

[insert name of organisation]

# **Operational Policy and Procedures**

**Employee Handbook**

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## **1. Welcome to [insert name of organisation]**

### **1.1 [insert name of organisation] at a glance**

## **1.2 Leadership**

### **1.2.1 Chairperson**

Under the [insert name of organisation] constitution the Chairperson holds the power, duties and functions of the organisation. Effectively the Chairperson is responsible for:

- our strategic direction
- governance, and
- securing organisational performance and taking account of risk.

### **1.2.2 Chief Executive Officer (CEO)**

The CEO is responsible for the day-to-day business operations of the organisation as well as the management of risk, and financial and resourcing decisions. The CEO is accountable to the Chairperson.

## **1.3 Strategic Direction**

[insert link to the organisation's strategic plan]

## **1.4 Mission & Vision**

[insert agreed mission and vision]

## **1.5 Our guiding values and principles**

[to be developed by the organisation]

## **2. Employment Conditions**

The terms and conditions of employment with the organisation have been outlined in the contract of employment. This manual provides employees with a general understanding of the organisation's policies and procedures. It contains information that may assist employees in their work and the standards, policies and procedures that apply in the day to day conduct of the organisation.

### **2.1 Induction**

In commencing employment with the organisation there will be new work colleagues and managers to meet, new processes and work practices to become familiar with, a new office environment to navigate, new software to master, employment conditions to understand and a job to learn!

It is important to become acquainted with the workplace as quickly as possible. This involves various activities, including specific on the job training to familiarise new employees with their position and provide details of the organisation's work practices and policies.

Managers will ensure new employees have a clear idea of responsibilities. It is the responsibility of managers to ensure employees are trained in the safest and most efficient way to perform their job. Managers will also be available to help employees with any questions regarding employment and duties.

Refer to **Attachment A** to view the **Induction Guidelines and Checklist**.

New employees will also need to fill out a variety of documentation for their personnel file. The documentation includes banking details, tax and superannuation details as well as any other relevant information such as special medical information in case of emergency situations. These forms were attached to the employment letter.

It is important our records are correct, as inaccurate or out of date information may affect the employee's salary or cause difficulties in situations where contact is required for emergencies. If during the course of employment with the organisation personnel details change the employee should report these changes to Payroll promptly.

Refer to **Attachment B** to view the **Employee Personal Information Form**.

Personal information is collected, held and may be accessed in accordance with the provisions of the Privacy Act 1988 as varied from time to time.

### **2.2 Probation**

The new employee will undergo a work trial commonly referred to as a probation period. The initial length of probation is three months. The probation period allows the organisation to determine if the employee has the capacity and capability to meet or exceed the requirements of the position. The new employee also has the opportunity during this time to consider whether or not the organisation is the kind of place they wish to work for and whether the type of job is right for them.

The manager will work closely with the new employee during the probation period to ensure they are given appropriate support and development opportunity to help them reach the required standard and that the arrangement benefits both parties.

An evaluation of the new employee will occur before the end of the probation period.

The probation period may be extended for up to an additional three months if the manager considers the employee's work performance and/or attendance to be unsatisfactory during the initial probation period.

Either the employee, or the organisation may end the employee's employment during the probation period by providing notice in accordance with the National Employment Standards.

Refer to **Attachment C** to view the **Employee Probation Report**.

## **2.3 Terms and Conditions of Employment**

Employees may seek further information about minimum terms and conditions of employment from the Fair Work Ombudsman website at [www.fairwork.gov.au](http://www.fairwork.gov.au)

## **2.4 Fair Work Information Statement**

The Fair Work Information Statement is one of ten national Employment Standards and forms part of the minimum terms and conditions under the Fair Work Act 2009 (Cth). From 1 January 2010 employers are required to provide all new employees with a copy of, or access to, the Fair Work Information Statement. This statement must be provided before or as soon as practicable after the employee commences employment.

Click on the following link to access the [fair-work-information-statement](#)

## **2.5 Employment Status and Hours of Work**

*Permanent employees* may either be full-time or part-time. The relevant hours of work are outlined in the contract of employment. An employee who works part-time receives conditions and payments in respect of annual leave, personal leave and all other authorised leave on a proportionate basis as the employee's hours of work relate to those worked by a full-time employee. Hours worked by permanent employees may be varied by mutual agreement.

*Temporary employees* may work either full-time or part-time and are normally employed for short term projects or duties that are less than 12 months in duration. Employees retained for ongoing duties may be eligible for permanent appointment.

Casual employees are hired for intermittent work that is irregular, occasional and/or unexpected. They receive an additional 25% loading on their annual rate of pay to compensate them for the unpredictable nature of their work and in lieu of any entitlement to paid leave. A casual employee will be engaged for a minimum of three hours on each day of engagement.

## **2.6 Payment of Wages and Salaries**

Payment of wages is fortnightly and will be lodged by Electronic Funds Transfer into the employee's nominated bank account each fortnight, unless public holidays interfere with this routine, in which case payment may be lodged earlier.

The employee must provide any associated paperwork, travel allowances, leave forms, etc. to their manager who will approve them and pass them on to Payroll. Delays with this documentation can result in delay in payment.

It is the employee's responsibility to notify Payroll of any change to their account details. A minimum of seven days' notice is required to be provided. The organisation cannot be held responsible for any delays in processing that may arise due to changes to the employee's banking details.

All employees are issued an electronic pay slip for each pay via their work email.

## **2.7 Payroll Deductions**

Tax will be deducted from the employee's pay in accordance with income tax laws. The employee must complete an Employment Declaration Form and return to Payroll. If a form is not completed, taxation is deducted at the highest rate. If the employee's circumstances change with regard to any rebates they claim on the form the employee should complete a new form, or details can be provided of the changes in an email, and sent to Payroll.

Forms are available from Payroll or Australia Post Offices.

Garnishes and Child Support Payments can also be deducted from the employee's wage without the need for their consent.

Any other deduction from the employee's pay, such as additional superannuation, health fund, etc. must be authorised by the employee before the deductions may commence.

## **2.8 Superannuation**

### **2.8.1 Superannuation Levy Contribution**

*Superannuation Guarantee Levy Contributions (SGC)* is compulsory. The organisation pays superannuation contributions into the employee's nominated Superannuation Fund. If an employee does not nominate a fund then the contribution will be paid into the organisation's default industry super fund – [insert the organisation's default super fund].

The employee can make arrangements with Payroll to make additional personal contributions to their Superannuation Fund.

### **2.8.2 Superannuation Guarantee Levy benefits**

Except in the case of death, or invalidity, benefits are payable upon retirement in accordance with Superannuation Legislation (e.g. benefits may be payable upon reaching retirement age of 55 years, or if the birth date is after 1960, the benefit may not be payable until the employee reaches 60 years of age). If an employee resigns prior to the retirement age, they can choose to preserve their benefit in the Superannuation Fund, or roll over the benefits to another complying fund. Further details are available from the employee's Superannuation Fund.

## **2.9 Work Performance and Evaluation**

The aim of the organisation's performance management process is to support and encourage employees in accomplishing work and career objectives while improving our performance as an organisation. This is achieved by linking individual plans to the organisation's strategic plan, providing employees with feedback and giving recognition for positive and proactive performance, integrating learning and development into every employee's plan and formally reviewing each employee's performance.

The organisation employs people for their ability to perform the functions of a specific job competently, efficiently and conscientiously. Employees and their managers are strongly encouraged to discuss job performance and goals informally on a regular basis through coaching sessions. Employee performance will be appraised annually. Employees will also undergo a performance appraisal prior to the end of their probation period. Performance appraisals enable both employees and managers to clarify responsibilities and work goals, identify training and development needs and any potential career enhancement opportunities.

Performance appraisals are a constructive way to support employee performance and to address any problems or issues in performing the position. Employees are encouraged to respond to any comments or documentation made regarding their performance. Any formal

written comments concerning performance and/or conduct are to be signed by both the employee and their manager. This report will be placed on the employee's file with the other personal documentation.

Refer to **Attachment D** to view the **Performance Appraisal Process**.

## **2.10 Skill and Competency Development**

The organisation supports the development of skills and competencies of all employees. Employee development programs encompass learning opportunities through training, education assistance and job rotation.

The performance appraisal process helps identify the employee's training needs where an Individual Training Plan is developed in consultation with the employee's manager.

## **2.11 Access to Personal Files**

The organisation handles all employee information in accordance with the standards set out by the Privacy Act 1988.

Each employee has a personnel file containing details of their employment arrangements. The file information contains all material relating to the employee's employment and, in general, does not contain anything that has not been discussed with the employee.

Should the employee wish to access their personnel file they can make an appointment with their manager. The contents of the file may be printed on request by the employee for their records; however, any original records must remain on file held by the organisation.

Any information that is deemed sensitive, such as tax details and medical information is only accessible by the employee, the employee's manager and Payroll.

It is the employees' responsibility to notify Payroll of any changes to their employment details, such as change of address, name, and phone number, person to notify in case of emergency or illness, as well as information related to their tax status, bank account details, or any other changes affecting the relationship between the organisation and the employee.

## **2.12 Leave**

The organisation offers a range of leave provisions in accordance with the National Employment Standards (NES) and as outlined below.

Employees, other than casuals, are entitled to paid leave entitlements. Part-time employees are entitled to paid leave on a proportionate basis as employee's hours of work relate to those worked by full time employees. Casual employees are paid an hourly loading of 25% in lieu of paid annual and other leave.

### **2.12.1 Annual Leave**

An employee's Annual Leave entitlement is four (4) weeks leave at the end of each completed year of service with the organisation.

The usual notice period for the taking of Annual Leave is two (2) weeks. Employees must complete a Leave Form for any requested time off. This form must be signed by the employee's manager and forwarded to Payroll for processing. Accrued Annual Leave balances are displayed on pay slips, or can be confirmed by Payroll.

The organisation will always attempt to meet reasonable requests for leave. However, the employee is part of a team and consideration of work colleagues and existing responsibilities is essential.

Employees are not permitted to exceed a balance of Annual Leave equivalent to two years' entitlement. In the event this limit is reached, the employee will be notified by their manager and a mutually agreed date set for taking excess leave.

### **2.12.2 Public Holidays**

Employees are entitled to Public Holidays in accordance with the *National Employment Standards* and the gazetted holidays (as per relevant State or Territory).

### **2.12.3 Long Service Leave**

The concept of Long Service Leave is to recognise and reward employees for long periods of continuous service to the organisation. Long Service Leave is determined by the ACT Long Service Leave Act 1976 (or other relevant State or Territory Act), as varied from time to time.

Long Service Leave is available on completion of ten (10) years of service. However, an employee who has completed seven years of service with the organisation is entitled to long service leave for the period of the service.

Long Service Leave can be taken at a time mutually agreed by the employee and their manager. The usual notice of period for the taking of Long Service Leave is one month. However, a shorter notice period may be accepted where unforeseen events necessitates the employee taking leave.

Applications for Long Service Leave must normally be for a minimum of two (2) weeks.

### **2.12.4 Personal / Carer's Leave**

Employees are provided Personal/Carers Leave benefits in accordance with the National Employment Standards (NES). These benefits are restricted to employees who are absent from work for genuine health reasons, or to provide care or support to a member of your immediate family or household (as defined under the NES).

Employees are entitled up to ten (10) days of paid Personal/ Carers Leave for each completed year of service (casual employees are not entitled to paid Personal/Carers Leave).

All employees (including a casual) are entitled to 2 days of unpaid Personal/ Carers Leave per occasion.

The employee's entitlement to paid Personal/Carer's Leave accrues progressively during the year. Personal/Carer's Leave not taken in any one year of service, accrues into future years.

An employee cannot take unpaid Personal /Carer's Leave during a particular period if the employee could instead take paid Personal/Carer's leave. This does not apply to casuals who have no entitlement to paid Personal/Carer's Leave.

Employees must where possible notify their manager, within one (1) hour of their usual starting time, of their inability to attend work due to personal illness or carer responsibilities and advise of the estimated duration of absence. Upon return to work the employee is required to complete a leave form detailing the reasons for absence and provide medical certificates where necessary. The Leave Form must be approved by the employee's manager and provide to Payroll for processing and filing.

If the Personal/ Carer's Leave is not approved the employee's manager will discuss the situation with the employee to resolve any problems in relation to the employees absence.

#### Unacceptable patterns of Personal/Carers leave absences

Upon request by the organisation, the employee shall provide a medical certificate stating the nature of the illness or injury, or the reasons they were absent from work in the following circumstances:

- Are absent for more than three (3) consecutive days
- Are absent for a single day immediately before or after a weekend or public holiday
- Unacceptable levels of frequent absences (ie. 5 or more separate absences without a medical certificate within a 12 month period will normally be considered an unsatisfactory sick leave record)
- Trends have emerged in absences from work
- Long term absence of serious incapacity requiring a review of ongoing employment.

Where unacceptable Personal Leave absences become evident, the situation will be reviewed with the employee and appropriate action taken. This will normally include the opportunity for the employee to comment on absences considered unacceptable or unexplained and be counselled by their manager. The organisation may also refer the employee for a medical assessment to ascertain their fitness to perform the position they hold where Personal Leave absences are frequent and over a prolonged period of time. If work attendance patterns do not improve, subsequent action may include written warnings and requirement for all future absences to be covered by a medical certificate.

#### **2.12.5 Parental Leave**

The minimum conditions associated with Parental Leave are set out in the National Employment Standards.

Parental Leave is time off that employees have when they become parents. This entitlement covers the birth of children and also adoption. Under legislation eligible working parents may get 18 weeks Government funded pay at the National Minimum Wage to care for a new baby.

#### **2.12.6 Compassionate leave**

Compassionate Leave is leave take for the purposes of:

- Spending time with a person of your immediate family or household who has a personal illness, injury, that poses a serious threat to their life; or
- After the death of a member of your immediate family or household.

Employees are entitled to two days Compassionate Leave per occasion. This can be taken as:

- A single, unbroken 2 days. Or
- 2 separate periods of 1 day

Casual employees are not entitles to paid Compassionate Leave, but may arrange for unpaid absences.

#### **2.12.7 Community Service Leave (incl. Defence Force Reservist Leave)**

The organisation will support employees (including casuals) to carry out certain community service activities with a recognised emergency management body. Defence Force Reserve Service Leave will also be provided to employees to attend their defence force obligations, including camps and training sessions.

Community Service Leave is unpaid leave. Unpaid leave will be counted as service.

The employee must provide their manager with evidence of attendance for community service or defence force reserve service.

#### **2.12.8 Jury Service**

In accordance with the National Employment Standards the organisation provides up to 10 days Jury Service leave and will pay employees equal to the difference between the amount paid to the employee for any Jury Service and the ordinary rate they would have earned if remaining at work. Any Jury Service in excess of 10 days will be unpaid.

There will be no compensation where Jury Service occurs over a weekend or any other such day where you are not normally paid and for hours served outside of standard working hours.

The employee must provide their manager with evidence of attendance and amounts they have been paid for Jury Service.

#### **2.12.9 Ceremonial Leave**

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of PCA.

The National Employment Standards (NES) and modern award provides further information for all types of leave.

Click on the following link to view the [National Employment Standards](#).

#### **2.12.10 Time in Lieu (TIL)**

A feature of the ‘flexible’ and ‘family friendly’ aspects of the organisation is the ability of employee’s to accrue TIL for additional hours that have been worked.

TIL for overtime worked accumulates at single time rates (i.e. an hour for each hour of overtime worked).

The accumulation and use of any TIL is subject to the authorisation of the employee’s manager with timely advice on intended dates for TIL leave.

#### **2.12.11 Flexible Working Arrangements**

The organisation supports and promotes a balance between work and life for all employees. A request made by the employee to change their working arrangements will be considered in accordance with the National Employment Standards.

## **4 Standards of Conduct**

### **4.1 Code of Conduct**

The organisation expects all employees and any person who is carrying out duties for or on behalf of the organisation to adhere to high standards of integrity, ethical behaviour and professional conduct. This ensures the work environment is safe, comfortable and productive. Employee should at all times:

- behave fairly and equitably
- act in the public interest
- refuse proper rewards and gifts
- avoid conflicts of interest
- observe the law
- act responsively and responsibly
- treat people with respect and proper courtesy
- observe the principles of equal opportunities
- exercise caution when making public comment
- protect confidential information
- work diligently and efficiently.

Refer to **Attachment E** to view the **Code of Conduct** that provides further information on the principles of appropriate behaviour outlined above.

### **4.2 Confidentiality and Intellectual Property**

Employees must not make improper disclosure or use any information about the organisation, or any part of its business, gained during their employment or association with the organisation (either during their employment or after they leave). The only exception to this is where disclosure is required by law.

All employees are required to sign the organisation's Confidentiality and Intellectual Property (IP) Agreement at the commencement of their employment.

Refer to **Attachment F** to view the **Confidentiality and IP Agreement**.

### **4.3 Attendance and Punctuality**

The organisation expects a high standard of attendance and punctuality for all employees. It is the responsibility of the employee to ensure that they arrive at work on time. If the employee is unable to attend work they should contact their manager as soon as possible or at least within one hour of the employee's normal work time.

The employee's attendance record includes start and finish times, absences, leave applications and associated documentation.

### **4.4 Building, Plant/Equipment and Facilities**

Employees are not permitted to use the organisation's office, plant/equipment and facilities for personal use without the express prior permission of the CEO.

The removal of any property from the premises without authorisation of the employee's manager is strictly prohibited. This includes computer files, paper files and official correspondence, but does not include organisational information that is publicly available.

A breach of these requirements will result in disciplinary action, which may include termination of employment.

## **4.5 Computer, Internet and Email Systems**

Employees will have access to a computer, related equipment and systems when performing their duties for the organisation. Email and internet facilities are provided for the performance of work-related duties. Access to these facilities is primarily for business purposes only and not for private matters during working hours. However, employees may use the internet and e-mail facilities during work breaks to complete personal activities. Personal use of computer facilities should avoid actions that involve excessive data transfer or downloads.

Employees must not make, receive, or send fraudulent, unlawful, discriminatory, defamatory, obscene or abusive information, calls or messages at any time.

Employees are provided password access to the organisation's computer system and must protect the confidentiality of computer passwords. It is each employee's responsibility to ensure when they access the organisation's network it remains secure. If an employee leaves their desk for an extended period of time during the day, the computer should be either locked or turned off. At the end of the work day employees must log off the computer and turn both the computer and monitor off. If required, employees can arrange for remote access to the organisation's network.

The organisation has the right to monitor employee internet usage and read all emails, texts, or other messages sent and received through the organisation's facilities. The organisation will monitor usage of the internet and email system and if at any stage inappropriate use is noted, it will be investigated and appropriate steps taken. If serious misuse, or other abuse of the organisation's facilities is identified, the organisation's disciplinary process will apply and this may result in termination of employment.

Computer/information technology issues should be reported to the employee's manager who will liaise with the organisation's IT Service Provider.

## **4.6 Expenses and refunds**

Employees are entitled to be reimbursed work related expenses. All expenses must be accounted for and supported by a tax invoice.

The employee's manager must approve the reimbursement of any expenses and documentation should be forwarded to Finance for processing.

When travelling for approved work purposes, the organisation will normally pre-arrange and pay for the accommodation.

Any misappropriation of the organisation's funds is deemed serious misconduct or theft and will result in the employee's termination of employment.

## **4.7 Online publishing**

The rapid growth of social media networks and other online publishing has emerged as providing opportunities for the organisation and employees. However, it is important employees understand their role and responsibilities when discussing the organisation on public sites. The Code of Conduct outlines these responsibilities.

## **4.8 Equal Employment, Discrimination and Harassment**

The organisation values the contribution made by all employees and is committed to maintaining a workplace that is free from all forms of discrimination, harassment and vilification.

The organisation will not tolerate harassment in any form at the workplace. It is the right of every employee to work in a workplace that is free from harassment, and to know that if it does occur, it will be treated as serious misconduct.

Equal Employment Opportunity (EEO) includes hiring, promotion, transfer, compensation, training and development, leave of absence, and in some cases, termination.

The organisation recognises that an equal opportunity workplace is a workplace where all employees:

- have equal access to jobs, opportunities and career based on their knowledge and skills;
- are diverse in their attributes;
- are treated with dignity and respect; and
- are free from discrimination.

Equal opportunity does not mean treating everyone the same, but recognising and valuing workforce diversity.

Refer to **Attachment G** to view the **Equal Employment, Discrimination and Harassment Policy**.

## **4.9 No Bullying policy**

The organisation is committed to providing a workplace culture and environment that is free of bullying. Workplace bullying is not tolerated by the organisation. Any employee who becomes aware of any bullying should promptly advise their manager who will handle the matter in a timely and confidential manner in accordance with the No Bullying Policy.

Refer to **Attachment H** to view the **No Bullying Policy**.

## **4.10 Communication in the Workplace**

The organisation supports an open door policy. Employees should be confident that they may approach any other employee, including management, to discuss any issue or concern. The organisation values open and frank communication at all levels. . If an employee wishes to raise a grievance or issue it is important it is expressed clearly, concisely and based on facts.

The organisation holds regular staff meetings where employees have the opportunity to share ideas, views, opportunities and team operations. Rumour and gossip is unacceptable behaviour.

## **4.11 Member relations/ complaints handling**

Any person who has dealings with the organisation can make a formal written complaint. This includes stakeholders, members, committee members, reference group members, advocates, service providers, agencies and any other people who rely on the organisation for advice. A formal complaint received about an employee will be dealt with in accordance with the Dispute Resolution Procedure. Refer to Clause 6.1 of this Handbook, Complaints and Disputes.

## **5. Work Health and Safety**

### **5.1 General Health and Safety in the Workplace**

The organisation is committed to providing a healthy and safe workplace. The organisation believes that no task or activity is so important it can't be done on a safe manner in accordance with applicable safety laws, regulations and codes.

The organisation resolves to pursue any reasonable course of action to ensure these standards are achieved, including the enforcement of all applicable work health and safety requirements, prompt actions to correct unsafe work conditions, and continued safety education in the workplace.

The organisation expects all employees to accept their responsibility for working safety and maintaining a safe workplace for everyone which means working intelligently, with common sense and foresight. All employees are expected to follow the applicable safety standards that apply to our organisation, and adhere to all regulations as set out in the Work Safety Act.

Refer to **Attachment I** to view the **Work Health and Safety Policy Statement**.

A Health and Safety Representative has been elected by employees and is the liaison point between management and employees. The name and details of the Health and Safety Representative can be found on the notice board and the staff contact list.

New employees are encouraged to familiarise themselves with the Health and Safety Representative and have a discussion with them and their manager about the types of hazards they may encounter in their work and what measures are in place to control these to avoid injury.

#### **5.1.1 Managing and reporting hazards**

Employees should take the following steps if they see a hazard or think that work being done is unsafe or unhealthy, these are

- raise the Work Health and Safety (WH&S) matters in the first instance with their manager and/or Health and Safety Representative
- If hazard control measures fail or do not meet the situation, refer their concerns to the CEO.

All hazards are to be recorded on a Hazard Report Form and given to the manager, or CEO.

Refer to **Attachment J** to view the **Hazard Report Form**.

All incidents and injuries are to be reported on the Incident and Injury Report Form and given to the manager, or CEO.

Refer to **Attachment K** to view the **Incident and Injury Report Form**.

These forms are located in the lunch area of the office.

### **5.2 Illicit Drugs, Smoking and Drinking Policy**

The use, sale, possession, manufacture, dispensing or distribution of any illicit substances within the workplace is strictly prohibited. Employees under the influence of drugs will not safely be able to undertake their duties and this creates unnecessary risks and is a threat to other work colleagues. An employee using drugs can also cause serious damage to the

organisation's reputation. The use of any drugs while in the workplace or working in the capacity of an employee will not be tolerated and if proven may result in immediate dismissal. The organisation is a drug free environment and this will be enforced at all times.

Employees are expected to be fit and able to perform their assigned duties and be under the influence of alcohol and/or other drugs (except for proper medical use, under the direction of a medical practitioner). An employee who cannot work in a safe manner will not be allowed to work. This decision will be made by the employee's manager or medical practitioner.

An employee adversely effected by alcohol and/or other drugs will be cautioned by management. Support will be provided to the employee by approving sick leave or leave without pay for the employee to access rehabilitation and counselling for their drug and alcohol abuse of addiction. An employee undertaking a rehabilitation program will not be disadvantaged in the workplace.

It is the organisation's policy that no alcohol is consumed on the premises unless prior approval is given by the CEO.

The organisation is smoke free (or non-smoking) environment. Smoking in any form is strictly prohibited within the building. Smokers must minimise cigarette breaks and take them outside the building in designated smoking areas.

### **5.3 Fire Safety and Evacuation**

Signs showing the protocol for evacuation in cases of emergency are displayed in various locations around the workplace. Fire extinguisher locations are indicated by signs and instructions for their use are on each fire extinguisher.

Training is provided to all employees on the organisation's fire evacuation procedure. The name and details of the organisation's Fire Warden can be found on the notice board and the staff contact list.

### **5.4 Security Procedures**

The security of the organisation is the responsibility of all employees.

The organisation's office has an alarm monitoring system, which means all activity is reported to our security contractor. Any employee who activates or de-activates the security system will have the time and the pin automatically recorded. To activate or de-activate the alarm the employee's pin code needs to be entered into the alarm key pad. The last person to leave the premises at the end of the day is required to turn off lights and arm the security system. The first person entering the building at the beginning of the day must disarm the alarm system.

### **5.5 Workers Compensation**

#### **5.5.1 Workers Compensation**

All employees are covered under the Workers Compensation Act while at work. Workers Compensation law exists to ensure that employees are properly protected in the event of an injury or illness at work.

Refer to **Attachment L** to view the **Summary of the ACT Workers Compensation Act 1951.** (or insert other relevant State of Territory Act)

The Return to Work Program outlines the assistance provided to employees in returning to work if they have sustained an injury or illness.

Refer to **Attachment M** to view the **Return to Work Program**.

Should an employee require first-aid assistance at any time, a First Aid Officer is to be contacted. The name of the first aid officer is displayed on the noticeboard and the staff contact list. Safety is the responsibility of all employees. Employees who see or become aware of a problem should notify their manager immediately.

### **5.5.2 Injury Notification**

The first priority is to seek immediate medical assistance, if required. The employee's manager will assist by helping to complete the necessary paperwork and ensuring the employee receives proper care and attention for the injury or illness sustained.

*For workplace injury/disease that don't require medical assistance and/or time off work, employees must:*

1. Immediately report all accidents or injuries sustained at work to their manager regardless of the severity. Failure to do so may result in an injury or illness not being covered by workers compensation law.
2. Complete an Incident and Injury Report Form and give to their manager
3. Record the hazard in the Hazard Register (note, if an injury/disease has occurred a hazard would normally exist).
4. Workers are encouraged to seek medical attention for a workplace injury/disease. However, in cases of minor injury/disease where the employee does not consider it necessary to seek medical assistance other proactive support strategies may be arranged through consultation with your manager (eg. ergonomic assessment conducted, EAP support provided, etc.)

*If workplace injury/disease requires medical assistance and/or time off work:*

1. Complete steps 1 to 3 above.
2. Nominate a treating doctor and arrange/attend appointment. Discuss with the doctor the organisation's support for rehabilitation and provision of suitable duties.
3. Provide the manager with a copy of the Workcover Compliant medical certificate.
4. Complete the Insurer's Workers Compensation Employee Claim Form and give to the manager.

**Managers must:**

1. Upon notification of the injury/disease make sure the details are correctly recorded on the Incident and Injury Report form.
2. Implement action required to control or eliminate the hazard. Update the Hazard Register.
3. If minor injury/disease and worker does not feel it is necessary to seek medical assistance consider if other proactive support strategies need to be put in place in consultation with the worker (eg. EAP, ergonomic assessment, etc).
4. Complete the Insurer's "Injury Notice" Form.
5. The Insurer must receive notification of the injury/disease within **48 hours** of the manager being notified (eg. if injury occurs 4 pm Friday insurer must be notified by 4 pm Sunday). If verbal notice initially provided to the Insurer, written notice must be provided within 3 days after giving such notice. Refer to the Insurer's website page.

*If workplace injury/disease requires medical assistance and/or time off work:*

1. Complete steps 1 to 5 above.

2. Advise injured / ill worker of the support to provide suitable duties and early return to work.
3. Notify the Insurer of the workers compensation claim.
4. Complete the Insurer's "ACT Employer's Report of Injury" Form
5. Forward the:
  - a. ACT Employer's Report of Injury Form
  - b. ACT Workers Compensation Employee Claim Form, and
  - c. WorkCover Compliant Medical Certificateto the Insurer within 7 days of receiving the completed claim form from the worker.

*Return to Work (RTW) Officer:*

- The organisation's RTW Officer is the CEO.
- The RTW Officer is responsible for coordinating efforts aimed at assisting the injured worker to recover and return to work as quickly and as safely as possible.
- This includes early contact with the worker and treating health services.

## **6. Problem Resolution, Disciplinary Actions and Separation Procedures.**

### **6.1 Complaints and Disputes**

Our employees are one of our most valuable assets. Management provides guidance and direction, but the success of the business greatly depends on the contribution from all our employees.

It is important we have an open and honest environment and create a climate where everyone feels they can contribute and grow.

Sometimes there can be challenges to overcome, but these can be resolved as long as the intention exists to solve the matter in a positive fashion. We invest extensively in all our employees through recruitment, training and development and we want the relationship to work for everyone involved.

The following framework has been implemented to resolve matters affecting the workplace:

- Reasonable attempts must be made to resolve the matter by discussions between the employee(s) and their immediate manager. It can be raised verbally in the first instance and the manager should make the necessary enquiries. Managers should attempt to give the employee(s) a preliminary response to the matter within three (3) working days.
- If the problem remains unresolved then it should be formalised in writing using the Dispute Resolution Report Form. This Form should then be forwarded to the CEO who will arrange a meeting within 10 working days of receipt, with the relevant parties to discuss the matter with a view to resolving the dispute (this may involve the CEO enforcing a resolution).
- If the dispute is still unable to be resolved, and all appropriate action within the organisation has been taken then the matter may be referred to Fair Work Australia by either party.
- During the course of the resolution, both parties may seek guidance and/or support from a peer, trade association, union representative or colleague. These people have no influencing or implementation power, other than to assist the process through its natural course.
- All stages will be documented and file notes provided to the parties involved. Those concerned can access these notes through the manager responsible for resolving the matter.

Refer to **Attachment N** to view the **Dispute Resolution Procedure**.

### **6.2 Employee Misconduct and Consequences**

Employees are accountable for proper performance of their duties, attendance at work, ethical conduct and compliance with the organisation's policies and procedures. The following are some specific examples of the types of unsatisfactory behaviour which constitute misconduct and could lead to either a verbal or written warning or dismissal where a previous verbal or written warning has been given. Serious or wilful misconduct may lead to instant dismissal.

## Misconduct

- Ignore procedures and standards set out in this manual and policies
- To behave in a manner that could cause unreasonable distress to other employees or persons when performing in the capacity of an employee
- To be negligent, careless, inefficient, or lazy in the performance of duty
- To be absent from duty or place of work without proper reason, or continual lateness.

## Serious Misconduct

Serious misconduct is behaviour that breaches the fundamental obligations between employees and employers such that the relationship becomes unsustainable. The following are some specific examples of unsatisfactory behaviour that would normally be considered Serious Misconduct and which could result in instant dismissal:

- To willfully disobey or disregard lawful instruction, either verbal or written
- To deliberately damage the reputation, profitability or viability of the organisation
- To willfully damage, or not take reasonable care of the organisation's property (owned or leased)
- To commit an act of theft, dishonesty or fraud in relation the organisation's business
- To admit to or be convicted of any offence against the law which, in the opinion of the CEO, brings into question the ability of the employee to complete their duties or of their suitability for continued employment with the organisation
- To be unable to perform duties due to the consumption of alcohol or other non-prescribed drugs or substances
- To have found to have been fighting or the aggressor in an assault at the organisation's premises
- To breach Work Health and Safety procedures, policies and regulations where that breach causes imminent and serious risk to a person at the workplace
- To ignore the requirements of any verbal or written warning
- To sexually harass or exhibit other forms of discriminatory behaviour

The organisation will initiate corrective or remedial action as required. The aim is to achieve a positive outcome for the employee and the organisation. Counselling and remedial action is managed in a fair and equitable way and in accordance with legislative requirements.

## **6.3 Unsatisfactory work performance**

If the organisation is concerned about an employee's performance, a performance management meeting will be arranged to discuss the issues. At this meeting the employee will be advised of the standard of work behaviour that is required including ways and methods to improve work and conduct.

Information will be provided to the employee about appropriate organisations that can provide assistance to help improve work performance, including training, counselling and/or dispute resolution.

During the performance management meeting, an action plan and schedule will be established and agreed to, outlining the support and acceptable timeframe for the employee to reach or demonstrate the appropriate standards and/or conduct required. At this meeting the employee will be warned that failure to achieve and sustain the desired standards will result in further action being taken, which may include termination of employment.

During the performance management period, the manager will meet with the employee on a regular basis to discuss progress including any modifications to the action plan or to provide additional assistance or further warnings.

All meetings, warning notices and action plans will be documented including dates and signature of all involved parties and copies provided.

If the employee has not achieved an acceptable level of work performance or appropriate behaviour within the specified timeframe, their employment may be terminated with the appropriate notice or payment in lieu of notice.

Reference: [Managing underperformance - Best practice guides - Fair Work Ombudsman](#).

## 6.4 Termination, resignation and redundancy

### 6.4.1 Termination and resignation

The provisions of the National Employment Standards relating to ending of employment will apply.

Either the organisation or an employee may terminate employment at any time by giving to the other party at least the following minimum period of notice:

|   |         |
|---|---------|
| For employees with less than one year of service      | 1 week  |
| For an employee with more than one year of service    | 2 weeks |
| For an employee with more than three years of service | 3 weeks |
| For an employee with more than 5 years of service     | 4 weeks |

An employee dismissed after the age of 45 may be entitled to additional notice in some circumstances.

If a longer period of notice is specified in your employment contract then that longer period will apply.

Instead of providing the specific notice, the organisation may choose to make payment in Lieu of notice. If an employee fails to give the organisation the required notice, they will forfeit the entitlement of any monies, up to an amount equal to the amount of notice not given.

### 6.4.2 Redundancy

Where the organisation is forced to reduce numbers of employees because of funding cuts or other extenuating circumstances, affected employees will be consulted with. The organisation will:

- give reasonable notice to affected employee
- adequately consult with employees on the impact of the proposed changes
- explore genuine alternative options for redundancy, such as redeployment and ensure such options are fairly offered to the affected employee
- provide proper ancillary services, such as time off to seek alternative work, retraining opportunities, outplacement services or financial planning
- where applicable, ensure compliance with redundancy severance pay entitlements under the National Employment Standards, relevant Modern Award and/or Contract of Employment
- ensure the selection process for redundancy is conducted in an objective and unbiased basis.

## **6.5 Abandonment of employment**

If an employee is absent from work for a continuous period of more than three (3) days without notifying the employer of the reason for their absence, the employee's engagement may be terminated.

If the employer establishes that an employee's absence from duty is unauthorised, reasonable attempts will be made to contact the absent employee either personally or by registered mail in order to attempt to determine the reason(s) for the unauthorised absence and the likelihood of an imminent return to work. If the employer cannot contact the employee directly, then attempts will be made to contact the employee's relatives or next of kin (if known). The employer will take all due and reasonable consideration of the reasons (if any) offered by the employee in relation to their unauthorised absence.

If an employee responds to the employer's enquiries, but does not give a satisfactory reason for their absence, it will be considered a performance matter and the organisation's Disciplinary Process will apply.

If, however, after 14 days from the commencement of the employer's attempts to contact the absent employee the employee has not returned to work and has failed to contact the employer, then the employer may proceed on the basis that the employee has in fact abandoned their employment. In this case the employer will take purposeful and positive steps to terminate the employment contract between the employer and the employee.

Responsibility rests with the employee at all times to keep the employer informed if they are unable to attend for work.

## **6.6 Separation procedures**

On termination or resignation an employee will normally be entitled to payment of unused Annual Leave and possibly payment for unused Long Service Leave and other statutory payments.

The employee is responsible for returning all PCA property. This may include items such as keys, passwords, credit card, files and any organisational information in their possession.

A Statement of Service can be provided to the employee, upon their request.

It is important the departing employee provides any required information to allow the organisation to correctly complete and forward the employee's Payment Summary. This includes the return of supporting documentation to substantiate the employee's Fringe Benefit entitlements (if applicable) and keeping the organisation informed of any changes to their postal address, at least until the final Summary Payment has been received.

Arrangements will be made to pay the employee's final pay when the Exit Form has been completed, confirming all property belonging to the organisation has been returned. Employees are also encouraged to share their views about their time with the organisation by completing a Questionnaire and discussing the responses with their manager, or another senior person in the organisation.

Refer to **Attachment O** to view the **Exit Release Form and Questionnaire**.

## **Employee acknowledgement and receipt of the organisation's Employee Handbook**

**(The employee should sign this form and return to their manager within 20 working days of receiving a copy of the Employee Handbook)**

I, \_\_\_\_\_ have received and read a copy of the organisation's Employee Handbook which outlines the policies, benefits and expectations of the organisation, as well as my general responsibilities as an employee.

I have familiarised myself with the contents of the Employee Handbook. I have spoken to my manager if I have had any questions regarding the Employee Handbook, or if I have been uncertain as to what may or may not constitute the proper course of action in a particular situation.

I acknowledge, understand and agree to comply with the information contained in the Employee Handbook. I understand the Employee Handbook is not intended to cover every situation which may arise during my employment. I further understand that the Employee Handbook is not a contract of employment.

Employee's signature \_\_\_\_\_

Date \_\_\_\_\_

I have discussed the Employee Handbook with the above employee and ensured that they are familiar with the policies and standard of behaviour expected by the organisation of all its employees.

Manager's signature \_\_\_\_\_

Printed name \_\_\_\_\_

Date \_\_\_\_\_