
Programs and services	1:1 Support, mentoring, and face-to-face meetings	Camps, group programs, and services
Action	<p>All shifts, supports, and face-to-face meetings booked in high-risk areas are to be reviewed.</p> <p>Where possible or practical, shifts should be either:</p> <ul style="list-style-type: none"> - Relocated to another more urban area outside the high-risk area, - Reschedule to another day, - Or, finish by 11am that day. <p>Travelling to, through, or into any thick bush areas, going for hikes, bushwalks, or similar activities is not permitted.</p>	<p>All activities and camps in extreme fire danger areas are to be reviewed and will be relocated or cancelled if possible or practical.</p> <p>Activities that are already occurring in these areas may be cancelled and returned home or relocated - whichever is safer.</p>
HIGH		
Programs and services	All programs and services	
Action	Monitor conditions and avoid unnecessary travel to high-risk areas.	

2. Responsibilities

The Misfit Project Responsibilities

- TMP will monitor bushfire ratings via the Vic Emergency website for our area and any other area where camps or activities are located.
- TMP will communicate to staff and participants/carers when bushfire ratings are catastrophic or extreme via social media, email, and direct messages.

CEO Responsibilities

The CEO is responsible for ensuring the organisational governance is in place to enable TMP to build a capability and capacity in continuity of services during the Victorian fire danger period.

- Identify the resources and strategies needed to implement the procedures within the policy.
- Provide guidance and direction to team leaders on catastrophic or extreme fire danger rating or during a bushfire event.
- Review individual exceptional circumstances and provide direction and guidance.

Leadership team Responsibilities

- Ensure all participants that reside in high-risk areas are identified and recorded on the fire risk management database.
- Provide support with creating emergency plans, planning shifts and activities.
- Create a fire watch roster within the team.
- Provide guidance and direction and support on catastrophic or extreme fire danger rating or during a bushfire event.
- Ensure communication goes out to all relevant staff and participants via social media, direct messaging, etc.
- Complete emergency response plans for all vulnerable participants and participants living in high-risk areas

Staff Responsibilities

- All TMP staff are required to download the Vic Emergency app.
- Monitor fire danger ratings via the Vic Emergency app prior to entering high-risk areas.
- Monitor conditions in the local area that they are working in and notify TMP immediately if an outbreak occurs.
- Support participants in implementing their emergency response plan in consultation with and direction from the family coordinator.
- Notify TMP immediately if you are unable to attend a scheduled shift because you are enacting your fire plan. If you wish to take time off to enact your individual bushfire plan, you can access time in lieu or other accrued leave. Staff should liaise directly with their manager.
- Staff that live in high fire areas that have existing working from home arrangements are expected to have a bushfire plan in place. During periods of extreme and catastrophic fire danger periods, TMP strongly encourages staff to leave areas that are 'high risk' and work in an alternative workspace. TMP can provide office spaces in one of our existing offices.

Participants and Families/Carers Residing in High Risk Areas

- Work with TMP to create an emergency response plan or provide TMP with existing plans.
- Monitor conditions in their local area.
- Advise TMP of any shift changes or cancellations.

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- Prepare a bushfire plan.
- Must NOT rely on TMP to provide notice of fire danger ratings or bushfire outbreaks. Families should not wait for information from TMP before enacting their own bushfire plan.

3. Identifying High Risk Areas

TMP recognises that there are some areas that TMP provides support that are of a higher bushfire risk than other areas. The risk of bushfire is most extreme in areas that are close to or among dense or open bush. TMP considers these 'high risk' areas for the purpose of this policy. Please see Supplemental Information for details.

TMP will be guided by information provided by the CFA and the bushfire management overlay maps to determine the 'high risk' suburbs that will be referred to within the bushfire policy. This is reviewed annually prior to the fire danger period.

Bordering suburbs

There are several suburbs that border 'high risk' bushfire areas that we may need to consider as high-risk in the event of a catastrophic or extreme fire danger day. These include any areas that are close to dense or open bush, among grass or paddocks or near coastal scrub.

4. Identifying Vulnerable Participants

The TMP leadership team will identify those that are vulnerable and residing in high-risk areas. TMP will work directly with participants and their carer/family and consider the following in determining the participant as highly vulnerable:

- Living independently and solely reliant on support
- Mobility or sensory issues
- Ability to receive and understand information prior or during an outbreak.

A list of vulnerable participants residing in or near a 'high risk' area will be recorded on the fire risk management database and participant's electronic file.

Individual Emergency Response Plan

TMP will work with all vulnerable participants to develop individual emergency response plans. Emergency response plans will document how the participant wishes to be supported in the event of a catastrophic or extreme fire danger rating or bushfire event. The relevant coordinator will review each ERP with the participant, carer/family annually prior to the Victoria fire danger period and check that participant records and support documentation are updated to ensure appropriate action is taken if and when a bushfire event is triggered.

Bushfire Planning with families

TMP will work with families residing in high-risk areas to encourage them and link them in with services to assist with preparing a bushfire plan and developing an emergency response.

- CFA (Country Fire Authority) Fire Ready Kits

- Local community bushfire planning workshops
- Red Cross

Participants and families should consider, as part of their bushfire plan, how they will manage without TMP support during a catastrophic event or a bushfire outbreak and consider their ability to make alternate arrangements or relocate during periods determined as catastrophic or extreme, as these ratings may apply for a number of continuous days.

5. Participants Travelling Independently

TMP will identify all participants that travel independently to access TMP programs/services and travel to/from or through high-risk areas and record the information on the fire risk management database. During extreme or catastrophic fire periods, TMP coordinators are required to contact these participants/families to plan other arrangements to ensure that person gets to their destination safely.

6. Communication

TMP will work with participants, carers/families, and staff to communicate our bushfire preparation and response in the following ways:

- Direct written correspondence
- Social media
- Direct phone communication, including SMS

7. Exceptional Circumstances

TMP recognises that there are some circumstances that directions included within this policy are not the safest option for participants or staff. Alternative directions may be provided by the CEO or leadership team. Any decisions that differ from directions within this policy will be guided by undertaking a thorough risk assessment.

8. TMP Sites in High Risk Areas

During the fire season, TMP will conduct a risk assessment prior to selecting the location of a camp or activity and avoid 'high risk' areas to minimise the need to cancel or relocate the activity. The TMP program sites located in high-risk areas will have a bushfire action plan that will state the actions to be taken during the Victoria fire danger period. This bushfire action plan will identify safe actions for staff and visitors to those sites to take prior to and during a bushfire event. TMP sites located in high-risk areas will close on extreme and catastrophic fire rating days or where there is a bushfire outbreak that may threaten the safety of staff and participants. Each camp or activity will have a relocation plan in place prior to the activity in case of a catastrophic or extreme fire rating or a bushfire outbreak. If the risk is too great for a planned activity or camp to go ahead an alternative activity or location may be offered. Recreation activities heading to high-risk areas may be cancelled if TMP is unable to support the activity safely with staff and volunteers, or a safe alternative activity or location is not available.

RELATED DOCUMENTS	<ul style="list-style-type: none"> Bushfire Supplemental Information 	
DEFINITIONS	BOM	Bureau of Meteorology
	ERP	emergency response plan
	High risk	Areas that are close to or among dense or open bush
	Risk assessment	A systematic process of identifying hazards, evaluating the likelihood and severity of harm they could cause, and implementing control measures to mitigate those risks.
	TMP	The Misfit Project
ENFORCEMENT	<p>TMP recognises that during periods of extreme and catastrophic fire rating days and during bushfire outbreaks, there are likely to be less staff available as they are enacting their bushfire plans.</p> <p>This policy has been implemented to highlight everybody's responsibilities and expected behaviour while engaging with TMP. If anyone is found, or has been reported by a third party, to be breaking it, some form of disciplinary action may be taken. All breaches will be viewed on a case by case basis and the most appropriate disciplinary action will be taken specific to the nature and impact of the infraction.</p>	



POLICY : Cancellation : Version 005

AUDIENCE	Board Of Directors, CEO, TMP staff, participants
COMMITMENT	
<p>The Misfit Project (TMP) aims to provide individuals and families with consistent support workers. To do this TMP needs to retain its current workforce. It is important that support workers know that they are valued and are an essential part of the organisation. The cancellation and rescheduling policy is one of many measures to ensure that support workers know we understand that their time is valuable and should not be disadvantaged due to cancellations.</p> <p>TMP is committed to remaining financially viable so its programs will continue. Given the wide range of services provided, especially during peak school holiday periods, and the extensive costs incurred in advance, cancellation fees must be applied to ensure that we do not incur financial losses. TMP is committed to ensuring that all cancellation fees incurred are fair and appropriate given the situation and outline in this policy what those circumstances are.</p>	
SCOPE	
To assist participants and their carers/family make informed choices when signing up for activities so everyone understands their financial responsibilities.	
POLICY	
<p>1. Weekly in-term programs</p> <p>NOTE: TMPs weekly programs are invoiced on a term by term basis, at the beginning of each term (activity costs only; NDIS rates will be invoiced separately.)</p> <ul style="list-style-type: none"> • Participants and/or their carers must notify TMP as soon as an absence becomes known. • If a participant elects to withdraw from a weekly in-term program within three weeks of the start of term, they will only be invoiced for the sessions and support accessed during this time. (Any payments already made will either be reallocated or refunded by arrangement.) • A participant attending for 4 weeks or more must pay the entire term's fees. 	

- For participants who join part way through a term, an invoice will be sent for the value of the remaining sessions, or the entire term fees (whichever is the lesser amount) from the date they have signed up.

2. Holiday programs

Camps, trips and getaways

TMP requires timely notification of withdrawal or cancellation from these events. Due to the costs of planning as well as allocating resources, late cancellations fees or the full cost of the program must be charged to cover these costs. The below terms apply to the activity cost and NDIS support costs.

- Notification of cancellation must be received by TMP at least one week, or seven calendar days, before the camp, trip or getaway's scheduled start date to avoid any late cancellation fees being invoiced and becoming liable for payment. However, if TMP has already pre paid for any non-transferable ticketed item for the participant (e.g. entry fee or airline ticket using participants name) as part of a program, the participant is still liable to cover these specific costs and invoices will be issued, regardless of the amount of notice given. If a ticketed item is transferable and *only* if the place is filled by another participant will the original participant not be liable for the incurred expense.
- Notification of less than one week, or seven calendar days, will incur the late notice cancellation fee i.e. the full cost for the camp, trip or getaway including support costs (if relevant) and will be invoiced accordingly.

Day activities

Due to the costs of planning and allocating staff and resources, we must apply late notice cancellation fees, and at times, the full cost of the program or activity to cover these costs.

- TMP must be notified at least 24 hours before the program starts, e.g. if the event is scheduled to begin at 10am, notification of cancellation must be given before 10am the day before in order to avoid being invoiced late notice cancellation fees and being liable for payment. However, if TMP has already pre paid for any ticketed item for the participant (e.g. entry fee) as part of the holiday program, the participant is still liable to cover these costs and invoices will be issued.
- Notification of under 24 hrs notice will incur the late notice cancellation fee i.e. the full cost of the activity including support costs (if relevant) and will be invoiced accordingly.

3. Individual Support and Mentoring

Mentoring support can be one to one (1:1) or any other variation where a TMP employee is providing goal based support to one or more participants. It is vital that participants and their carers work in collaboration with TMP to ensure that the time of both participants and staff is used effectively and meaningfully.

- TMP must be notified at least 24 hours before the scheduled shift start time, of cancellations or time adjustment requests. e.g. if the shift is

scheduled to begin at 10am, notification of cancellation or requests for time adjustments must be given before 10am the day before in order to avoid being invoiced late notice cancellation fees and being liable for payment.

- Notification of under 24 hrs notice will incur the late notice cancellation fee i.e. the full cost of the activity including support costs (if relevant) and will be invoiced accordingly unless deemed extenuating circumstances.
- Unplanned extensions to shift hours will be charged accordingly, and are at the discretion of TMP and the working staff member's individual capacity. TMP staff members have the right to reject any unplanned extensions to shifts.

4. No shows

If a participant is not at the agreed upon location at the agreed upon time for a program, activity, or support, it will be considered as a no show. Reasonable considerations and attempts to reach the participant will be made; however, if they are not fruitful within 15 minutes of the start time, a no show will result in late notice cancellation fee invoices.

5. Extenuating Circumstances

TMP understands that at times, extenuating and unforeseen circumstances occur which can lead to late cancellation. In cases such as these, some or all fees for late cancellation may be waived. These will be reviewed on a case by case basis and are at the discretion of the TMP leadership team. If a participant or participant's carer believes that they have been unfairly invoiced under the late cancellation fee terms, contact TMP directly to request a review.

6. If TMP cancels an event (in advance)

There are circumstances where TMP may be forced to cancel a program, activity, event or support in situations such as extreme weather, safety concerns, or lack of financial viability. TMP reserves the right to cancel a program, activity, event or support at any time. In the event of TMP cancelling a program, activity, or support, participants and their families will be notified as soon as possible, and full refunds will be arranged and sent to those affected. Please note that cancellations on TMP's behalf do not occur lightly.

7. If TMP cancels an event (after commencement)

If any activity or event needs to be cancelled after it has commenced, for any legitimate reason (e.g. bushfires) or advised to do so by any responsible other parties (e.g. Police) staff will coordinate with all parents immediately to arrange a quick and timely conclusion of the event to ensure everybody's safety. Refunds will not be given in this circumstance because we will still need to cover our costs.

DEFINITIONS	Late notice	<u>For camps trip or getaway</u> - less than one week / seven days <u>For day programs and activities</u> - less than 24 hours <u>Support or mentoring</u> - less than 24 hours
	TMP	The Misfit Project
	Trip or getaway	An event in which participants and staff stay overnight at a location for a minimum of two nights.
ENFORCEMENT	Participants or carers who do not give sufficient notice of cancellation of participation, or who do not turn up on the day, as outlined above, will be subject to the issuing of late notice cancellation fee invoices unless deemed an extenuating circumstance.	



POLICY : Child Protection : Version 002

AUDIENCE	Board Of Directors, CEO, TMP staff
COMMITMENT	
<p>The MISFIT Project endeavours to provide the safest environment possible for our participants, our staff and our wider community. We work hard to do all within our power to ensure the necessary precautions are taken so that the spaces we work in are the safest they can be. Staff are to prioritise the minimising of risk and the maximising of safety.</p> <p>The MISFIT Project (TMP) is committed to the safety and well-being of all children, participants, and persons who engage with our services, and maintains a zero tolerance approach in all matters concerning child abuse, or breaches of safety and protection, as outlined by internal policy and Victorian Child Safe Standards introduced by the Victorian Government. All allegations and significant safety concerns will be acted upon immediately, and appropriate services engaged as per the severity of the allegation or concern, in line with the law.</p> <p>TMP strives to create and foster an environment where children feel safe and confident to speak up. A complaints process for children has been developed, and we will continue to inform and educate children about their rights.</p> <p>TMP is also aware that at times, some individuals may be more vulnerable to physical, intellectual or communication challenges than other members of the community. Therefore, everyone involved within TMP has a responsibility to ensure the protection and safety of all people is still upheld, regardless of their age, gender, race, religious beliefs, disability, sexual orientation, or family or social background, and have equal rights to protection from abuse.</p> <p>TMP has zero tolerance for child abuse. Everyone working at TMP is responsible for the care and protection of the children within our care and reporting information about suspected child abuse.</p>	

SCOPE

This policy applies to all staff, participants, volunteers, families, contractors and visitors who are involved with TMP and to the broad range of situations where interaction with children and young people may occur in the delivery of TMP's services at all TMP locations or accessing the community through their involvement with TMP. Further, this policy also applies to any TMP staff member working within a family home or environment.

POLICY

1. Children's rights to safety and participation

1.1 Approach to inclusion of children's voice

Children have the right to give their views and opinions about decisions that affect them, and to be listened to. Empowerment is about helping children to have their say. Empowering people we support should underpin and guide our work at all times. Participation is important for children because it gives them an opportunity to have a say about issues and decisions that affect them. Children are more likely to speak up about their concerns relating to feeling unsafe, or to make a complaint, if they feel their views are believed, valued and welcomed.

1.2 Valuing diversity

TMP values diversity and will not tolerate discrimination. We will work to:

- Promote the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children and their families.
- Promote the cultural safety, participation and empowerment of children from culturally diverse backgrounds and their families.
- Welcome LGBTQIA+ and gender diverse children and their families; and
- Commit to ensuring our facilities promote inclusion of children of all abilities.

2. CEO Responsibilities

The CEO of TMP is responsible for:

- Dealing with and investigating reports of child abuse
- Ensuring that all staff, contractors and volunteers are aware of relevant laws, organisational policies and procedures, and the organisation's Code of Conduct
- Ensuring that all adults within the TMP community are aware of their obligation to report suspected sexual abuse of a child in accordance with these policies and procedures
- Ensuring that all staff, contractors and volunteers are aware of their obligation to observe the Child Safety Code of Conduct
- Providing support to staff, contractors and volunteers in undertaking their child protection responsibilities.

3. Staff Responsibilities

3.1 Knowledge and training

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All staff members or volunteers over the age of 18 years old of The MISFIT Project have an obligation to engage with annual internal training to provide them with the knowledge required to safely execute the responsibilities of their role. There is a further responsibility for staff and relevant volunteers to know and have the ability to identify the signs of abuse, or risk factors regarding child safety, including but not limited to: Emotional & Psychological abuse, Neglect, Physical abuse, Sexual Abuse, Grooming, Family Violence.

Staff members are further required to engage with online training to assist in their understanding of the signs of abuse, and what the concept of 'reasonable belief' of a breach of child safety is in the eyes of the law (as per Victorian state legislation). This will be completed through the [Information Sharing and MARAM Online Learning System](#) learning module titled Mandatory Reporting and Other Obligations, under the Protecting Children - Mandatory Reporting and Other Obligations Non-Government Schools 2025.

Staff who do not maintain compliance with these expectations, training and knowledge, will have their ability to work placed on hold until they have rectified any and all compliance issues.

3.2 Working with Children Check

All staff must have and are responsible for keeping current, a Working with Children Check, at all times, to support the ongoing culture of child safety.

3.3 Action and response to disclosure

If any staff member forms a reasonable belief that a child within their care has suffered or is likely to suffer significant harm due to abuse, and their parents are unable or unlikely to protect them, they are required to report this to a member of the leadership team (the Compliance Officer or CEO) who will support them to pass this on to the appropriate authorities, or pursue any necessary follow up to ensure the child's safety. This belief doesn't require proof, but it must be based on reasonable grounds, and using their professional judgement.

Furthermore, if a child or young person confides in a staff member to disclose abuse, the staff member should:

- Reassure the child or young person they have done the right thing by telling a trusted adult and that their words are believed.
- State that what has happened is not their fault; never blame or interrogate a child or vulnerable adult.
- Limit the amount of questions asked about the disclosure, keeping it to clarifying questions; this will be addressed formally by a professional (police or internal investigator).
- Maintain honesty about legal obligations to report the disclosure, to ensure the safety of the young person
- Listen non-judgementally and support the child/adult as well as possible
- Ensure the immediate safety of the child. If there is belief that the child is at immediate risk of abuse or danger, contact the authorities (the police at 000).

If the allegation involves a staff member, member of the TMP leadership team, or CEO, you can contact any other staff member (whom the allegation is not regarding), the compliance officer, CEO and/or contact the police directly.

3.4 Legal Obligations

Victoria's *Crimes Act 1958 (Vic)* imposes a legal duty on adults (18+) to report to the police when they reasonably believe an adult has committed a sexual offence against a child under 16. Failure to do so is a criminal offence.

4. What constitutes 'reasonable belief'?

Reasonable grounds to make a report include:

Direct disclosure by the child or young person — The child or young person tells you that they have experienced, or are experiencing, non-accidental physical injury or sexual abuse.

Disclosure by another person — Someone else informs you that a child or young person has been, or is being, sexually abused or non-accidentally injured.

Observations and professional judgment — Your own observations of the child or young person's physical condition, appearance, or behaviours lead you to form a reasonable belief that they have experienced, or are experiencing, non-accidental physical injury or sexual abuse.

That the child is in need of protection, or the child has suffered or is likely to suffer significant harm as a result of physical injury, or the parents are unable or unwilling to protect the child.

5. Risk Management

The MISFIT Project undertakes a rigorous recruitment, selection and screening process for all volunteers and staff members. TMP provides many of its services throughout the community. TMP accepts that there is always an element of risk however, it is every staff member's responsibility to be vigilant in constantly identifying, assessing and reducing risk. Risk management is an ongoing process. TMP provides training to new and existing staff in child safety annually, and staff without who fail to attend/complete this training in a timely manner will be unable to work shifts which involve care/support of participants under the age of 18. Child safety standards are reviewed by the child safety team on a quarterly basis. TMP coordinators meet on a weekly basis to discuss allocations, group dynamic, volunteer matches, safety ratios, room and bed allocations, activity choices, etc. to ensure child safety is paramount on camps and programs.

TMP may require applicants to provide a police check in accordance with the law and as appropriate, before they commence working and during their time with TMP at regular intervals. TMP will undertake thorough reference checks as per the approved internal procedure.

6. Investigating

If the appropriate child protection service or the police decide to investigate a report, all employees, contractors or volunteers must co-operate fully with the investigation.

Whether or not the authorities decide to conduct an investigation, the CEO will consult with the authorities to determine whether an internal investigation is appropriate. If it is decided that such an investigation will not conflict with any proceeding of the authorities, the CEO may decide to conduct such an investigation. All employees, contractors and volunteers must co-operate fully with the investigation. Any such investigation will be conducted according to the rules of natural justice.

The CEO will make every effort to keep any such investigation confidential; however, from time to time other members of staff may need to be consulted in relation to the investigation.

After an initial review and a determination that the suspected abuse warrants additional investigation, the CEO shall coordinate the investigation with the appropriate investigators and law enforcement officials. Internal or external legal representatives will be involved in the process as deemed appropriate.

7. Privacy

TMP will respect the privacy of the individuals involved unless there is a risk to someone's safety. TMP will have safeguards and practices in place to ensure that any personal information considered or recorded remains confidential. In accordance with privacy laws, everyone is entitled to know how the personal information will be recorded, what will or can be done with it, and who may be able to access it.

8. Reviewing

Every two years, and following every reportable incident, a review shall be conducted to assess whether the organisation's child protection policies or procedures require modification to better protect the children under the organisation's care.

RESPONSIBILITY	ORGANISATION	STAFF
		<ul style="list-style-type: none"> · Compliance Officer · CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> ● Staff Code of Conduct ● Appropriate Behaviours & Boundaries Policy ● Drugs and Alcohol Policy 	
DEFINITIONS	Child	A young person under the age of 18

	Child abuse	A sexual offence committed against, with or in the presence of a child, sexual misconduct committed against, with or in the presence of a child, or physical violence committed against, with or in the presence of a child, or any behaviour that causes significant emotional or psychological harm to a child or significant neglect of a child.
	Child grooming	Refers to actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child to lower the child's inhibitions in preparation for sexual activity with the child.
	Child protection	Is any responsibility, measure or activity undertaken to safeguard children from harm.
	Child sexual assault	Is any act which exposes a child to, or involves a child in, sexual processes beyond his or her understanding or contrary to accepted community standards, as well as grooming.
	TMP	The MISFIT Project
ENFORCEMENT	<p>If it is alleged that a staff member, contractor or volunteer may have committed an offence or breached the organisation's policies or its Code of Conduct, the person concerned may be stood down (with pay, where applicable) while an investigation is conducted. If the investigation concludes that on the balance of probabilities an offence (or a breach of the organisation's policies or Code of Conduct) has occurred then disciplinary action may follow, up to and including dismissal or cessation of involvement with the organisation. The findings of the investigation will be reported to any external body as required.</p>	



POLICY : Complaints Policy : Version 002

AUDIENCE	Board Of Directors, CEO, TMP staff, participants
COMMITMENT	
<p>The MISFIT Project (TMP) actively supports and values people’s right to complain about any aspect of any service TMP provides. Complaints can be made by a participant, family member, or community member. Complaints play an important role in ensuring the quality of our services. TMP is committed to ensuring that making a complaint is regarded as a positive experience, with the best possible outcomes achieved for individuals and the agency. Complaints, and their resolution, are taken seriously by TMP; there will be no retribution for anyone who makes a complaint. TMP strives to make our complaints policy and procedure accessible to all people using the service and we encourage anyone to raise any concerns with our staff at any time.</p> <p>TMP acknowledges that mistakes happen, and considers feedback and complaints to be an opportunity to improve the quality of services and processes.</p> <p>TMP considers a complaint to have occurred when a person wishes TMP to acknowledge and respond to their issue that they are unhappy or dissatisfied with, which can include but is not limited to:</p> <ul style="list-style-type: none"> • A decision made; • The services provided; • The environment in which a service has been provided; • The way a service is provided; • The staff/volunteers who work on a TMP program. <p>All complaints about TMP will be dealt with promptly, fairly, confidentially and without retribution. TMP complaints procedure will give people access to a fair and equitable process for dealing with complaints and disputes.</p> <p>TMP values complaints and compliments as opportunities to engage with the communities we serve, improve our practices, and strengthen trust. Feedback is</p>	

seen as a constructive part of maintaining integrity and excellence in all aspects of our work.

SCOPE

This policy applies to all participants and employees of The MISFIT Project, independent contractors, volunteers, appointed representatives and any persons directly or indirectly linked to TMP (family, friends, employees or volunteers of other organisations). Particular care will be taken to ensure that the complaints handling process aligns with relevant constitutional requirements or legislation (such as the Associations Incorporation Act) where necessary.

POLICY

1. Facilitate complaints

1.1 People focused approach

TMP is committed to actively seeking and receiving feedback and complaints regarding our services, systems, practices, procedures, products, and complaint handling. All concerns raised through feedback or complaints will be addressed in a timely and appropriate manner.

Individuals making complaints will:

- Receive clear information about our complaint handling process and how to access it;
- Be listened to, treated respectfully by staff, and involved in the process wherever appropriate;
- Be provided with clear reasons for decisions made and informed of any available avenues for review or redress.
- Complaints will be recorded along with time, date and complainant contact details.

1.2 Anonymous complaints

Anonymous complaints will be accepted where there is a compelling reason to do so. Where sufficient detail is provided, we will conduct a confidential investigation into the issues raised.

1.2 Accessibility and Inclusion

We will make information about how to lodge a complaint publicly available, on our website. Our complaint handling system will be designed to be easy to understand and accessible to all, especially to people who may require additional assistance. Where a complainant chooses to be represented or supported by another person or organisation, we will communicate through their nominated representative.

2. How and when to complain

Complaints can be made in a number of ways:

- In person;
- Over the phone; or
- Via the feedback pathway found on the website

Complaints can be made at any time, but preferably as soon as possible after the issue has occurred. Complaints can be made directly to a staff member/mentor, a member of the TMP Leadership Team, or the CEO. If the complaint is related to a member of the leadership team, the concern can be raised with the CEO directly. In the event of a conflict of interest, the complaint will be handled by a different member of the staff with no conflict of interest with any involved party.

3. Respond to complaints

3.1 Early resolution

Where possible, complaints will be resolved at first contact with us. When appropriate we may offer an explanation or apology to the person making the complaint.

3.2 Responsiveness

We will promptly acknowledge receipt of complaints. We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

3.3 Expectations

We are committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

3.4 Objectivity and fairness

We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about. Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

3.5 Responding flexibly

Our staff are empowered to resolve complaints promptly and with as little formality as possible. We will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives. We will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

3.6 Confidentiality

We will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by us as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

Where possible, complaints and information pertaining to complaints is kept confidential. The CEO of TMP signs off on complaints once they have been resolved and complaints are entered onto a secure internal register by the CEO. Complaints are securely stored at TMP and can only be accessed by the CEO.

4. Manage the parties of a complaint

4.1 Complaints involving multiple agencies

Where a complaint involves multiple organisations, we will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated. Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint. Where a complaint involves multiple areas within our organisation, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated. Where our services are contracted out, we expect contracted service providers to have an accessible and comprehensive complaint management system. We take complaints not only about the actions of our staff but also the actions of our service providers.

4.2 Empowerment of staff

All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities. Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

4.2 Managing unreasonable conduct by people making complaints

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

5. The three levels of complaint handling

We will inform people who make complaints to or about us about any internal or external review options available to them (including any relevant Ombudsman or oversight regulatory bodies).

5.1 Front line Resolution

Our goal is to resolve complaints promptly and effectively at the first point of contact. Wherever possible, staff will be trained, supported, and authorised to

handle complaints directly. This approach allows for quick, informal resolution and ensures that concerns are addressed early.

5.2 Internal Escalation

If a complaint cannot be resolved at the frontline, it may be escalated to a more senior staff member or manager within the organisation. This second level of complaint handling may involve a formal assessment and possible investigation of the original complaint and any decisions already made and/or a facilitated resolution process, where an impartial person not previously involved in the matter reviews the issue and works with the parties to reach an acceptable outcome.

Using information gathered related to the complaint, a decision will be made regarding necessary action(s). If the resolution is agreed to it will be implemented as per the timeframes referred to in the report. When requested, a copy of the report will be provided detailing the complaint, investigation and resolutions.

Where possible, actions put in place should improve quality of services, processes and aim to minimise risk of recurrence. In instances where actions to improve quality are not possible, a clear explanation as to why and what is required should be noted. The person making the complaint must be provided with details as to why something the complainant asked to see happen has not been possible.

5.3 External Review

If the complainant remains dissatisfied after our internal review, they may pursue an external review of the decision as per the External Complaint Mechanisms List document.

6. Accountability and learning

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis by management and the governing body of Directors.

We will run regular reports on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified
- the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements. Both reports and their analysis will be provided to our CEO and to our governing body for review, at least annually. We will continually monitor our complaint management system to ensure its effectiveness in responding to and resolving complaints. We are committed to improving the way our organisation operates, including our management of the effectiveness and efficiency of our complaint management

system and will implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.

RESPONSIBILITY	ORGANISATION
	<p><u>CEO</u></p> <p>The CEO plays a leadership role in setting a culture that values and responds effectively to complaints. Their responsibilities include:</p> <ul style="list-style-type: none"> ● Reporting to the governing body on complaint trends and outcomes. ● Providing adequate support and guidance to key staff handling complaints. ● Reviewing regular reports on complaint trends and issues. ● Encouraging all staff to be alert to complaints and to assist in resolving them promptly. ● Supporting staff in making recommendations for systemic improvements. ● Championing service, staff, and complaint handling improvements based on data analysis. <p><u>STAFF RESPONSIBLE FOR COMPLAINT HANDLING</u></p> <p>Staff directly involved in managing complaints are expected to:</p> <ul style="list-style-type: none"> ● Demonstrate best-practice complaint handling at all times. ● Treat all people respectfully, including those lodging complaints. ● Assist individuals in making complaints if needed. ● Follow the organisation's complaint handling policy and procedures. ● Provide regular feedback to management or the governing body on issues arising from complaints. ● Offer suggestions for improving the complaints management system. ● Implement changes based on individual complaints or analysis of complaint data, as directed by management. <p><u>ALL STAFF</u></p> <p>Every staff member contributes to an effective complaint handling culture. All staff must:</p>

	<ul style="list-style-type: none"> • Treat everyone with respect, including complainants. • Understand and follow the organisation's complaint handling policy and procedures. • Assist individuals in accessing the complaints process. • Be attentive to concerns or dissatisfaction and assist designated complaint handlers in resolving matters promptly. 	
RELATED DOCUMENTS	<ul style="list-style-type: none"> • TMP Constitution • External Complaint Mechanisms 	
DEFINITIONS	Complaint	Any expression of dissatisfaction made to or about TMP,, its services, staff, or complaint handling process, where a response or resolution is either expected (explicitly or implicitly) or legally required. Complaints may be lodged in person, over the phone or via the website.
	Dispute	Is a complaint that is unresolved.
	Feedback	Includes comments, opinions, or concerns expressed to or about TMP, whether direct or indirect, explicit or implied, regarding services or complaint processes, where a response is <i>not</i> expected or required.
	Grievance	Is a formal written complaint
	TMP	The MISFIT Project
ENFORCEMENT	<p>We will take all reasonable steps to ensure that no individual is treated unfairly or experiences negative consequences as a result of lodging a complaint, either directly or through a representative.</p> <p>If a participant or family member is unhappy with TMP's management of a complaint, contact should be made to an external service relevant to the complaint. Contact details for relevant services can be found in the document called: 'External Complaint Mechanisms'.</p>	



POLICY : Debrief : Version 002

AUDIENCE	Board Of Directors, CEO, TMP employees
COMMITMENT	
<p>The MISFIT Project (TMP) is committed to supporting staff and volunteers health safety and wellbeing by ensuring that all staff and volunteers have timely access to quality support – including defusing and debriefing, either internal or external.</p> <p>TMP acknowledges that stressful workplace events or situations can occur due to the nature of the work undertaken, and the life experiences and the personal situations of those who access our support can affect wellbeing.</p> <p>By offering timely emotional support and structured reflection, we aim to help staff and volunteers manage stress, process events, and maintain resilience, fostering a safe, supportive, and healthy workplace culture.</p> <p>This document provides a guideline for when, where and how to provide or seek appropriate, safe and useful debriefing after an incident or circumstance has occurred where a debrief would be necessary or appropriate.</p>	
SCOPE	
<p>This policy applies to all staff and volunteers and volunteers of The MISFIT Project (TMP), independent contractors, volunteers, appointed representatives and any persons directly or indirectly linked to TMP (family, friends, employees or volunteers of other organisations.)</p> <p>It covers situations including, but not limited to:</p> <ul style="list-style-type: none"> ● Critical incidents (e.g., client emergencies, workplace accidents) ● High-stress or traumatic events ● Conflicts or incidents that significantly impact staff and volunteers wellbeing 	
PURPOSE	
<p>The purpose of this policy is to;</p> <ul style="list-style-type: none"> ● Ensure staff and volunteer wellbeing is protected and supported following stressful, challenging, or critical events. 	

- Reduce stress and likelihood of burnout by providing timely and responsive access to support following challenging, distressing, or critical situations and events.
- Provide clear responsibilities and processes for providing defusing and debriefing.
- Define defusing and debriefing; where defusing is immediate support offered soon after an event to help staff stabilise emotionally, and debriefing is structured reflection and discussion to explore the event, learn from it, and support ongoing wellbeing.
- To encourage learning, reflection, and continuous improvement of practice, and review and reduction of risks.

POLICY

1. Debrief

Debriefing is the process following an event where significant emotional, mental or other impacts may have occurred. It involves talking through the event with a trusted other, usually in a professional context. The need for debriefing is well supported by research and is of vital importance, particularly when it comes to mental health.

There are a number of different ways the need to debrief can manifest and they are not always obvious or immediate. Struggling to get sleep, heightened emotional reactions to seemingly mundane things, or not finding joy in the things you used to, are all signs that you need to debrief a situation that has happened in the past. The situation may have happened recently or even years ago, but it is still important to debrief.

TMP staff or participants seeking debriefing must understand and respect that their own safety is of paramount priority. Vicarious and cumulative trauma can be exacerbated by the debrief process. If you feel that you are not able to engage with a certain environment, context or individual as it puts your physical, mental, social or spiritual health at risk, you must not engage and we will assist you to find an alternative course of debrief.

2. Debrief Process

Debriefing an incident can look different depending on what the individual being debriefed feels they need. Regardless of if they prefer structure, or a freer flowing conversation, there are certain aspects that must be covered.

The Incident: The first thing that needs to be covered is the incident. These are the facts of the situation; who was involved, where did the incident happen, when did it happen, what was the timeline, what happened at each step or point of the timeline.

The Response: The second part that needs to be explored is the response. What did the individual do at each stage of the incident, why did they choose that course of action, how did that make them feel, what happened after they did this.

NOTE: the individual conducting the debrief is to focus on and walk through all the emotions that are coming up in response to the questions.

Feelings: The last main component of a debrief that needs to be covered is how the responding individual/s feel by recapping and specifically naming all the emotions they are experiencing.

NOTE; the individual conducting the debrief is to ascertain if they are safe to move forward from the incident, if they are ruminating on a specific part of the incident and/or if there are signs or symptoms of the individual experiencing significant emotional impact. In this case, suggest and arrange a secondary debrief later on as well as recommending as assisting with them getting professional guidance. Reporting and escalating may be necessary.

For examples of debriefing processes please refer to the Debriefing Format Guide

While debriefing can be a formalised 1-1 process, it can also be flexible around its formality and be a group debrief to accommodate the needs of those accessing it. It is important to be observant and to react to what is needed in the moment to promote the most effective course of action and best possible outcome.

3. Reporting and Escalation

There may be circumstances that arise where you become concerned about the safety of an individual during or after debrief. In this circumstance, it is important to understand the balance between taking care of that individual and their privacy. If you are concerned about the safety of an individual because you believe they may be at risk of harm to themselves, others or from others, you must report this to the Wellbeing Officer, CEO, or an appropriate service or the authorities immediately. In all other cases, you should take the course of action that best protects that individual's wellbeing and privacy.

4. After Debrief

Debrief does not finish once the meeting is over. It is an ongoing process of reflection and checking in to ensure ongoing healing and wellbeing. The process for post-debrief check-ins will often be less formal, such as a message or email, but should be taken with the same seriousness. If the feelings or responses related to the incident worsen or increase over time, escalating or referring to other services or professionals is the best course of action for that individual's best interest.

5. The MISFIT Project will

- Provide staff with timely access to defusing (immediate wellbeing support) and debriefing (structured reflection and learning.)
- Promote awareness and provide clear processes and responsibilities for accessing support following challenging or critical events.

- Encourage staff engagement in defusing and debriefing, learning, reflection, and wellbeing practices.
- Require all staff and volunteers to act in line with the timeframes outlined in the Mental Wellbeing Guide.
- Refer staff to Mental Wellbeing Guide and Debriefing Format Guide for practical guidance on process, timing, and facilitation.
- Require the Wellbeing Officer or CEO to guide staff and volunteers to external crisis services (e.g., Lifeline 13 11 14, Beyond Blue 1300 22 4636, or 000 in an emergency) where needed or when internal support is not immediately available.
- Seek regular feedback from staff and volunteers on how to improve our practices.

6. Board Responsibilities

- Provide leadership and commitment to supporting staff wellbeing, including timely access to support following challenging or distressing workplace events.
- Monitor and review performance in implementing this policy.
- Ensure compliance with relevant laws and governance standards, including health, safety, and wellbeing obligations

7. CEO Responsibilities

- Ensure the Debrief Policy is implemented and upheld across the organisation.
- Ensure all staff and volunteers act in line with the timeframes outlined in the Mental Wellbeing Guide.
- Coordinate with, and support the Wellbeing Officer in delivering defusing and debriefing sessions.
- Facilitate access to resources, training for the Wellbeing Officer, staff and volunteers where needed, in defusing and debriefing.
- Escalate concerns for staff welfare to professional services when appropriate.
- Promote a culture where staff and volunteers are encouraged to and feel safe to raise wellbeing concerns.
- Report to the Board on the significant events, risk mitigation and outcomes.

8. Wellbeing Officer Responsibilities

- Coordinate and deliver support including debriefing sessions following challenging or critical events.
- Work in collaboration with the CEO to ensure timely delivery of support aligned with the procedure's timeframes.
- Provide practical guidance to staff on accessing and participating in this support.

- Monitor staff wellbeing, events and incidents requiring debriefing, and escalate concerns to the CEO and/or to professional services when appropriate.
- Contribute to continuous improvement by reviewing incidents and feedback regarding staff wellbeing.
- Make themselves available to staff who are/have handled defusing situations for support, encouragement and teaching.

9. Staff and Volunteer Responsibilities

- Monitor their own wellbeing and stress during challenging, or critical events, and after debrief conversations.
- Seek support from the Wellbeing Officer, or in their absence CEO, as indicated in the Defusing and Debriefing Guidelines without hesitation or fear of criticism.
- Take responsibility for seeking professional help when needed or recommended by the Wellbeing Office or CEO.
- Consider the balance of wellbeing of colleagues, along with their individual privacy.
- Report concerns of staff or participants if you feel they are at risk to themselves or others, to the Wellbeing Officer or CEO.
- Refer to the Defusing and Debriefing Guidelines and the Debriefing Format Guide for practical guidance and tools.

RESPONSIBILITY	ORGANISATION	STAFF
	<ul style="list-style-type: none"> • The Misfit Project 	<ul style="list-style-type: none"> • Wellbeing Officer • CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> • Staff Wellbeing Policy • Defusing and Debriefing Guidelines • Employee Code of Conduct • Mental Health Crisis Policy • Debriefing Format Guide 	
ENFORCEMENT	<p>Staff performing debriefs reserve the right to escalate or refer to other services where the person being debriefed is experiencing a degree of distress they are not qualified to assist with or is outside of their scope. TMP reserves the right to escalate a debriefing where it is believed that any individual is at risk of harm to themselves, from others, or to others.</p>	



POLICY : Delegation : Version 002

AUDIENCE	Board Of Directors, CEO, TMP employees
COMMITMENT	
<p>The Delegation Policy establishes the mechanism through which the The MISFIT Projects (TMP) Board of Management (BoM) delegates its responsibilities to facilitate the capacity of the organisation to achieve its purpose.</p> <p>Specific delegations of authority are the mechanisms by which TMP enables its staff members to act on its behalf. All the details of the delegated tasks and to whom they have been delegated will be recorded in the Delegation Schedule while be reviewed annually to ensure that it is accurate and up to date.</p>	
SCOPE	
<p>Delegations of authority within TMP are intended to achieve four objectives:</p> <ol style="list-style-type: none"> 1. To ensure the efficiency and effectiveness of the administrative processes. 2. To ensure that staff members have the level of authority necessary to undertake their roles and responsibilities. 3. To ensure that delegated authority is exercised by the most appropriate individuals. 4. To ensure internal controls are in place and effective. 	
POLICY	
<p>1. Boards Legal Obligations</p> <p>The BoM of TMP is responsible for the management of TMP. Central to the management process the board must exercise oversight and awareness of the association's legal responsibilities and the approach to risk. The Board will not delegate its administrative functions that are required under the Incorporations and Association Reform Act (VIC) 2012. These are:</p> <ul style="list-style-type: none"> • Maintaining the association's financial viability – Adopting annual budget(s) and regular review of financial position. • Ensuring the association's purposes are being achieved – adopting a strategic plan. • Ensuring an annual general meeting is held within five months after the end of the association's financial year. 	

- Submitting a financial statement that covers the full financial year and gives a *true and fair* view of the association's financial affairs to members at the annual general meeting.
- Overseeing the association's financial affairs. This includes making sure the association does not continue to operate if it is insolvent.
- Appointing a new secretary within 14 days if the position becomes vacant.

2. Board delegation to the Chief Executive Officer (CEO)

The Board reserves the right to delegate all other operational and administrative functions to the CEO as it sees fit. The CEO is responsible for promoting the interests and furthering the development of TMP through working towards the goals of the strategic plan with the authority of the BoM as per the Delegation Schedule.

The CEO's key tasks are:

- To provide wellbeing support and general supervision for all staff and volunteers of TMP.
- Risk management, contract management, legal compliance, administration functions, financial management and the service delivery of TMP.
- Ensuring that TMP is committed to act with integrity, fairness and ethical behaviour.

3. The CEO delegation to staff

The CEO may further delegate any function, power or responsibility conferred upon them to any member of the staff of the organisation as they fit. However, responsibility of any delegation is held by the CEO. If the CEO becomes unavailable, the authority of the CEO may be provided to a selected delegate by the CEO. If a delegate is not nominated or unable to be secured for any reason, this authority will be assumed by the Chairperson of the Board.

4. The Delegation Schedule

The Delegation Schedule is organised by function within TMP and reviewed and ratified by the BoM annually. The Delegation Schedule provides the required authority for the CEO and other staff members to discharge their function effectively and efficiently and to manage their area of responsibility.

RESPONSIBILITY	ORGANISATION	STAFF
	<ul style="list-style-type: none"> • Board of Management 	<ul style="list-style-type: none"> • CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> • Delegation Schedule 	
DEFINITIONS	BoM	Board of Management

	CEO	Chief Executive Officer
	TMP	The MISFIT Project Inc



POLICY : Drugs and Alcohol : Version 002

AUDIENCE	Board Of Directors, CEO, TMP staff
COMMITMENT	
<p>The Misfit Project (TMP) acknowledges the crucial nature of workplace safety and is therefore committed to ensuring that all peoples engaged with TMP have access to the resources, knowledge and spaces required in order to ensure our community maintains that safety.</p> <p>TMP is committed to our workplace being a safe space and providing an environment that promotes inclusivity. TMP is beholden to both federal and state laws that are enforceable around the use, consumption, possession and/or purchase of drugs and alcohol.</p> <p>TMP understands the impacts that alcohol and other drugs can have on an individual and is therefore committed to the strict enforcement of this policy, so that all people who access TMP remain safe.</p>	
SCOPE	
<p>This policy exists to clearly outline the expectations and requirements that TMP has of our staff and those who access us, around the consumption of alcohol and other drugs. This will be in line with any relevant State or Federal laws, policies or regulations.</p>	
POLICY	
<p>TMP employees must be aware of current Australian Law and act in accordance. Individuals under the age of 18 are prohibited from consuming, using, or purchasing any alcohol or nicotine products in Australia.</p> <ol style="list-style-type: none"> 1. Illicit or Illegal Drugs <ol style="list-style-type: none"> a. Never assist a participant in the access, purchasing, supplying, or taking of illicit or otherwise illegal drugs. Disciplinary actions and appropriate legal precautions will be taken. b. Never take illicit or otherwise illegal drugs before or during a shift. c. Never expose a participant under the age of 18 years to drug use or abuse. d. Never encourage or glorify the use of drugs. 2. Nicotine 	

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Please refer to the on-line database to ensure you are reading the most up to date version available.

- a. Never encourage or glorify the use of nicotine.
- b. Avoid consumption of nicotine while on shift or in front of participants.
- c. Be mindful of Smoke free zones when operating in public spaces.
- d. Never assist a participant in the access, purchasing, supplying, or taking of any nicotine products (if under the age of 18) or illicit or otherwise illegal nicotine products (if over the age of 18).

3. Alcohol - All Participants

- a. Never supply a participant (or a member of their family) under the age of 18 years with alcohol, or help them to procure it on their own.
- b. Never expose a participant to alcohol use or abuse.
- c. Never consume alcohol before or during a shift with a participant under the age of 18 years.
- d. Never encourage or glorify the use of alcohol, particularly by a participant under the age of 18 years.

4. Alcohol - Participants Over 18 Years of Age

In certain situations, a TMP employee may engage in the consumption of alcohol with participants who are over the age of 18. This exception applies during a mentoring shift which specifically aims to improve social skills and engagement, where that activity involves alcohol, and must directly align with the participants outlined goals. TMP staff may consume a maximum of one alcoholic beverage while supporting the participant who must be over the age of 18 in this situation. This one drink should be consumed responsibly, and employees should be mindful of both appropriate behaviour and boundaries, and their responsibilities and expectations as per the TMP Code of Conduct.

In these circumstances, TMP employees have responsibilities to TMP and to the participant/s. These responsibilities are:

- Ensure legal, safe, and responsible use of alcohol.
- Discourage the misuse of alcohol, such as binge drinking.
- Avoid glorifying alcohol, binge drinking and/or 'getting drunk.'
- Ensure that participants are aware of the risks of the situation and are supported to minimize these risks.
- Ensure that participants do not become intoxicated while being supported by TMP. While they may consume alcohol, intoxication should be strongly discouraged, and participants should be supported to consume responsibly.

5. Conflict of Interest outside of working hours

TMP employees who maintain social relationships outside of working hours with TMP participants who are over 18 years of age, must register this Conflict of Interest in the Conflicts of Interest Register. TMP employees must be especially mindful of appropriate alcohol consumption around such participants even outside of working hours. Furthermore, employees, during these times of

socialisation outside of working hours, are expected to ensure that their behaviour is still in accordance with the Appropriate Behaviour and Boundaries Policy.			
RESPONSIBILITY	ORGANISATION		STAFF
	<ul style="list-style-type: none"> The MISFIT Project 		<ul style="list-style-type: none"> Compliance Officer CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> Appropriate Behaviour and Boundaries Policy Employee Code of Conduct Policy Conflict of Interest Register 		
DEFINITIONS	Employee	This refers to all staff, permanent or temporary, on contract or employed by third parties and consultants that are providing services to The MISFIT Project and volunteers.	
	Volunteer	An individual who chooses to voluntarily undertake a position at the MISFIT Project without a contractual employment position.	
	Participant	An individual that accesses TMP for support, programs, or anything else and is not employed	
	Supported Participant	<p>Current or past participants of TMP Programs (including individual mentoring) who are under the age of 18 years.</p> <p>OR</p> <p>Current or past participants of TMP individual mentoring support work that you have personally supported in a formal capacity.</p> <p>The MISFIT Project recognises the fact that many TMP employees are former participants of The MISFIT Project programs themselves, and it is therefore important to define the difference between TMP Participants and TMP Supported Participants.</p>	
	TMP	Abbreviation of "The MISFIT Project"	
	NDIS	National Disability Insurance Scheme	
	Must	The statement is an absolute requirement.	
	Must not/ Shall not/ Never	The statement is an absolute prohibition.	

	Should	Use of this term indicates that there may be valid reasons in particular circumstances to ignore a given item, but the full implications must be understood and carefully weighed before choosing the relevant course of action.
ENFORCEMENT	<p>In any case where an employee breaches this policy and is affected by drugs or alcohol while at work, they are answerable directly to the CEO. Any employee who is deemed to have violated The MISFIT Project's Drug and Alcohol Policy will be subject to disciplinary action at the CEO's discretion. This can range from a formal reprimand and warning up to termination of the individual's employment.</p> <p>TMP is committed to ensuring that consequences are appropriate and that processes are followed correctly. Any criminal activity will be reported to the appropriate law enforcement authorities within Victoria. Ignorance of these policies and laws will not be accepted as an excuse for non-compliance.</p>	



POLICY : Employee Code of Conduct : Version 002

AUDIENCE	Board Of Directors, CEO, TMP staff
COMMITMENT	
<p>The MISFIT Project (TMP) is committed to maintaining a harmonious and ethical work environment which is safe, inclusive and accessible for all involved.</p> <p>TMP endeavours to provide the safest environment possible for our participants, staff and the wider community. We work hard to do all within our power to ensure the necessary precautions are taken so that the spaces we work in are the safest they can be. Staff are to prioritise the minimising of risk and the maximising of safety.</p> <p>TMP is committed to the safety and well-being of all children, participants, and persons who engage with our services, and acknowledges the necessity of behaving in an appropriate manner when working with diverse young persons, and the importance of consistent, predictable boundaries. All TMP people are expected to behave in ways that are aligned with our mission and core values of; Inclusive Community, Growth, Creativity, Safety, and Diverse Identities. By upholding high expectations of our staff, regarding our core values, we aim to provide the highest quality of service to all participants, their families, and other relevant stakeholders possible.</p>	
SCOPE	
<p>This policy applies to all employees of The MISFIT Project, independent contractors, consultants, volunteers, appointed representatives and sets out the expected standard of behaviour which are fundamental to building healthy, positive, and respectful relationships with our community. The Code of Conduct also governs the way in which all TMP's people are expected to relate to one another, external professionals, clients, visitors, and all stakeholders. It is not intended to provide a detailed and exhaustive list of what to do in every aspect of work. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and interactions in the workplace.</p>	

TMP is a provider of a wide range of mentoring support services, including many under the National Disability Insurance Scheme (NDIS), as well as youth and mental health outreach programs for young people from a variety of backgrounds and circumstances. TMP is aware that potential real or perceived inappropriate behaviour and/or crossing of boundaries may occur in performing these roles for an individual, group or the wider community. As an employee, one of your main focuses will be to provide the safety, inclusivity and the ethical work environment we seek to foster. This may be individually, in a group environment and/or within programs to ensure and maintain a high level of care for those accessing our services.

POLICY

1. Expectations

As a TMP employee, you must:

- a. Be passionate about The MISFIT Project's vision to empower young people and give them a voice in their community.
- b. Be inclusive and accepting.
- c. Be able to work independently and be self-motivated.
- d. Support us to be a child safe organisation.
- e. Maintain compliancy, as outlined in the Employee contract.
- f. Remain aware of TMP policies and procedures

2. Respectful listening

There must be no yelling, screaming or chatting amongst yourselves when someone is addressing the group because TMP is all about giving people a voice to talk about issues that matter to them. Listening respectfully and meaningfully to each other and all people who access TMP is important. It is our staff agreement that we work together as a team to ensure we are respecting each other and our differences and that everybody has a right to be heard.

3. Performance of Duties

Staff must:

- Show up on time and be ready to work. If you are going to be late, please inform another staff member or relevant party as soon as possible. It is important to respect the way we utilize people's money and time when we are providing a service.
- Respect the space. Clean up after yourself.
- Fix or report anything you break or see that is broken.
- Remain focused. Not focusing can be seen as disrespectful for others. If you can't stay focused, do your best to not distract others. Utilize the tools and techniques we use for our work to help stay on track, such as fidgets, movement breaks and other forms of grounding and regulation.
- Come to work in clothes that you can move freely in, are clean and are appropriate for the work you'll be undertaking.

- Bring food and water with you. As we work out of many different spaces and with people of differing needs, there are circumstances where it may not be possible to break for or access a drink or food.
- Respect TMPs property and resources and ensure these are taken care of.
- Provide feedback and communicate effectively and meaningfully with families/participants.
- Create and maintain a safe environment for the participants, adhering to internal policy and relevant state, national and international policy.
- Within mentoring and individual support environments, make sure that the time spent with a participant is goal focused, purposeful and valuable.

Staff must not:

- Use your phone for non-work purposes during activities - please have your phone on silent or vibrate while working.
- Litter or leave any space untidy.
- Arrive at work intoxicated.
- Drink alcohol (outside of 18s+ events, where light consumption is contextually appropriate) or use illicit drugs at work.
- Smoke or use vapes in front of participants.
- Glorify the use of nicotine products.
- Destroy or take for personal use any items belonging to TMP without prior approval.

4. Code of Conduct

Staff must:

- Be present when 'on shift.'
- Build rapport with the participant and be approachable to all participants and their parents/carers.
- When appropriate, build connections with others that are in the environments in which you are supporting the participant e.g. the staff of the facility you are accessing, family members, other support workers, teachers, etc.
- Be responsible for assisting participants with appropriate behaviours by leading by example and by being a positive role model embodying TMP's core values of Inclusive Community, Growth, Creativity, Safety, and Diverse Identities.
- Respect and support each other. Be aware that there are environments where it is appropriate and inappropriate to discuss certain matters. When at work, use professional judgement to assess the appropriateness to talk about issues. If you need to talk to someone and it can't wait till the end of your shift, ask when is appropriate or organise a meeting with a supervisor.
- Use appropriate language. Respect that some people do not like vulgar language.

- Respect other people's boundaries and private lives. Do not feel obliged to share anything you are not comfortable with sharing. Respect that people may not want things being shared. Check with others before sharing anything relating to them.
- Look after yourself and respect yourself. Ensure you are practicing self-care.
- Be sensible. Use common sense. Make your own choices. Use professional judgment.
- Do your best to understand the disabilities and challenges of TMP's participant cohort, and how to support them individually, and as a part of these, seek out and engage in professional learning to develop and support these understandings.
- Help participants with understanding appropriate behaviour and the impact of inappropriate behaviour on the wider community.
- Communicate effectively, non-judgmentally and with unconditional positive regard.
- Be respectful about touch. Communicate with people regarding what yours and their boundaries are. If you are having any issues or concerns around this, please let a supervisor know.
- Maintain awareness of the signs of abuse, and ensure best practice in regards to child safety, and fulfil the necessary legal and organisational requirements.

Staff must not:

It is extremely important that all interactions with all TMP participants are of an appropriate nature to ensure the safety and wellbeing of both participants and employees. The following inappropriate interactions are strictly prohibited:

- Any sexual interaction, including but not limited to: sexual intercourse, sexual touching, indecent exposure, exposure to pornographic material, sexual comments or advances. If you believe you are aware of sexual misconduct in any way, please report it to a supervisor immediately.
- Any romantic relationship characterised to the expression of love or anything similar.
- Exposure to, use of, or provision of alcohol to any participant under the age of 18 years. (For participants over the age of 18 years, please see TMP Drugs & Alcohol Policy.)
- Exposure to, use of, or provision of illegal drugs.
- Assisting participants in the access, purchasing, supplying, or taking of any nicotine products if under the age of 18. (For participants over the age of 18 years, please see TMP Drugs & Alcohol Policy.)
- Violence, including 'mucking around' violence. We are role models and we support a lot of people who do not understand the difference between playful and serious violence.
- Gossiping or spreading rumours.

- Accessing, downloading, transmitting or storing content information that is unlawful or may be deemed offensive, pornographic or not in the interests of TMP.
- Disclosing any confidential information belonging to TMP.

5. Employee Responsibilities

All members of TMP are responsible for ensuring that appropriate interactions are occurring between employees and supported participants at all times. All employees must ensure that they act in accordance with TMP Employee Code of Conduct Policy. TMP employees must inform their supervisor if another member of staff, volunteer, or any persons directly or indirectly linked to TMP who has engaged or is thought to have engaged inappropriately with a supported TMP participant.

Employees who are in a pre-existing romantic or sexual relationship with a supported participant must report this relationship to their supervisor before employment, so it can be recorded in the TMP Conflict of Interest Register. Employees who are in pre-existing romantic or sexual relationships with a supported participant must not be in a position of formal support or authority over this participant and are prohibited from staffing any program that participant attends.

6. Compliance Officer and CEO Responsibilities

The Compliance Officer and CEO are responsible for ensuring that all staff and volunteers have read and understood the contents of this policy before they commence working for TMP. The Compliance Officer and CEO are also responsible for holding timely disciplinary reviews if a matter is reported to them and consulting external organisations if deemed necessary. They will then enforce any disciplinary action deemed appropriate.

7. Confidentiality

Staff must not disclose any confidential information belonging to TMP, except as required by law. Staff must not misuse confidential information. Staff must take whatever measures are reasonably necessary to prevent the disclosure or misuse of confidential information.

8. Conflict of Interest

a) Identification

A conflict of interest occurs when a personal interest conflicts with their responsibility to act in the best interests of the participant. A conflict of interest may be actual, potential or perceived and may be financial or non- financial.

b) Potential Conflicts

TMP employees must maintain and manage the best interests of the participant at all times to ensure the following situations are avoided or listed on the Conflict of Interest Register;

- A financial gain (or avoidance of a loss) at the expense of the participant.
- A financial or other incentive to favour the interests of another participant or group of participants over the interests of the participant.
- The possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of TMP.
- Making a client recommendation regarding services offered by TMP over and above those offered by other organisations without showing evidence of the balance between the client's best interests and those of the business.
- Personal and family relationships between employees and volunteers.
- Decisions regarding appointment, promotions or other decisions relating to employees.
- Acceptance of gifts or benefits eg. monies, vouchers, meals, accommodation as a bribe to give them a leg up on other participants.

c) General Overview

TMP activities and other support services have well defined and separate administrative outlines, procedures and work instructions for TMP staff to follow. TMP staff will act in the best interests of participants to ensure they are informed, empowered and able to maximise choice and control. TMP staff are instructed to always inform NDIS participants that:

- TMP offers a wide range of other supports under the NDIS, as do multiple other local providers.
- The participant in the NDIS always has the choice to use either TMP or other service providers in relation to all NDIS supports.
- There may, and often will be, other service providers who offer identical or similar support to TMP and that it is always the choice of the NDIS participant which service provider they choose.
- Where it is obvious that TMP is unable to meet a participant's need, TMP will provide information on other services that may be more suitable and encourage and support them to engage in services outside of TMP.
- TMP staff will notify their supervisor of any conflicts as they arise. Conflicts will be documented in the Conflict of Interest Register. The register records the conflict, who is involved, actions taken and who made the decision.
- Participants are able and encouraged to raise complaints using our Complaints Policy or completing the feedback form available on the TMP website.
- TMP staff will, under no circumstances accept any offer of money, gifts, services, commissions or benefits that would cause them to act in a manner against the interests of the participant.

- TMP staff are required to adhere to the The MISFIT Project Code of Conducts, to avoid real or perceived conflicts of interest, and to record and report any which may be identified.
- TMP recognises the need to protect its reputation by maintaining ethical standards, fairness and integrity in all its dealings.

d) Procedure

Staff: Employees and volunteers who become aware of a conflict of interest or potential conflict of interest must ensure the following procedures are adhered to:

- i. Employee/volunteer to discuss conflict of interest or potential conflict of interest with the manager/supervisor.
- ii. Employee/volunteers who are uncertain whether or not they are placed in a situation where a potential or actual conflict of interest exists should seek advice from their manager/supervisor.

Managers or supervisors: On consideration of all relevant information, may determine:

- i) if the potential for a conflict of interest of the employee/volunteer is remote and requires no further action other than to record the information required in the Conflict of Interest Register; or
- ii) if the employee/volunteer's situation does present a conflict of interest and that conflict must be resolved, that actions required to resolve or eliminate the conflict of interest are to be implemented immediately. These actions may include:
 - Acknowledging the identified conflict with the participant or group and agreeing on an appropriate action;
 - Disqualifying the employee or volunteer from whatever has occurred to which the conflict relates; or
 - Reorganising the duties of the employee or volunteer so as to remove the conflict of interest; or
 - Putting in place additional processes to avoid the conflict of interest happening again.

Regardless of the outcome all known or perceived conflicts of interest are to be registered internally and discussed openly with the participant.

Management is responsible for:

TMP will ensure that it safeguards the interests of clients and minimises the potential for conflicts to arise. TMP will ensure that the 'Conflict of Interest Procedure' outlined above will be implemented to identify and manage conflict of interests.

Examples of TMP's arrangements for managing conflicts include (but are not limited to;

- Disclosing any known or perceived conflicts directly with participants.
Openly discussing the potential impact.

- Providing the participant with choice and appropriate information on services available to them outside of TMPt.
- Regularly assessing participant's use of services with TMP, providing information on alternative services when participants request it.
- When the participant or TMP representative feels TMP services are inadequate to support the person's goals, of poor quality or TMP is unable to provide the service requested, support will be provided to engage with alternative agencies and services.

Staff are responsible for:

TMP encourages and supports staff members becoming involved in community activities and volunteer work in their personal lives but TMP employees must declare their involvement with activities outside of TMP if it will give rise to a conflict of interest or a perception of conflict (examples. staff undertaking consultancy work for member organisations or government agencies). TMP employees must notify their manager/supervisor if they are taking additional new employment or work. Employees must discuss and plan with their supervisor in how potential conflicts of interest can be managed.

RESPONSIBILITY	ORGANISATION		STAFF
			<ul style="list-style-type: none"> • Compliancy Officer • CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> • Employee Contract • Drugs and Alcohol Policy • Child Protection Policy • Cancellation Policy • Sunsmart Policy • Medication Policy • Social Media Policy • Water Activity Policy • Conflict of Interest Register • Mental Wellbeing Guide • Debriefing Format Guide 		
DEFINITIONS	Boundaries	The limitations an individual places on the actions, behaviours, environments or content that they feel comfortable or uncomfortable with experiencing or being exposed to.	
	Employee	This refers to all staff, permanent or temporary, on contract or employed by third parties and consultants that are providing services to TMP.	
	Must	The statement is an absolute requirement	

	Must not	The statement is an absolute prohibition.
	NDIS	National Disability Insurance Scheme
	Participant	An individual that accesses TMP for support, programs, or anything else and is not employed.
	Supported participant	Current or past participants of TMP Programs (including individual mentoring) who are under the age of 18 years. OR Current or past participants of TMP individual mentoring support work that you have personally supported in a formal capacity. The MISFIT Project recognises the fact that many TMP employees are former participants of The MISFIT Project programs themselves, and it is therefore important to define the difference between TMP Participants and TMP Supported Participants.
	TMP	The Misfit Project Inc
ENFORCEMENT	<p>If staff are found, or are reported by a third party, to be breaking this policy, disciplinary action may be taken. All breaches will be viewed on a case by case basis and the most appropriate disciplinary action will be taken specific to the nature and impact of the infraction.</p> <p>Final decisions about appropriate disciplinary actions will be made by the CEO and an appropriately selected member of the management team. However, should they be unable to come to a final decision or should a breach be particularly serious in nature, external bodies may be consulted and included in the decision making process, to ensure fair and appropriate actions.</p> <p>Staff may appeal any decision if they feel as if they have been unfairly disciplined, and may appeal the decision by contacting the Fair Work organisation if they wish, or directly contacting TMP CEO who will organise an external mediator to assist in reconciling the situation.</p>	

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POLICY : Medication : Version 001

AUDIENCE	Board of Directors, CEO, TMP staff, participants
COMMITMENT	
<p>The Misfit Project (TMP) supports many participants with the administration of medication and is dedicated to the safe, effective and appropriate use of medicine. TMP values the importance of everyone understanding their role and responsibilities surrounding all aspects of medication, including safe and timely administration, handling, recording and storing of medication and emergency procedures.</p>	
SCOPE	
<p>Guidelines to support all members of the TMP community including participants, families, staff and volunteers.</p>	
POLICY	
<p>1. Staff Responsibilities</p> <ul style="list-style-type: none"> • All TMP staff are required to undertake first aid and seek out medication administration training. These highlight safe handling and administration of medication as well as the correct procedures required to record administration of medication and safe storage procedures of medication before they are able to support participants. • It is the responsibility of staff to ensure that their training is current and meets the requirements of the participants that they are supporting. • They must ensure that all medication they are required to handle are labelled and dated correctly, in a Webster Pak (tablets and capsules) or original packaging (liquids, powders, ointments, lotions) and that it has been signed off by families. • It is also a requirement that if staff members are unsure of issues surrounding medication, they seek support from their coordinator, team leader or call the emergency after hours phone for support. • Staff members have the right to refuse participants access to group based activities if there are issues with unlabelled medication, medication that is not in a Webster Pak or original packaging (liquids, powders, ointments, lotions) and medication that is not documented appropriately (such as changes of dose by a doctor). 	

- Have the relevant specialist training if you administer either emergency medications or medication via gastrostomy tubes, injection Nasally or rectally. You must not administer any medication this way without it.
- Only dispense medication from a Webster Pak or from the original packaging that matches the medication sheet exactly.
- To ensure they have adequate copies of the medication sheet.
- To ensure that during 1:1 shifts that medication is stored in a safe manner away from the participant, limiting their access to it.
- An incident report must be submitted if PRN restrictive intervention medication has been administered, regardless of whether or not that PRN restrictive intervention is included in a current, approved, behaviour support plan.
- To give participants who can self-administer their medication their zip lock bags containing the medication, when asked to do so by the participant.
- Must document in the participant case notes an overview of any discussion with the participant/carers and any agreements made.

2. Participant / Family / carers Responsibilities

Participants, families and/or carers have the right to feel confident and supported by staff at TMP in relation to administering medication to themselves or their family members. Their responsibility is to;

- Provide staff with as much relevant information as possible surrounding the medication needs,
- To support staff in developing accurate support information.
- Ensure that staff are kept up to date with medication information and supply staff with current documentation of medications, route, doses and dose changes, emergency management plans (EMPs) as well as
- ensuring that all medication is provided in a Webster Pak or in original packaging for liquids, powders, ointments and lotions.
- To research this or discuss with staff well in advance what medications are illegal or restricted in other countries if participating in a TMP overseas trip and to provide this at least 7 days in advance of departure.
- Participants who are able to self-administer medication are required to give staff their medication in a zip lock bag that is labelled with their name and date of birth at the commencement of all group-based activities.

3. Classes and forms of medication

Medications may include tablets or capsules, drops, liquids, ointments, lotions, powders or sprays and may be administered orally, through gastrostomy tubes, inhaled, applied, patches, topically, rectally, nasally or injected.

- Medication prescribed to modify behaviour is classified as a chemical restraint and is subject to staff following 'restrictive intervention' procedures (see Restrictive Intervention Guidelines.)

- Prescribed medication is taken to treat specific medical conditions or to control behaviour.
- PRN - pro re nata or 'as required' medications can be both prescribed and non-prescribed medications such as over the counter paracetamol or emergency medication to stop seizures or anaphylactic reactions.
- Non-prescribed medication is taken to support the individual's general health.
- Herbal supplements and/or vitamins are considered as medications.
- Emergency management medications such as Midazolam and Epipens are used in response to emergency situations and must be supported with an emergency management plan (EMP) and appropriate staff training.

All medications, both prescribed and non-prescribed, need to be meticulously recorded on the medication sheet for correct dosage, time and route of administration, along with any allergies the individual has. TMP staff that administer either emergency medications or medication via gastrostomy tubes, injection or rectally, are required to have specialist training.

4. Receiving Medication

On group based services (day programs, camps and activities), all medication must be handed to staff in a Webster Pak prepared by a pharmacy. The following exceptions apply:

- If the medication is in a form other than tablets or capsules (such as liquid, drops, ointments, powders, etc.)
- PRN medication (e.g Panadol); or
- Where an individual has been offered a place on an activity with under 24 hours notice of the activities commencement.

In all exempted cases, the family must provide medication in its original packaging and the medication sheet needs to be completed and signed. In cases where there is financial hardship and the cost of a Webster Pak places undue financial strain on a family, some special arrangements may be considered to assist with the cost or adherence to the policy after consultation with a team leader. The preference is for Webster Paks to be available to staff when working on 1:1 shifts and in home support.

TMP acknowledges that doctors and parents regularly consult, often resulting in changes to medication dosages. Where there is a difference between what is on a medication sheet and original packaging, there is an expectation that families dispense the medication in front of the support worker and that together, they check the medication sheet to ensure that it matches before leaving the family home. If individuals come to a group-based service without their medication in a Webster Pack, families/carers will be contacted. The aim is then to come to an agreement on how the medication can be provided in a Webster Pack. In cases where no agreement can be made, the individual will

not be able to access the intended activity and parents/carers will be asked to take them home.

Interstate or Overseas Activities

Groups going on interstate or overseas holidays facilitated by TMP staff or volunteers are required to have all medication dispensed into a Webster Pack or original packaging (cream, liquids) and provided to TMP at least one week before the trip leaves. It is preferred that an additional three days of medication is provided in case of travel delays. It is essential that staff have the ability to go through the Webster Pak or medication in original packaging in relation to a medication sheet and where discrepancies are found that there is time for the discrepancy to be addressed. Travelling with liquid medication should be done with consideration to 'carry on limits', as it will be a requirement to carry it in the original packaging. If required to carry medication in the cabin, a doctor's letter would be required, stating when and why the dose is required. Travel agents or airlines can provide specific information related to the trip. Please note that some medications are illegal or restricted in other countries: however, accompanied with a doctor's letter with clear instructions for use, may be accepted.

5. Record keeping

All medication administered to an individual in the care of TMP must be recorded on the individual's medication sheet. The medication sheet contains the medication/s, dosages, method of preparation, time, route of administration, PRN medications and any allergies. The information contained on the medication sheet must match what is recorded on the original container or Webster Pak for prescribed medications and match the recommended dose specific to the individual for non-prescribed medications. Prior to the commencement of activities and shifts, the individual/parent/guardian must sign the medication sheet to confirm the information is correct. If a parent/guardian is not dropping the individual to the activity, confirmation of what is on the medication sheet will be made over the phone prior to the activity. The leader of the activity will sign off stating that the medication was received and checked on the day. If the Webster Pak or original packaging doesn't collate with the medication sheet, contact will be made with the parent or guardian immediately to clarify details and or discuss required actions. The medication sheet is also used to record when and who administered the medication and must be signed for every medication administered. On 1:1 shifts, medication may be administered from the original container. All completed medication sheets must be forwarded to the relevant TMP coordinator at or before the end of the month in which the administration took place. If no medication sheet is available, staff are to write all details that are included on the medication sheet, sign it and forward this to the coordinator.

Medication sheets must be completed within all areas of TMP and are not exclusive to camps and day activities.

6. Storage of Medication

All medication requires safe storage to prevent loss and to avoid accidental ingestion by individuals, regardless of the situation and location. On group-based services all medication must be stored in a locked bag that can only be opened by staff members. This includes staff and volunteers' personal medications. Medication that requires refrigeration must also be stored in a lockable container in the fridge.

During the administration of medication, it is important to keep the medication bag secure and out of reach of individuals on the activity. When not in use, the medication bag should be stored out of reach of individuals. On 1:1 shifts, TMP acknowledges that storage of medication is more difficult; it is therefore the staff member's responsibility to ensure that during their time with the individual requiring medication, that the medication is stored in a safe manner, limiting the individual's access to it, preferably by locking it away.

7. PRN medication

Pro re nata (PRN) medication is to be administered as required. Some individuals require PRN medication for specific conditions (e.g. epilepsy or asthma) while others require PRN medication for general conditions (e.g. paracetamol for a temperature or pain). **All PRN medication (tablets, capsules) for group based activities is to be sent in a Webster Pak.** Detailed written instructions must be given by the prescribing doctor and/or parent/guardian regarding the exact circumstances under which PRN medication is to be administered. These directions must be strictly followed by all staff, on activities or on shifts. PRN medication for specific medical conditions requires management plans; in particular, asthma, epilepsy and diabetes. Where PRN requires staff to administer injections or rectal medications, this can only be done by staff who have completed the relevant specialist training.

For some individuals, medication that modifies behaviour is classed as a chemical restraint (restrictive intervention) and may be prescribed as PRN. A current behaviour support plan must be completed and clearly state the instructions on the exact circumstances in which to administer the medication. As this is a restrictive intervention, staff are required to follow specific procedures prior to, during, and post administration of this type of PRN medication and complete an incident report.

8. Individuals who self-administer

The decision around who can self-administer medication on group-based programs is made collaboratively between individuals, carers and coordinators. Those who self-administer medication take sole responsibility for their administration and take it without prompting or reminding from

staff/volunteers. TMP staff are not required to sign a completed medication sheet for individuals who self-administer their medication and are not responsible for any medication that is missed or not taken according to instructions. All medication forms are required to be up to date with all current medications so that the staff can assist any emergency medical staff with a list of medication and dosage if required.

If an individual requires any prompting or reminding to take their medication the above TMP medication policy still applies. For participants self-administering while participating in TMP activities, consider the following points;

- The age of the participant. A child under the age of 18 will not self-administer on a group based program.
- Is the participant aware of the medication that is required and the purpose and effect of the medication?
- Can the participant access their medication out of their Webster pack, dosette box or original packaging without assistance?
- Is the participant able to remember to take their medication without prompting each time it is due?
- Can the participant safely determine the need and then self-administer PRN medication?
- Can the participant administer the correct dose every time without assistance, without fail?
- Does the participant understand the risk of missing or taking an incorrect dose of medication?

RESPONSIBILITY	STAFF	
		<ul style="list-style-type: none"> • Staff member • Coordinator • Team leader • After hours emergency
RELATED DOCUMENTS	<ul style="list-style-type: none"> · restrictive intervention guideline · medication sheet · Emergency Management Plan & Support Plan (internal) 	
DEFINITIONS	EMP	Emergency Management Plan
	PRN	pro re nata or 'as required'
	TMP	The Misfit Project
	Webster Pak	Medication prepared by a pharmacy

ENFORCEMENT	This policy has been implemented to highlight everybody's responsibilities and expected behaviour while engaging with TMP. If anyone is found, or has been reported by a third party, to be breaking it, some form of disciplinary action may be taken. All breaches will be viewed on a case by case basis and the most appropriate disciplinary action will be taken specific to the nature and impact of the infraction.
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POLICY : Mental Health Crisis : Version 002

AUDIENCE	Board Of Directors, CEO, TMP employees
COMMITMENT	
<p>The MISFIT Project (TMP) recognises that those who access TMP face a wide range of environments and experiences in their lives. This can result in a significant impact on the mental health of these individuals, and therefore TMP recognises the need for a strong policy to protect those who access us when they are in a mental health crisis.</p> <p>Because of this, it is important that there is a clear outline for employees and volunteers of TMP so they are aware of the procedures they must follow when assisting with a mental health crisis, as well as how to support each other and themselves afterwards. A lack of knowledge around correct procedure when it comes to mental health crises can put our employees, our participants, and the organisation as a whole at risk. We are focused on and dedicated to ensuring that all those who access are kept safe through a strong mental health crisis procedure policy and therefore maintain the wellness of those who access us.</p>	
SCOPE	
<p>This policy applies to all employees of TMP, participants directly or indirectly linked to TMP (family, friends etc.) This document provides a framework for identifying, engaging with and resolving situations where a mental health crisis is or has occurred and to whom these things should be reported.</p>	
POLICY	
<p>1. Mental Health Crisis</p> <ul style="list-style-type: none"> • A mental health crisis is an intense experience and the individual facing a mental health crisis may not be able to function or protect their own safety during this time. • Mental health crises can be triggered by any number of things and can be brief or extended in duration. Because of this, it is vital that our employees at TMP are aware of the procedures they must follow when a mental health crisis manifests. • Mental health crises can present in a number of different ways. These can look like outbursts of emotion, non-verbal shutdowns, self-harm or many 	

other ways. This means that helping manage a mental health crisis requires nuance with tone, language and approach.

- TMP employees should refer to this policy when helping manage a mental health crisis. TMP employees must respond to a mental health crisis and get assistance where they feel they cannot respond. Volunteers must not respond to a mental health crisis without notifying a TMP employee.
- Employees of The MISFIT Project must not engage in any behaviour that intentionally puts someone in a mental health crisis at greater risk of mental, physical or spiritual harm.
- It is vital that all individuals responding to a mental health crisis understand and respect that their own safety is absolute priority. If engaging with a given mental health crisis would pose a significant threat to yourself, you must prioritise your own safety and contact the relevant authorities.

2. ALGEE

ALGEE is an acronym from mental health first aid that stand for; Assess for risk harm or suicide ideation, Listen non-judgementally, Give reassurance and information, Encourage appropriate professional help, Encourage self-help and other support strategies.

It is important to note that the order of ALGEE will change depending on the specific scenario. Below are some examples of how one can do each step of ALGEE:

Assess risk: You must ask very candidly if the individual is experiencing suicidal ideation or thinking about or using self-harm (see below.)

Listen non-judgementally: Be comfortable with leaving gaps and silences as it creates space for that person to take the time they need. Remain present and patient.

Give reassurance and information: Have a knowledge base so you can offer real, practical and accessible help about what is happening. Give unconditional positive regard and express that you believe the individual and that you are there with them.

Encourage professional help: Have a basic understanding of services an individual can access to get professional help such as online services, local psychologists, social workers, trauma specialists etc.

Encourage other support: Have a conversation about the individual's network and hobbies. Encourage them to use these as grounding tools and supports.

3. Risk Assessment

A risk assessment is a line of conversation an individual responding to a mental health crisis must ask, upon learning of an individual's self-harm or suicidal ideation. There are a few vital pieces of information a person assisting with a

mental health crisis must gather, where suicidal ideation or self-harm may be occurring or being considered.

Below is an example of the questions someone may want to ask to assess risk:
NOTE: This is worded very directly and a situation may require gentler or alternative wording (this applies to all but the first question.)

- Are you experiencing thoughts of self-harm or suicide?
- Have you acted on these thoughts?
- Do you have a plan in place to act on these thoughts?
- Can you tell me that plan?
- Is there a time and place in this plan?

Based on the answers to each of the above example questions, you will be able to find your next steps.

Please consult the Defusing and Debrief Guidelines for assistance in measuring state of mind and appropriate responses.

4. Reporting

If through the course of conducting a risk assessment or otherwise assisting with a mental health crisis, the crisis continues to escalate to the degree where the responding individuals on the scene feel unable to manage the situation, they must contact their supervisor, the CEO or the Wellbeing Officer immediately, to ensure the safety of all involved. In this circumstance, it is important to understand the balance between taking care of that individual and their privacy.

Some examples include;

- If you are concerned about the safety of an individual where you believe they are at risk of harm to themselves or others
- If you are concerned about the safety of an individual where you believe they are at risk of harm from others
- In all other cases, you should take the course of action that best protects that individual's wellbeing and privacy. This could look like speaking to that individual, raising it with your supervisor as an observation or something else entirely. If in doubt, ask your supervisor for advice.

Situations that require the authorities can differ, but some examples include:

- if the individual involved becomes an active physical safety threat to themselves, yourself or multiple people, such as if they are holding or using a weapon;
- if the individuals mental health escalates to the degree they are destroying property;
- if the situation escalates to the point where the individual is making threats to or actively harming themselves or threatening to harm you;

- the individual is breaking the law;
- the specific contents of the plans for harm or suicide.

4. Language

The research around what language should be used in regards to conversations during and around mental health crises is very clear. Very direct, candid and demystified language is to be used when talking about topics such as self-harm, suicidal thoughts or ideation and mental health struggles as it reduces stigma and removes the taboo of talking about these topics. By reducing stigma, there is a similar reduction in shame and similar emotions that may block an individual from speaking out. Clear, concise and non-judgemental language is the best approach, and maintaining unconditional positive regard as well as being as supportive as possible is vital. Equally important is to not make any promises to an individual that cannot be kept, and therefore it is best to avoid making promises at all.

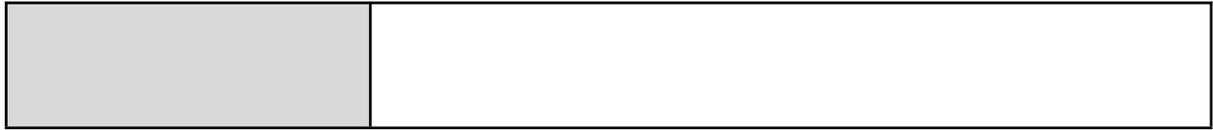
5. Online incidents

If an incident occurs online where a mental health crisis arises, members of TMP are not legally required to respond. However, if a member of TMP chooses to respond, they are to attempt to deescalate the situation as much as possible and actively try to engage the individual with a relevant help line, service, or emergency service.

RESPONSIBILITY	ORGANISATION	STAFF
		<ul style="list-style-type: none"> • supervisor • Wellbeing Officer • CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> • Mental Wellbeing Guide 	
DEFINITIONS	Mental Health Crisis	A period of time where a person is facing a significant reduction in resilience to stressors.
	Suicidal ideation	the thoughts, fantasies, or contemplations about ending one's own life. It can range from fleeting thoughts to detailed planning
	TMP	The MISFIT Project
ENFORCEMENT	For individuals in crisis, enforce by providing timely assessment and support as per the Defusing and Debrief Guidelines. Use mental health services as required and police involvement reserved only for immediate risks of harm to self or others.	

TMP POLICY HANDBOOK NOTE: Uncontrolled when printed.

Please refer to the on-line database to ensure you are reading the most up to date version available.





POLICY : Participant Code of Conduct : Version 003

AUDIENCE	Board Of Directors, CEO, TMP employees, participants
COMMITMENT	
The MISFIT Project (TMP) is a youth organisation that strives to be inclusive, equitable and accessible. In order to maintain the ethos of our organisation, there is an expectation for participants to adhere to our core values of The MISFIT Project; Inclusive Community, Growth, Creativity, Safety, and Diverse Identities.	
SCOPE	
The MISFIT Project (TMP) Code of Conduct has been implemented as a general guideline to the types of behaviours and attitudes that are expected of an individual while engaging in programs and activities with The MISFIT Project.	
POLICY	
1. Expectations of Participants	
Operating in alignment with our core values, all participants engaged with TMP are expected to:	
<ul style="list-style-type: none"> ● Treat everyone with respect, kindness and patience in all TMP spaces, both physical and online. ● Be mindful of personal space, physical boundaries and other's individual preferences. ● Respect others and yourself. ● Communicate to the best of your abilities. ● Actively support a welcoming environment where everyone feels safe and included. ● Use respectful and positive language with participants, staff, and volunteers. ● If you or another participant are struggling, please communicate this to a staff member and allow them to offer support. ● Respect everyone's method of communication and be patient if someone needs extra time to express themselves. ● Participate actively and enthusiastically in activities, while being mindful of others' enjoyment and comfort. 	

- Avoid excluding others or preventing them from joining activities.
- Respect other people's pronouns and names; and ask if you are unsure.
- Maintain awareness of safe topics of conversation when on TMP time, and respect staff members when redirected or instructed to cease an unsafe topic of conversation.
- Respect everyone's right to privacy, and actively respect boundaries, including the right to confidentiality of other participants.
- Respect the right of the TMP staff to privacy and a work life balance. This is done through limiting interactions with staff outside of working hours, respecting personal boundaries put in place by staff and the privacy of staff, including not actively seeking details of staff personal details such as address, family members names, and other details.
- Adhere to requests made by staff to uphold safety requirements, in both physical spaces and online spaces
- Play all in!

2. Reporting a breach of code

If a participant or participant's parent/carer is wanting to report a breach of the above Code of Conduct, the following process should be followed:

- If the breach has occurred by another participant, or the participant themselves, this should be reported to The MISFIT Project's Program Coordinator, or CEO.
- If the breach has occurred by a TMP staff member, this should be reported to The MISFIT Project's Compliance Officer or CEO.

This contact can occur via The MISFIT Project's email address

(themisfitproject@outlook.com), or through approaching an appropriate staff member, who can redirect the participant to the appropriate party.

RESPONSIBILITY	ORGANISATION	STAFF
	<ul style="list-style-type: none"> • CEO • Board of Directors 	<ul style="list-style-type: none"> • Program Coordinator • Compliant Officer • CEO
RELATED DOCUMENTS (for participants)	<ul style="list-style-type: none"> • Bushfire Safety Policy • Cancellation Policy • Complaints Policy • Medication Policy • SunSmart Policy 	
DEFINITIONS	TMP	The Misfit Project

ENFORCEMENT	<p>All breaches of the Code of Conduct will be viewed on a case by case basis and the most appropriate disciplinary action will be taken specific to the nature and impact of the infraction.</p> <p>Final decisions about appropriate disciplinary actions will be made by the CEO and an appropriately selected member of the management team. However, should they be unable to come to a final decision or should a breach of the Code of Conduct be particularly serious in nature, the TMP Board may be consulted and included in the decision making process.</p> <p>If you feel as if you have been unfairly disciplined, you may appeal the decision by contacting the Board of Directors, who will then be able to address it in the following board meeting.</p>
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POLICY : Response to Death : Version 001

AUDIENCE	Board Of Directors, CEO, TMP staff
COMMITMENT	
<p>The MISFIT Project (TMP) recognises that the death of a participant, staff member or someone associated with them is a deeply impactful event for family, peers and the broader community. In such circumstances, TMP has a duty of care to provide a respectful, timely and consistent response.</p> <p>The purpose of this policy is to guide a compassionate, respectful, and coordinated response to the death of anyone associated with TMP, ensuring that matters are handled with care and sensitivity.</p>	
SCOPE	
<p>TMP recognises that there may be circumstances where staff or participants encounter death and this policy is to act as guidelines to assist in these very difficult situations, regardless if was expected, accidental or deliberate.</p>	
POLICY	
<p>1. Responding to a death</p> <ul style="list-style-type: none"> • Do not disturb the scene of the death or the body of the deceased before the Police attend. • Call 000 & report the death to the Police • Call the CEO or Wellbeing Officer to determine whose role it is to inform the family or next of kin. • Cooperate with police requests for witness statements or documentation. • The management team will clearly identify a senior staff member responsible for completing or overseeing any related necessary tasks including providing bereavement support for other clients, carers and employees and logging the death as an incident (attach evidence of any relevant obligatory reporting documents and timeframes.) as well as notifying other people as required in a timely and sensitive fashion. • Any death in unexpected or unanticipated circumstances, including suicides, must be reported as major impact incidents in CIMS within 24 hours: http://providers.dhhs.vic.gov.au/cims 	

2. Grief

Grief is the natural emotional response to the loss of someone close, such as a family member or friend. Grief often involves intense sadness and feelings of shock, numbness, denial and anger. Grief can come in waves, seeming to fade in intensity for a while before returning. For most people, the intensity of grief eases over time and the episodes of expressed grief (like crying) become less frequent. Grief is a process or journey that affects everyone differently. It can be exhausting and emotionally draining. This can make it hard to do simple things, or even leave the house. Some people cope by becoming more active.

Grief has no set pattern. It's expressed differently across different cultures. Some people like to be expressive and public with their emotions, while others like to keep their feelings private. Remember to reach out to the wellbeing supports or the CEO if you feel you need additional support or time.

3. What to say

Death is a difficult subject, and what you happen to say following a loss will depend greatly on the circumstances, but if the death is unexpected, the shock may be greater still. Here are some commonly used things to say when someone dies:

- "I'm sorry for your loss. I'm here for you."
- "My condolences on your loved one's passing. May their memory bring you comfort."
- "I extend my deepest sympathy to you. Reach out if you need anything."
- "Thinking of you, sending love and support."
- "We're saddened by the news. Our hearts go out to you and your family."
- "Heartfelt condolences. They'll be deeply missed, never forgotten."
- "You're not alone. Lean on loved ones, take time to heal."

4. What not to say

Even the most well-intentioned people can end up saying insensitive things when someone dies accidentally. Here are some which mourners themselves have highlighted as well-meaning, but the wrong thing to say:

- "I know exactly how you feel" – everyone experiences grief in a personal way, so rather than reference other sad stories, it's important to put the sole focus on the bereaved person and their loss.
- "You're still young. You'll find someone else" – referencing someone's age as a reason to be cheerful will come across as inappropriate.
- "I didn't call because I thought you wanted some time alone" – sending a message of condolence is always appreciated, whether it's a phone call or even a text message, so that the bereaved person knows that others are thinking of them.
- "They are in a better place" or "At least you have other family" – there is no 'bright side' when someone experiences a tragic loss, and words

that may sound encouraging at face value can feel clumsy to the bereaved.

And of course, it's important to be mindful that some cultures have different ways of talking about death, and may prefer to avoid the topic, or use different words of comfort after a loss. But generally, the above examples would be considered inappropriate things to say when someone dies.

5. What to write

It's one thing to know what to say when someone dies, but expressing thoughts on paper doesn't come naturally to everyone. When you're offering your sympathy, some turns of phrase could be better suited to written language where you have the opportunity to reflect. With this in mind, here are some general ideas for what you could write in various situations.

- "My thoughts are with you at this difficult time"
- "We are heartbroken by this loss"
- "You are in our thoughts".
- "I would like to share my condolences"
- "I was so sorry to hear of your recent bereavement"
- "On behalf of all of us, let me say how deeply sorry we are to hear of your news".

However, the context is important. If you're writing a message following the loss of a close family member or friend, your message is likely to be highly personal, and few could advise you on the best choice of words. And of course the nature of the death – and whether it was sudden or unexpected – may influence what you might choose to write.

6. What to say to someone who has lost a care giver

The loss of a parent or care giver can be devastating, and may take time for anyone to come to terms with. While many of the usual ground rules about words of comfort following a loss also apply here, it's worth remembering that everyone grieves differently, and the death of a mum or dad can conjure all sorts of personal emotions. It's important not to 'second-guess' how someone is feeling; for example, just because a parent was 'old' doesn't mean the grief is any less palpable, and even if the mourner wasn't 'close' to the mother or father, the emotions can be raw and unpredictable. Think carefully about which words of comfort will be most appreciated, and if in doubt, "I'm so sorry" is one of the most reliable things to say when someone has lost their mum or dad.

7. Other ways to offer support

Sometimes it's preferable to avoid writing "if there's anything I can do", and instead take matters into your own hands. A bereaved person will be experiencing grief in their own personal way and may not have the physical or

mental energy to request help. Here are some ideas for how you and your friends or family members could provide comfort:

- Batch cooking, so they can focus on other tasks and have time to rest
- Helping them with logistical tasks
- Doing their shopping or housework
- Offering transportation or hospitality
- Looking after any children if you're close to the family
- Taking them out for a change of scenery
- Offering to listen and talk
- Fundraising to generate financial support or a special tribute.

RESPONSIBILITY	ORGANISATION	STAFF
	<ul style="list-style-type: none"> • Police • CEO 	<ul style="list-style-type: none"> • CEO • Wellbeing Officer
DEFINITIONS	Expected death	When a death is a direct consequence of a specified life-limiting illness
	TMP	The MISFIT Project
	Unexpected death	When a person dies suddenly, unexpectedly and earlier than anticipated.
ENFORCEMENT	<p>Regularly follow up with staff directly affected. For some people, it may take some time for the grief to hit. After a funeral or memorial service, continue to check in on staff as the grief unfolds.</p> <p>Organising a psychologist or grief counsellor to visit your workplace so staff members can speak confidentially about how they may be feeling.</p> <p>Adopt an "open door policy" with staff members and participants, so they can talk about what has happened. Although many people may not take up the offer, simply knowing that they can approach you may be appreciated.</p>	



POLICY : Social Media : Version 003

AUDIENCE	Board Of Directors, CEO, TMP staff
COMMITMENT	
<p>The Misfit Project (TMP) recognises that when using social media there is an inherent risk and to mitigate that TMP is dedicated to providing the safest environment that we can for our participants, staff and the broader community, in line with the Australian Online Safety Amendment (Social Media Minimum Age - SMMA) Bill 2024. TMP is committed to minimising risk and maximising safety for participants, staff, and others within our community. As such, we have a responsibility to demonstrate best possible practice around social media.</p>	
SCOPE	
<p>The following policy exists to provide information on how to make responsible decisions on Social Media and utilise it as a tool safely and this applies to all staff, independent contractors, volunteers, appointed representatives and any persons directly or indirectly linked to TMP including family, friends, employees or volunteers of other organisations.</p>	
POLICY	
<p>1. Intention</p> <p>The Social Media Policy is to ensure that employees and participants of TMP act safely on social media spaces and use it appropriately as a tool to advocate for TMP. It is important that TMP employees, participants and other associates are aware of the risks of online activity and how to behave responsibly online.</p>	
<p>2. Social Media Minimum Age</p> <p>a. Social Media Contact With Participants Under 16</p> <ul style="list-style-type: none"> • Staff must not engage in any social media contact with participants under the age of 16 on any platform. • Exception: Participants under 16 may engage with staff only through the TMP Discord, which is monitored and moderated in accordance with TMP's safeguarding protocols. <p>b. Social Media Contact With Participants Aged 16–17</p> <ul style="list-style-type: none"> • Staff must not add, follow, message, or otherwise maintain contact with participants aged 16–17 on any social media platform unless: 	

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- The staff member and young person are family members, or
 - A personal connection existed prior to the staff member's employment with TMP.
 - Any pre-existing personal connections must still adhere to TMP's professional boundaries and Child Safety Framework.
- c. Responsibilities of Staff
- Staff are responsible for managing their own social media accounts to ensure compliance.
 - If a young person initiates contact on a prohibited platform, staff must not respond and should redirect the participant to approved communication channels if appropriate.
 - Any accidental, unavoidable, or concerning contact must be reported to a supervisor or Child Safety Officer immediately.
- d. Ongoing Compliance. All staff are required to uphold these guidelines as part of TMP's child safety and professional conduct requirements. This amendment will be reviewed annually or earlier if legislation changes.

3. TMP posting on Social Media

- a. Social Media Officer (SMO) is the only employee who can post on behalf of TMP. Anything to be posted on TMP social media must be discussed with the SMO to make sure that it is suitable for use.
- b. Employees must not use intellectual property without approval. They must also act in accordance with the Copyright Act 1968 (Cth).
- c. Employees must not use the TMP account to post anything that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes contempt of court, breaches a court suppression order or is otherwise seen as unlawful.
- d. TMP employees must act appropriately in online spaces, including being respectful, polite and patient while engaging on behalf of TMP online.
- e. The SMO must correct or remove any misleading or false content as quickly as possible. If staff observe such content they must immediately contact the SMO.

4. Representing and engaging TMP

- a. Employees must not disclose any sensitive information in any format online, in accordance with the Information Privacy Act 2000 (Vic.)
- b. TMP employees must be respectful, polite and patient when interacting with any form of TMP media.
- c. Employees, volunteers and associates should represent TMP in a positive and enthusiastic light when engaging throughout the community and online.

- d. Employees must not publish photographs of TMP participants, employees, volunteers, or any affiliates without the permission of the individual(s) in question. If an individual(s) is below the age of 18 then a parent or legal guardian must be asked instead.
- e. Employees must maintain confidentiality on sensitive information of TMP, families, employees, and/or participants.
- f. Employees must not disclose any sensitive information to anyone outside of TMP.
- g. Sensitive information can only be discussed with other employees who have been given clearance to access this information and are looking for guidance. This must be done in a confidential and a secure environment.
- h. Employees must use a disclaimer when publishing content that is somehow related to TMP (example. "The views expressed here are my own and do not necessarily represent the views of The MISFIT Project."). You are accountable for what you write.
- i. When making reference to any internal TMP issues make sure to link back to the source of that issue when possible. Employees must not reference participants, families, employees, volunteers, supporters, or similar without consent and approval.
- j. Refer to "TMP Response to Death Policy" before engaging with any communication on social media in relation to the death of anyone associated with TMP.
- k. When contributing to TMP's online presence, try to add value and provide worthwhile information and perspectives. It is the people at TMP that best represent the TMP's brand and culture.
- l. Employees must not imply that they are authorised to speak on behalf of TMP or give the impression that any views expressed by them are shared by TMP. Make it explicitly clear that you are a separate entity.
- m. Employees are encouraged to share their unique perspective on our organisation based on their skills and experiences. If you want you may share your knowledge, your passions and your personality in your posts by writing about what you know.
- n. Employees must not contribute to gossip, hearsay or assumptions.
- o. If someone from the media contacts you through social media in relation to TMP, you should consult the SMO before responding.

5. Using Personal Social Media and Protection

- a. TMP employees must not initiate sending 'friend requests' to or adding participants/ family on social media. You are allowed to accept 'friend requests' sent to you as per point 2 above. Accepting these requests will restrict what you can post and access online using social media platforms.
- b. TMP employees are not obliged to accept 'friend requests' from TMP families, volunteers or/and participants. It is a personal choice whether

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- to do so or not, as long as it conforms with point 2 above. If you choose to 'friend' others involved with TMP on Facebook or other social media platforms, it is important to retain the professional relationship and represent TMP professionally and according to TMP's values and policies.
- c. Employees must not make anyone else feel like they have to connect online in a non-formal context.
 - d. If accepting friend requests of supported participants over the age of 18 as per point 2 above, employees must conduct themselves in a positive and professional manner.
 - e. When communicating with any participants, families, etc employees must not send photos, videos, or messages that disappear (example. Snapchat, instagram, etc). They must ensure that all communication is traceable and can be accessed in case of the need to investigate any inappropriate behaviour or illegal conduct.
 - f. Employees must use their social media in a way that abides by all forms of national or international law.
 - g. Employees must use their professional discretion and make informed decisions when using social media.
 - h. Be respectful to TMP and its associates.
 - i. Employees must never give out their login credentials to anyone under any circumstances. In extraneous circumstances where one must share their login credentials, those credentials must be changed immediately afterwards.
 - j. Employees must ensure that any online activities will not interfere with your duties, colleagues or commitments to participants or their position.
 - k. Employees must be responsible when accessing or using social media and are legally liable for what they access and post while online.
 - l. TMP employees must respect their audience. It is necessary that when sharing your opinion, it is done in a way that is not rude or aggressive in any way. Do not use obscenities, personal insults or other offensive language to express yourself. Do not pick fights, correct your own mistakes, and do not alter previous posts without indicating that you have done so.
 - m. If identifying yourself to be affiliated with TMP then employees must make sure that they are well presented online. That is, content is consistent with how you wish to present yourself with colleagues, participants and their families. This is also applicable when 'friending' or associating with other TMP affiliates online.
 - n. Be sure to refer those with an interest in TMP to our official Facebook page, or to the website as their main source of information.
 - o. It is not acceptable to spend hours using social media that is not related to your work while on shift.

<p>p. TMP employees must not hand out their phone number unless for work related activities or reasons that have been approved by your supervisor. Employees are allowed to hand out their number if requested by participants, families or other TMP affiliates but are not obliged to do so.</p>		
RESPONSIBILITY	ORGANISATION	STAFF
		<ul style="list-style-type: none"> · SMO · Compliance Officer · CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> · Response to Death Policy · Copyright Act 1968 · Information Privacy Act 	
DEFINITIONS	Confidential	Sensitive information under protection such that only those with explicit authorization can access.
	Sensitive Information	Any details about a person, environment or otherwise that are considered necessary to keep private except for individuals specifically outlined.
	SMMA	Social Media Minimum Age
	SMO	Social Media Officer
	TMP	The Misfit Project
	Social media	Social media includes social networking sites and applications like Facebook, Instagram, Discord, TikTok, Twitter, Pinterest, LinkedIn and Snapchat, as well as any other online content such as podcasts, blogs, 'wikis' (i.e. Wikipedia), message boards, as well as video sharing websites like YouTube. Any website where the posts made are accessible by others is to be considered social media.
	TMP	The Misfit Project

ENFORCEMENT	Any employee to have violated the Social Media Policy may be subjected to disciplinary action at the CEO's discretion. This can include formal reprimands up to termination of employment. Any Criminal activities will be forwarded to the appropriate law enforcement authorities within Victoria.
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POLICY : Staff Grievances : Version 002

AUDIENCE	Board Of Directors, CEO, TMP staff
COMMITMENT	
<p>Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.</p> <p>The MISFIT Project (TMP) encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.</p> <p>The preferred process involves employees and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.</p>	
SCOPE	
<p>The purpose of this document is to provide an avenue through which employees and volunteers, and their managers, can resolve work-related complaints as they arise. This Policy applies to permanent and part-time paid employees and to volunteer workers.</p>	
POLICY	
<p>TMP will establish mechanisms to promote fast and efficient resolution of workplace issues.</p> <p>Employees and volunteers should feel comfortable discussing issues with their manager or supervisor in accordance with the procedures outlined below.</p> <p>All formal avenues for handling grievances will be fully documented and the employee/volunteer's wishes will be taken into account in determining the appropriate steps and actions.</p> <p>1. Responsibilities</p> <p>It is the responsibility of <u>Managers and Supervisors</u> to ensure that:</p> <ul style="list-style-type: none"> • They identify, prevent and address potential problems before they become formal grievances; • They are aware of and committed to the principles of communicating and information sharing with their employees and volunteers; 	

- All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All employees and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of Employees (including Volunteers) to ensure that:

- They attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

It is the responsibility of the CEO to ensure that:

- All managers, supervisors, employees and volunteers are aware of their obligations and responsibilities in relation to communication and information sharing with their employees;
- Ongoing support and guidance is provided to all employees in relation to employment and communication issues;
- All managers, supervisors, employees and volunteers are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of managers or supervisors is handled in the most appropriate manner at the earliest opportunity.

2. Employment Practices

All managers and supervisors should be aware of the possible ramifications of their actions when dealing with employee/volunteer issues. They must ensure that all employees and volunteers are treated with fairness, equality and respect. If there are any doubts or queries in relation to how to deal with a particular set of circumstances, managers or supervisors should contact the CEO for advice at the earliest opportunity.

3. Grievances and Dispute Resolution

An employee or volunteer who considers that they have a dispute or grievance that they have not been able to resolve directly with any other involved party should raise the matter with their immediate supervisor as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The Manager or Supervisor should follow the steps outlined below:

- a. Make sure that the employee feels listened to and supported. You don't have to agree with what they say, but you must make sure that they know you will act on their concerns.
- b. If more than one person is present, establish the role of each person.

- c. Outline the process that is to be followed.
- d. Inform the parties that any information obtained in the conduct of the review is confidential.
- e. Listen to the complainant. Obtain a chronology of events (who, what, why, when, how etc).
- f. Run through the applicable policies and procedures (e.g. the organisation's anti-discrimination policy) with the complainant.
- g. Ask the complainant what kind of outcome they are hoping for (best case scenario) and then talk them through next steps: e.g. you will discuss the matter confidentially with the Wellbeing Officer or CEO to determine a way in which to deal with the issue and report back to them within a set timeframe.
- h. Provide the complainant with the organisation's confidentiality and non-victimisation agreement. Explain that they cannot be adversely affected because they have made a complaint, and explain who to report matters to internally if they do feel that they are being adversely affected.
- i. Provide the complainant with plenty of time to ask questions.
- j. Offer the complainant assistance (such as counselling)
- k. Provide the complainant with a direct contact number that they can call if they have any concerns or queries.
- l. Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- m. If deemed necessary, provide the employee/volunteer with a written summary of the meeting and clarification of the next steps to be taken.

The Manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the employee or volunteer wishes to pursue it, the issue should be discussed with the Wellbeing Officer, then, if necessary, the CEO. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood. If the grievance/dispute is one of a confidential or serious nature involving the employee or their Manager, the complainant may discuss the issue directly with the Wellbeing Officer or the

CEO. The CEO reserves absolute discretion as to making a final decision as to how the grievance or dispute will be resolved.

4. Investigating a Grievance or Dispute

Procedural fairness and transparency can make or break a workplace investigation. Maintaining procedural fairness means that you can:

- protect the interests of the participants in the investigation;
- enhance the credibility of the investigation process;
- rely on the investigation (and your findings) when making employment decisions; and
- defend your employment decisions in a court or tribunal.

Following are some pointers to ensure that a workplace investigation is procedurally fair. The investigator should ensure that:

- the respondent is aware of all the allegations made against them in sufficient detail;
- the respondent is allowed a reasonable opportunity, including adequate time, to respond to each of the allegations;
- the investigation is carried out in a reasonable time frame;
- all participants are given the opportunity to have a support person in the interviews pertaining to the investigation;
- all participants are required to maintain confidentiality and sign a confidentiality agreement and registered on the Confidentiality Register;
- the investigator has no personal interest or bias in the matter being investigated;
- all participants are given the opportunity to respond to any contradictory evidence;
- the investigator makes reasonable and diligent enquiries to ensure that there is sufficient evidence before making findings on the balance of probabilities.

5. Importance of Impartiality

It is critical to ensure that the person responsible for carrying out an investigation is impartial. The investigator must not have a vested interest in the outcome of the matter. If a concern is raised about the objectivity of the investigator,, it's important to consider:

- whether the use of an external investigator is necessary to ensure impartiality;
- whether any conflicts of interest need to be disclosed (e.g. if any individuals are friends outside the workplace); and
- whether the investigator has handled any previous disciplinary matters.

If there is the possibility that a person's employment will be terminated if the allegations are proven as part of an investigation, then you should seriously consider the use of an external investigator to ensure that your investigation and the process followed will stand up in any potential legal proceeding.

RESPONSIBILITY	ORGANISATION	STAFF
		<ul style="list-style-type: none"> · Supervisor · Wellbeing Officer · CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> • External Complaints Mechanisms List • Confidentiality Register 	
DEFINITIONS	Confidentiality	The state of keeping or being kept secret or private.
	Impartiality	Equal treatment of both parties.
	TMP	The MISFIT Project
ENFORCEMENT	<p>No employee will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.</p> <p>TMP strives to resolve complaints in a genuine, fair and equitable manner. If you are concerned that you are being treated unfairly as a result of your complaint, you can contact TMP CEO, or an external organisation listed on the External Complaints Mechanisms List.</p>	



POLICY : Staff Wellbeing : Version 002

AUDIENCE	Board Of Directors, CEO, TMP staff
COMMITMENT	
<p>The Misfit Project (TMP) is committed to creating a safe, healthy and supportive environment for all staff and volunteers.</p> <p>TMP recognises that in the course of their work, staff and volunteers may face difficult, confronting or upsetting situations that can impact overall wellbeing.</p> <p>Our goal is to support staff and volunteers to achieve and sustain their sense of wellbeing, and to thrive. TMP will do this by supporting access to timely and appropriate support, while also fostering an enriching environment where wellbeing is nurtured and given room to grow.</p>	
SCOPE	
This policy applies to all employees, volunteers, and the Board of TMP.	
PURPOSE	
<p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> • Protect and promote the health, wellbeing and flourishing of staff and volunteers. • Ensure that staff and volunteers feel they can speak up about their wellbeing needs • Provide clear responsibilities and processes for supporting wellbeing. • Ensure workplace practices are realistic and sustainable for our organisation's resources. 	
POLICY	
<p>1. The MISFIT Project will</p> <ul style="list-style-type: none"> • Encourage staff and volunteers to participate in initiatives that support wellbeing , encourage growth and nurture a sense of flourishing • Increase awareness and reduce stigma about mental health challenges, such as vicarious trauma and burnout. • Review wellbeing-related incidents to identify lessons and improvements. 	

- Build and maintain a safe and inclusive culture that addresses behaviours known to impact wellbeing, such as bullying, harassment, and discrimination.
- Provide a supportive and inclusive return-to-work after an absence related to depleted wellbeing or mental health.
- Seek regular feedback from staff and volunteers on how to improve our practices.

2. Board Responsibilities

- Provide leadership and commitment to supporting mental health, wellbeing and flourishing.
- Monitor and review performance in implementing this policy.
- Ensure compliance with relevant laws and governance standards.

3. CEO Responsibilities

- Ensure the wellbeing policy is implemented and upheld across the organisation.
- Report to the Board on the organisation's wellbeing initiatives, risks, and outcomes.
- Ensure all staff and volunteers act in line with the timeframes outlined in the Mental Wellbeing Guide.
- Support the Wellbeing Officer in carrying out their duties effectively.
- Facilitate access to resources, training, and support to maintain a psychologically safe workplace.
- Promote a culture where staff and volunteers feel safe to raise wellbeing concerns.

4. Wellbeing Officer Responsibilities

- Act as the primary point of contact for staff and volunteers seeking guidance or support regarding wellbeing.
- Provide practical guidance on supporting flourishing wellbeing through self-care, stress management, burnout prevention, and debriefing following an incident.
- Ensure all staff and volunteers act in line with the timeframes outlined in the Mental Wellbeing Guide.
- Monitor staff wellbeing trends and escalate concerns to the CEO when organisational action is needed.
- Seek support from the CEO or relevant services when dealing with complex wellbeing matters.
- Recommend and coordinate internal or external support services as appropriate.

5. Staff and Volunteer Responsibilities

5.1 Self-Care

- Must take reasonable care of their own health and wellbeing, including maintaining good health and recognising early signs of stress or burnout.

- Recognise that self-care includes both maintaining wellbeing and pursuing personal growth and taking proactive steps to implement strategies that support this.
- Should create and use their own self-care plan, regularly checking in on their individual wellbeing to know when and where make changes or seek support
- Should reach out to the Wellbeing Officer, or in their absence the CEO, when wellbeing support is required i.e. if their wellbeing is at risk or deteriorating, or they are seeking debriefing following an incident in accordance with the Debrief Policy.
- Should consider a range of resources for wellbeing and mental health support, including, but not limited to, those outlined in Section 6 of this policy.
- For practical guidance and tools, staff and volunteers are encouraged to refer to the Mental Wellbeing Guide provided by the organisation or seek support from the Wellbeing Officer.

5.2 Prioritising Safety and Wellbeing

- Must understand and respect that their own safety is of paramount priority.
- Must not undertake any task they believe risks their physical, mental, or spiritual health.
- Must ensure their actions do not negatively impact the health, wellbeing or safety of any other person.

5.3 Reporting Wellbeing Concerns

- Recognise that they may at times become concerned about their own wellbeing or the wellbeing of a colleague.
- Consider carefully the balance supporting the individual with respecting their privacy.
- Must immediately report where they believe a colleague is at risk of harm to themselves, at risk of harm from others, or at risk of harming others, to the Wellbeing Officer, CEO, or an appropriate service
- Where there is no risk identified, staff should take actions that best support the individual's wellbeing while also respecting their privacy. This should include encouraging them to seek appropriate support as per this policy.

6. Wellbeing Support Resources / Accessing Help

Staff and volunteers being proactive about supporting their own wellbeing and mental health should consider a range of resources including, but not limited to;

- External professional help: psychologists, therapists, counsellors, or GPs (who can provide a Mental Health Care Plan and referral).
- Trusted institutions: Black Dog Institute, Beyond Blue, and similar organisations.
- Personal networks: friends, family, colleagues, or people with shared lived experience.

<ul style="list-style-type: none"> Internal support: TMP's Wellbeing Officer who can discuss wellbeing concerns, offer guidance, and recommend appropriate support. 		
RESPONSIBILITY	ORGANISATION	STAFF
	<ul style="list-style-type: none"> The Misfit Project 	<ul style="list-style-type: none"> Wellbeing Officer CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> Debrief Policy Employee Code of Conduct Policy Mental Wellbeing Guide 	
DEFINITIONS	Wellbeing	How people feel and how they function both on a personal and social level, and how they evaluate their lives as a whole. <i>Michaelson, J., Mahony, S., & Schifferes, J. (2012)</i>
	Flourishing	An optimal state of mental health, where one is filled with positive emotion and is functioning well psychologically and socially. <i>Adapted from Keyes CL. (2002)</i>
	Mental Health	A state of wellbeing in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to her or his community. <i>World Health Organisation. (2014)</i>
	Burnout	Feelings of exhaustion, negativity or cynicism, and reduced ability to function, resulting from chronic workplace stress. <i>Adapted from World Health Organisation (2019)</i>



POLICY : Sunsmart : Version 003

AUDIENCE	Board Of Directors, CEO, TMP staff, participants
COMMITMENT	
<p>The Misfit Project (TMP) is committed to ensuring that all persons attending any TMP program are well protected from too much UV exposure during the sun's peak between 10am - 2pm by ensuring any outdoor environment accessed is sun safe and provides shade. TMP will encourage and support all staff to assist participants to develop independent sun protection skills as part of our Duty of Care requirements. TMP provides many of its recreational services outdoors and recognises the harm caused to participants if adequate care is not taken to protect people's skin from sun and will take into account the availability of shade when planning outdoor activities.</p>	
SCOPE	
<p>This policy applies to all people, of any age, attending any TMP activity. This policy applies to all programs and services run by TMP regardless of their size.</p>	
POLICY	
<p>1. Seek shade</p> <p>Staff employed by TMP are required to ensure there is a sufficient amount of shelter and trees providing shade in the outdoor area being used for the program/service. People attending TMP programs are encouraged to choose and use available areas of shade when outside. People attending TMP programs who do not have appropriate hats or outdoor clothing will be asked to choose a shady area, or other suitable area protected from the sun. Staff employed by TMP must regularly assess the availability and quality of shade, and determine whether there is a better location to move the activity to.</p> <p>2. Slip on sun protective clothing</p> <p>There is a preference for all people accessing TMP services to wear t-shirts, rather than singlets. When on swimming and beach activities, rash vests (or t-shirt) and board shorts should be worn.</p> <p>3. Slap on a Hat</p>	

All people attending TMP programs are required to wear hats. SunSmart recommends legionnaire, broad-brimmed or bucket style hats to protect face, neck and ears.

4. Slop on Sunscreen

- SPF30+ (or higher) broad-spectrum, water-resistant sunscreen is supplied by TMP on all group activities.
- TMP asks that parents/carers apply sunscreen to their participant prior to arriving at an activity.
- For 1:1 mentoring sessions it is the responsibility of the individual and/or families to provide the sunscreen.
- If participants have sensitive skin or allergy to creams, families are asked to provide suitable sunscreen for staff to use on their child.
- To help develop independent skills regarding sun protection, participants supported by TMP are given opportunities and encouraged to apply their own sunscreen under supervision of staff or volunteers; however, staff will maintain responsibility for ensuring adequate coverage. Staff and volunteers should be conscious of clothing moving when in the water, and cover areas that may inadvertently be exposed to the sun i.e. possible gap between rash vest and shorts.

5. Slide on sunglasses

(If practical) SunSmart suggests that where practical, people should wear close fitting, wrap-around sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible. Recommended but not compulsory.

RESPONSIBILITY	ORGANISATION
	<p><u>The Misfit project is responsible for;</u></p> <ul style="list-style-type: none"> a. Informing staff and carers of the SunSmart policy b. Asking carers to provide hats and sunscreen c. Encouraged staff and volunteers to model SunSmart measures themselves <p><u>Staff are responsible for</u></p> <ul style="list-style-type: none"> a. Arriving to work already wearing sunscreen b. Modelling SunSmart measures themselves c. Ensuring they have read the latest version of the SunSmart Policy <p><u>Participants are responsible for</u></p> <ul style="list-style-type: none"> a. Bringing a hat b. Seeking shade c. Bringing sunscreen if you have special skin requirements

	d. Wearing appropriate clothing for the activity.
ENFORCEMENT	<p>Sunburn</p> <p>If staff become aware that someone has been sunburnt while attending TMP staff must</p> <ul style="list-style-type: none"> ● Assess if medical treatment is required. ● TMP program coordinator must be contacted as soon as practical upon noticing ● The person's parent/s must be notified if the burn is significant/concerning. ● An incident report and/or injury log must be completed <p>This policy has been implemented to highlight everybody's responsibilities and expected behaviour while engaging with TMP. If anyone is found, or has been reported by a third party, to be breaking it, some form of disciplinary action may be taken. All breaches will be viewed on a case by case basis and the most appropriate disciplinary action will be taken specific to the nature and impact of the infraction.</p>



POLICY : Water Activity : Version 003

AUDIENCE	Board Of Directors, CEO, TMP staff
COMMITMENT	
<p>The Misfit Project (TMP) recognises that water activities can pose a significant risk to staff and participants so are providing specific procedures to mitigate any possible dangers and risks to ensure the safety and supervision of participants in and around water. TMP is committed to providing all participants with specific information regarding the activity, if it involves a greater risk than usual.</p>	
SCOPE	
<p>Applies to staff and participants to managing risks around water play, excursions and access to water features.</p>	
POLICY	
<p>1. Staff / Supervisor will;</p> <ol style="list-style-type: none"> a. Conduct a risk assessment of any water hazards and water-based activity to determine the locations suitability and respond accordingly; <ol style="list-style-type: none"> i. Hold the activity in the specified areas e.g. pools, between the flags, roped off areas, etc. ii. Where no area is specified, staff must ensure the area is safe and set parameters for the activity. This involves checking the area for hazards and setting boundaries for where people can undertake the water activity. iii. Cancel the activity if it is not safe. iv. Not hold the activity in areas where swimming is not advised e.g. unpatrolled surf beaches, signed areas where swimming is not permitted etc. b. Ensure water activity is always highly supervised including: <ol style="list-style-type: none"> i. direct and constant monitoring of participants ii. careful and intentional positioning of staff iii. scanning and moving around the environment iv. observing play and anticipating behaviour v. ensuring staff to participant ratios vi. ensuring no participant is left unattended when in proximity to water 	

- vii. ensure at least one educator holds a current approved first aid qualification is in attendance at the service at all times
- c. Ensure all participants using any type of water craft are wearing life jackets at all times.
- d. Take special care of participants who have a disability or medical condition which makes swimming risky (severe physical disability, asthma, etc.) and have read and understood the individual's Support needs in advance of the activities commencement.
- e. Always place an emphasis on safety when making any decision and if in doubt consult with the relevant coordinator.
- f. Take into account, within a group, the number of participants with epilepsy, whether their condition is controlled and the staff ratios available for the water activities to minimise risk.

For all group based water activities:

A staff member must be in the water with participants at all times and one staff member/nominated volunteer must act as a spotter (aged 16 years+ minimum) and watch from outside the water at all times.

The spotter's will:

Keep a lookout for all participants and ensure that people are safe. If the spotter becomes concerned they must raise the alarm with the staff member in the water to check the situation immediately.

When working 1:1

Swimming in open water venues must only occur where a lifeguard is present (spa and pool excluded.) Paddling is acceptable but only in calm water venues and where no specific requirements for swimming have been noted for the individual. Paddling and swimming at surf beaches can only occur between the flags and where lifeguards are present. Swimming in backyard pools requires prior agreement from the family/carers.

2. Specific requirements for supporting someone with epilepsy in water activities:

- If swimming at venues where there are lifeguards present, the lifeguard should be informed of the individual having epilepsy.
- Conversations with participants and their families/carers regarding the risk associated with the individual swimming, must occur and be documented in the epilepsy management plan prior to commencing water activities.
- Epilepsy management plans must include details on any conditions or restrictions on water activities directly related to their epilepsy. Restrictions may include: 1:1 required while in the water, that participants must wear a life jacket at all times or only to swim at public pools, etc.
- Keep a person with uncontrolled epilepsy within an arm's reach away at all times while they are in the water.
- They are to be supported by a staff member or volunteer (aged 16+) who understands the risks and possible consequences. They must have read

<p>and understood the Epilepsy Management Plan prior to the activity. The only time this is not required is when all parties have discussed the risks, are aware of the possible consequences and have made an informed decision. This information is documented and signed off by the parent / guardian in the individual's Epilepsy Management Plan.</p>		
RESPONSIBILITY	ORGANISATION	STAFF
		<ul style="list-style-type: none"> · Staff · Supervisor · CEO
RELATED DOCUMENTS	<ul style="list-style-type: none"> · Epilepsy Management Plan 	
DEFINITIONS	Must	An absolute.
	Paddling	Where the depth of the water is less than the waist of a participant.
	Spotter	Person nominated to specifically watch all participants from the land.
	Swimming	Where the depth of the water is deeper than the waist of the participant.
	TMP	The Misfit Project.
	Water craft	Anything that floats and is able to support a person on top of the water e.g. inflatable toys, air mattresses, canoes etc.
	Water hazard	Large bodies of water such as the ocean, dams, creeks, river or pooling water, swimming pool, portable pools and spas, jetted bathtubs (or Jacuzzis) fishponds.
ENFORCEMENT	<p>This policy has been implemented to highlight everybody's responsibilities and expected behaviour while engaging with TMP in and around water. If anyone is found, or has been reported by a third party, to be breaking it, some form of disciplinary action may be taken as a result. All breaches will be viewed on a case by case basis and the most appropriate disciplinary action will be taken specific to the nature and impact of the infraction.</p>	



POLICY : Workplace Giving : Version 001

AUDIENCE	Board Of Directors, CEO, TMP employees
COMMITMENT	
<p>The Misfit Project (TMP) committed to supporting employee-driven charitable donations through convenient payroll deductions. This commitment demonstrates corporate social responsibility (CSR), aligns with company values, and fosters a positive culture by enhancing employee engagement, purpose, and loyalty.</p>	
SCOPE	
<p>This policy outlines the principles and procedures for the Workplace Giving Program at TMP. It enables employees to make regular donations from their pre-tax salary to support the mission and work of our organisation. This policy applies to all permanent, casual and fixed-term employees of TMP who are paid through our internal payroll system.</p>	
POLICY	
<p>1. Eligibility Criteria</p> <p>To participate, employees must:</p> <ul style="list-style-type: none"> • Be employed on a permanent full-time, part-time or casual basis, or on a fixed-term contract. • Receive their salary through TMP's payroll system. • Be willing to make regular donations (minimum \$2 per donation) through payroll deductions. <p>2. How Workplace Giving Works</p> <ul style="list-style-type: none"> • Donations are made from an employee's pre-tax salary, reducing their taxable income. • The donated amount goes directly to TMP or any other charitable organisation of the employee's choice, which has Deductible Gift Recipient (DGR) status under the ATO. • It is the responsibility of the employee to manage their own taxation outcomes, without advice or insights from TMP. 	

- Donations must be voluntary, and employees can opt in, change, or opt out at any time.

3. Setting Up a Workplace Giving Contribution

To begin making workplace giving donations:

- Complete the Workplace Giving Authorisation Form
- Indicate the amount you would like to donate per pay cycle (minimum \$2).
- Submit the signed form to the Administration Officer
- Payroll will commence deductions from the next available pay cycle.

4. Changing or Stopping Contributions

Employees may change the donation amount or cease participation at any time by notifying Administration in writing. Changes will take effect in the next available pay cycle.

5. Tax and Compliance Considerations

- Donations must be made to an organisation with DGR status. TMP holds DGR endorsement and is eligible to receive workplace giving contributions.
- The ATO does not require receipts for donations made via workplace giving, as the deduction is processed automatically through payroll.
- It is a requirement of the employee to address the required steps to lodge taxation elements with the ATO, as TMP is not a professional tax service.

6. Transparency and Record-Keeping

- Donation summaries will be recorded on the employee's payslip.
- Annual totals can be requested from Payroll at the end of the financial year.

7. Employee Privacy

All information provided for workplace giving will be kept confidential and used only for processing payroll deductions.

8. Policy Review

This policy will be reviewed annually or as required to reflect legislative or organisational changes.

RESPONSIBILITY	ORGANISATION	STAFF
		<ul style="list-style-type: none"> • Administration Officer • Payroll • CEO

RELATED DOCUMENTS	<ul style="list-style-type: none"> · Workplace Giving Authorisation Form · Refer to ATO's Workplace Giving Guidelines for more information. 	
DEFINITIONS	ATO	Australian Tax Office
	CSR	Corporate social responsibility
	DGR	Deductible Gift Recipient
	TMP	The Misfit Project Inc
ENFORCEMENT	Strictly voluntary so there is no enforcement.	