

Organisation Logo

# Policy Manual

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<year>

## Welcome to our Policy Manual

Please take the time to familiarize yourself with these policies. Hopefully you will find them fair, easy to read, and understandable. Should you have any questions please ask.

You will find the most recent version of this Policy Manual on the website.

Please complete the acknowledgement and return to me.

Many thanks.

<name>

Executive Officer

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## Receipt and Acknowledgment of Policy Manual

I confirm that I have received and read a copy of our Policy Manual.

I understand that the policies described in it are subject to change from time to time.

I also understand that I will be consulted before significant changes are made and that I will have an opportunity to review and comment on these changes.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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## 1. Employment Policy

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These instructions related to paid employees

### Equal Employment Opportunity

The Executive Officer will ensure that a person's race, colour, religion, gender, age, disability or nationality will not unfairly influence employment practice including recruitment, promotion, reimbursement or rate of pay. Additionally, reasonable accommodations for suitable applicants with disabilities will be considered so long as the accommodation does not cause undue financial hardship or pose safety issues.

### Employment conditions

Unless otherwise specified your employment conditions are defined by these policies, the National Employment Standards (NES) and the relevant award.

In addition specific employment conditions including hours of work, tenure and location will be set-out in the offer of employment.

Specific conditions may apply at or about the time of commencement including but not limited to health fitness for the role, entitlement to work in Australia, security and identify checks. Unless otherwise stated offer of employment will be conditional on the fulfilment of these requirements, and may be withdrawn even after commencement if one or more of the conditions fail.

### Staff induction

The Executive Officer will ensure that each person is inducted into the workplace and role prior to commencing their first shift.

The induction may take many forms but must include a briefing on matters of importance to the employee and the organisation's operation including:

- Workplace Health and Safety Policy
- Personal Conduct Policy
- Use of relevant equipment
- Toilets, breaks and housekeeping

### Absence or lateness

If you are unable to work a shift, or if you think you will arrive more than 10 minutes late, please contact your supervisor as soon as possible. Likewise if you know in advance that you will be unable to work a shift then please notify your supervisor as soon as possible and request the appropriate time-off.

### Time sheets and pay arrangements

You are responsible for accurately recording your time and ensuring that your timesheet is submitted in time for processing. Timesheets are due by 1pm on the last day (Friday) of the pay period.

Wages are paid via direct deposit to your nominated bank account and pay slips will be emailed to your nominated email address. If you believe an error has been made in your payment then you should report it immediately so the necessary steps can be taken to address the concern.

### Personnel Records and Administration

Please notify your Executive Officer of any changes to your personal details.

You may see information that is kept in your own personnel file upon request, and you may request to receive a copy of each document you have signed.

## **Fatigue**

Please take proper rest breaks to ensure you are alert at work. Annual leave, lunch breaks and sick leave are all intended to provide a break from work. The Executive Officer may remove or reassign an employee who is too excessively fatigued to safely and properly perform their duties.

## **Expense Reimbursement**

To be reimbursed for an authorized expense you must submit an expense report (with receipts) within 7 days of incurring the expenses, for approval by the Executive Officer.

## **Performance Management**

During a formal performance review your supervisor may cover the following areas:

- The quality and quantity of your work
- Strengths and areas for improvement
- Attitude and willingness to work
- Initiative and teamwork
- Attendance
- Customer service skills
- Problem solving skills
- Ongoing professional growth and development
- Additional areas may also be reviewed as they relate to your specific job.

Access to salary reviews and professional development opportunities are conditional on your active participation in performance reviews.

## **Salary packaging**

The organisation supports salary packaging but may pass-on any costs incurred for managing salary packaging for an employee. Any cost imposed at year end on the organisation because of an overpayment of a salary packaged amount will be recovered from the employee.

## **Ending your employment**

Unless otherwise specified in your conditions of employment, you are required to give a minimum of 2 weeks' notice of your intention to leave. In any case the company will consider that you have voluntarily ended your employment if you fail to attend 2 or more consecutive shifts without good reason. Upon leaving you must return any property issued to you, such as ID, merchandise, IT equipment, key/s or credit card/s must be returned.

## **Post-Employment Inquiries**

The company does not provide references or statements about work performance in writing.

- If you are leaving employment - you may ask the Executive Officer to act as a Referee in order to respond verbally to enquiries about your work performance from future employers.
- You may be contacted to provide information about an employee with whom you have worked. Please note that all enquiries about former employees should be directed to the Executive Officer. Please do not give information about a former employee unless you have been specifically asked to do so by the Executive Officer, do not offer to be a referee for a former employee unless you have been approved to do so by the Executive Officer.

## **Disciplinary provisions**

Staff members who don't follow this policy may be disciplined under the Staff Disciplinary Policy.

## 2. Personal Conduct Policy

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### Unacceptable conduct

In our workplace we agree that the following activities are unacceptable, and any employee engaging in any of these activities should be disciplined, up to and including summary dismissal:

- Any act of harassment, sexual, racial or other, telling sexist or racist jokes, making racial or ethnic slurs;
- Excessive use of a telephone for personal calls or messaging unrelated to your work;
- Obscene or abusive language toward, indifference or rudeness towards a customer or fellow employee, or any disorderly, antagonistic or indecent conduct on company premises;
- Dishonesty, falsification or misrepresentation on your application for employment or other work records, lying about sick or personal leave, falsifying reason for a leave of absence, deceptive alteration of company records or other company documents;
- Giving confidential or proprietary company information to competitors or another company or to unauthorised employees;
- Breaching confidentiality in relation to sensitive information about employees;
- Spreading malicious gossip or rumours, engaging in deliberately divisive behaviour to create discord in the workplace;
- Violating security instructions, or workplace health and safety instructions without good reason;
- Tampering with company equipment, particularly safety equipment;
- Careless or neglectful action/s which endangers the life or safety of another person;
- Unauthorised possession of weapons or explosives on company property;
- Engaging in an act of violence, or making a threat of violence toward anyone on company premises or when representing the company;
- Fighting, or provoking a fight on company property, or negligent damage of property;
- Insubordination or refusing to obey instructions properly issued by your Executive Officer pertaining to your work;
- Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose;
- Engaging in an act of sabotage; negligently causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner, reckless or careless driving of company vehicles;
- Theft or unauthorised possession of company property or the property of fellow employees;
- Unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management;
- Unauthorized personal use of company equipment or property;
- Use of a social media site, blog, or online chat in a way that reveals confidential company information, or in a way that may be construed as being defamatory or bullying, or results in action prejudicial to the outcome of company negotiation/s or operations;
- Establishing or maintaining a social media site, blog or online chat pertaining to represent the company without the express permission of the Executive Officer;
- Reckless or careless driving of vehicles owned, leased or hired-by the organisation.

### Disciplinary provisions

Staff members who don't follow this policy may be disciplined under the Staff Disciplinary Policy.

### 3. Financial and Asset Management Policy

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Instructions about financial and asset management

#### Compliance

In particular relation to the financial management of the organisation the Executive Officer will ensure compliance with the:

- *Constitution*
- *Associations Incorporation Act 2009 (NSW)*
- *Charitable Fundraising Act 1991 (NSW)*
- *Appropriate financial reporting standards and taxation legislation*

#### Records of accounts and transactions

The Executive Officer will ensure that all financial transactions occurring within the organisation are recorded and reportable, and that receipts are issued as appropriate.

Additional procedures for bookkeeping will be prepared for the guidance of staff.

#### Retention of financial records

Records of financial transactions including tax payments will be retained for a period of 7 years.

#### Financial year

The organisation's financial year is 1st July to 30<sup>th</sup> June.

#### Asset management

The Executive Officer will ensure that the value of each asset is recorded in a register which indicates the value of:

- each asset over \$200;
- a class of assets which collectively are valued over \$200;
- stock (merchandise) on hand

A sudden change in the value of a large asset or a class of assets will be highlighted to the Committee of Management by the Executive Officer.

#### Petty Cash

Petty cash should be used for incidental expenses under \$50. Unless in an urgent situation a cheque request should be made for items over \$50. Receipts must be provided. Petty cash must not be used for personal use.

#### Reporting

The Executive Officer will provide a report either monthly or as required to the Committee of Management.

The financial report will include:

- a statement of financial position;
- a statement of financial performance;
- the progress of the organisation's performance against budget estimates; and
- a summary of cheques (a cheque register) for the purposes of complying with the requirements of the Office of Liquor and Gaming.

#### Cooperation with audit

Each staff member, at the request of the Executive Officer, will cooperate fully with the Auditor to ensure the full and proper completion of the organisation's audit.

### **Budgeting**

The Executive Officer will ensure that the budget is prepared in time for the Committee to properly consider the budget projections for the following financial year.

### **Budget control**

The Executive Officer will ensure that appropriate staff members are delegated sufficient access to financial data, are authorized to be signatories to accounts, and have appropriate authorization for budgeted spending to ensure the organisation can function smoothly during a short-term absence of the Executive Officer. Each staff member given responsibility for budget control will ensure that the budget figure is not exceeded during the reporting period without the express permission of the Executive Officer.

### **Disciplinary provisions**

Staff members who don't follow this policy may be disciplined under the Staff Disciplinary Policy.



## 4. Grievances and Complaints Policy

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Instructions on making, receiving and acting on grievances and complaints

This policy deals separately with:

- A. Complaints from consumers
- B. Grievances from staff members

### Meanings

In this policy the following meanings apply:

- **Complaint** – *this is a concern raised by a service user*
- **Service user** – *essentially anyone who is external to the organisation, and includes a service user, sponsor, customer, funding body, or member*
- **Grievance** – *this is a concern raised informally or formally by a staff member*
- **Staff member** – *may be paid or unpaid*

### A. Complaints (from service users)

We value the opinions of all service users. The Executive Officer will ensure that staff members are familiar with the process to be undertaken in response to complaints, and that they are adequately resourced to have them dealt with promptly.

In general when dealing with complaints:

- All consumers have a right to make a complaint without fear of recrimination.
- The consumer is encouraged to raise the issue with the staff member involved.
- The consumer and staff member to consider the complaint fully and work towards a prompt and successful resolution.
- Where this cannot be resolved then the supervisor or Executive Officer should be involved.
- The supervisor will relay the decision to the Executive Officer, or request the assistance of the Executive Officer.
- Documentation pertaining to the resolution of complaints remains the property of the organisation.
- If no resolution achieved the complaint can be taken to the Committee.

### B. Grievances (from staff members)

#### Informal grievance

In general by expressing an informal grievance the staff member is exercising a right to be heard by their supervisor without prejudice and to express a genuine concern about a matter which affects their employment.

In general an informal grievance won't be acted-on unless warranted by the Executive Officer according to the immediacy and gravity of the concern.

#### Formal grievance (other than for industrial or unlawful matters)

A formal grievance is a matter which will be treated more formally, and is usually instigated by a staff member in writing. A formal grievance will involve a response from the Executive Officer.

The principles of natural justice will be observed throughout the resolution process. This means that before a decision is taken about them, staff members have the right to be informed about the nature and content of the grievance, have the right to be heard and have the right to have an

unbiased decision maker.

The Executive Officer must ensure that the following steps are taken in managing a formal grievance with the aim of resolving the concerns within 10 working days:

1. The formal grievance must be documented.
2. Any other staff member/s named in the formal grievance will be given the opportunity to respond.
3. The substance of the response will be relayed to the complainant.
4. If the complainant wishes to proceed further the Executive Officer will negotiate a joint meeting of the parties if possible. Each party will be entitled to bring a support person and an independent mediator may be engaged.
5. Either party may veto the mediation stage but in so doing they understand that the Executive Officer may then choose to disregard the complaint.
6. The Executive Officer will respond in writing to the complainant when the management of the formal grievance is at an end.

The Executive Officer will ensure that complaints about the Executive Officer are relayed to the President.

In assessing the gravity with which the organisation should respond to a formal grievance, the Executive Officer will take into account:

- the imperative that all complaints be treated seriously and sensitively;
- any likelihood that the complaint might be frivolous or malicious;
- the effluxion of time since the “event” or “act” (giving rise to the complaint) occurred;
- the willingness and capacity of all parties to participate in good faith;
- the likelihood that the matter could rapidly escalate, or be publically damaging to the organisation’s reputation, or give rise to potential claims of victimisation by the complainant; and
- any risk to the complainant from the person about whom the complaint is lodged.

### **Unlawful acts**

Where the Executive Officer believes that the substance of a grievance, complaint, concern, observation or allegation refers to an act by a staff member which is reasonably likely to be unlawful then the Executive Officer will relay that concern promptly to the police or relevant authority.

### **Industrial matters**

Where a paid staff member raises an issue in relation to an industrial matter to which there is not a ready resolution in the workplace then the Executive Officer will engage with the staff member and their advocate with an aim to negotiate an end to the matter.

In so doing the parties agreed that:

- the rules of natural justice will be extended to both parties
- each may be represented by an advocate
- where resolution cannot be reached then the ruling of an industrial tribunal will be regarded as final

### **Disciplinary provisions**

Staff members who don’t follow this policy may be disciplined under the Staff Disciplinary Policy.

## 5. Information Technology Policy

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Instructions about the use and care of information technology (IT) in the workplace including computers and telephones

### User skills

Where you are required to use an IT system including software or database as a significant part of your work role and you require training then please notify your supervisor. Unskilled use of IT systems can create errors or downtime which could be embarrassing or expensive for the organisation.

### Passwords

Each device (laptop, desktop, iPads, mobile phone, PDA) should be protected by a password which prevents unauthorised use.

Each system-user will be provided with a password for server access.

You are responsible for controlling how your password/s is used, and if it is shared. Where a password is shared (for example to a technician for repair purposes) then the password should be changed immediately afterwards.

### Computer Software (Unauthorised Copying)

1. As a license-holder rather than an owner of software we cannot authorize the copying of software.
2. You must use the software only in accordance with the software publisher's license agreement.
3. If you know of any misuse of software or related documentation within the company then you must notify management immediately.

### Use of telephones for private calls

Personal telephone calls should be kept to a minimum and should not interfere with your job duties. Incidental and occasional personal use of company phones is permitted, but information and messages stored in these systems will be treated in the same way as other digital information. The Executive Officer may request reimbursement of personal calls made on company phones where appropriate.

### Use of social media

Each staff member is expected to maintain the principles of appropriate communication when using social media, online communication, or blogs whether during work hours on a personal electronic device, or outside work hours on a personal electronic device.

Online communication that is considered unacceptable includes, but is not limited to, communication that:

- Refers to confidential information owned or held by the organisation;
- Is defamatory;
- May be construed as discriminatory or bullying;
- Bullies, harasses, discriminates or vilifies work colleagues;
- Includes abusive status updates and/or blogs that criticise work colleagues, ridicules, and/or breaches their employment obligations in public ways; and
- Publicises or comments on workplace disputes.

A staff member that engages in online communication to make disparaging comments about the organisation, management, colleagues, members, clients and/or supporters may be subject to disciplinary proceedings possibly including termination of employment as per these policies.

A staff member may not establish a social media site, website, blog or other online communication purporting to be a representative of the organisation without the express permission of the Executive Officer.

### **Internet and email**

Incidental and occasional personal use of the organisation's computer systems is permitted, but information and messages stored in these systems will be treated in the same way as other digital information.

Electronic communications may not be used to:

- solicit for commercial ventures, religious or political causes, outside organisations, or other non-job related solicitations;
- create any offensive or disruptive messages (messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability); nor
- send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.

We must be able to respond to service needs and evidentiary requests for electronically-stored information. Therefore, we must, and do, maintain the right and the ability to enter into any of these systems and to inspect and review any and all data recorded in those systems. The Executive Officer or their designated representative may access, review and disclose such information at their discretion.

Given our right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. The Executive Officer will review any request for access to the contents of an individual's computer, voice mail, or electronic mail prior to access being made without the individual's consent.

### **Disciplinary provisions**

Staff members who don't follow this policy may be disciplined under the Staff Disciplinary Policy.

## 6. Leave Policy

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Instructions about staff leave provisions, and how these will be managed by the organisation

### Definitions

'Award' refers to the identified award for your position or the **Social, Community, Home Care and Disability Services Industry Award 2010**

### Leave types in this policy

Leave type	Statutory provision
Annual Leave	As per Award s31.0 and the National Employment Standards
Annual Leave Loading	As per Award s31.3
Personal / Carer's Leave and Compassionate Leave	As per the National Employment Standards
Public Holidays	As per Award s34.0 and the National Employment Standards
Time in Lieu and Overtime	As per Award s28.2
Study Leave	-
Leave without pay and Advance Leave	-
Closedown Periods	-

### Annual Leave

Unless otherwise specified in your conditions of employment or provided for in the award, the Annual Leave entitlement for a full time permanent employee is twenty days (760 hours) per year of ordinary pay according to the following table:

Employee type	Leave entitlement
Full-time	20 days pa Leave accrued per hour worked = 0.0769
Part-time	20 days pa pro-rata Leave accrued per hour worked = 0.0769
Casual	Not entitled to Annual Leave

All Annual Leave must be scheduled in advance with your supervisor. Every effort will be made to grant your request for leave at the time you desire, but cannot be guaranteed. Annual Leave will be extended on a first-come first-served basis.

Providing for a staff member to go on leave can incur costs for the employee, and an employee often makes plans and incurs costs in planning their leave. It is therefore important that leave, once approved, is taken. Once granted, an approval for Annual Leave will not be withdrawn without mutual consent.

Annual Leave does not accrue during periods of unpaid leave or unauthorized leave. If you intend to request a period of 3 weeks or more of Recreational Leave then you must do so at least 2 months in advance.

Unused and accrued leave hours will be paid-out upon the termination of your employment. You should also note the provisions in this policy on *Directed Leave*.

## **Directed Annual Leave**

Employees are reminded that Annual Leave is important to ensure adequate rest is taken during the course of the working year, and therefore employees should use their Annual Leave entitlements fully within the course of the working year or soon thereafter. Therefore the Executive Officer may direct an employee to take Annual Leave so that their accumulated leave balance does not exceed 40 days.

## **Annual Leave Loading**

Unless your letter of appointment otherwise specifies that leave loading is included in your annualized salary, then a loading of 17.5% of your normal weekly pay will be paid with your Annual Leave entitlement, pro-rata for the period of leave taken.

## **Personal / Carer's Leave and Compassionate Leave**

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

Permanent employees are entitled to ten (10) days of paid Personal / Carer's Leave for each year of service, cumulative, as per the National Employment Standards.

### ***Unpaid Carer's Leave***

An employee (including a casual employee) is entitled to two days of unpaid carer's leave for each occasion when a member of the employee's immediate family or household requires care or support because of a personal illness, injury, or an unexpected emergency, as per the National Employment Standards.

### ***Compassionate Leave***

An employee (including a casual employee) is entitled to two days of compassionate leave to spend time with a member of their immediate family or household who has sustained a life-threatening illness or injury as per the National Employment Standards. Compassionate leave may also be taken after the death of a member of the employee's immediate family or household.

### ***Evidence requirements for Personal / Carer's Leave and Compassionate Leave***

You must provide evidence to the satisfaction of the Executive Officer that the claim is legitimate. One of the following forms of evidence will be satisfactory:

- A letter or supporting documentation from a medical practitioner, or health care professional
- A statutory declaration attesting to the details of the circumstances of your leave request.

If you don't provide notice or evidence to the satisfaction of the Executive Officer then you will not be entitled to the leave.

The entitlement accrues progressively during each year of service according to the employee's ordinary hours of work, and there is no cap on the amount that an employee can accumulate. Paid Personal / Carer's Leave cannot be cashed-out.

## **Public holidays**

Casual employees are not eligible for paid public holidays. All public holidays are determined by the advice of the appropriate statutory body. If a holiday occurs during your scheduled Annual Leave then that day/s will not be counted as Annual Leave. You are not eligible to receive public holiday pay when you are on an unpaid leave of absence, or if you do not have ordinary hours of work on the public holiday.

## **Overtime**

Any overtime must be approved in advance by the Executive Officer.

### **Time off in Lieu (TOIL)**

The Executive Officer retains complete discretion in permitting employees to take TOIL, and may take into account current organisation-wide workloads, upcoming work and the leave arrangements of other staff in making a decision as to whether to grant TOIL.

TOIL accrues at a rate of 1 hour for each 1 hour worked outside of the organisation's normal business hours.

Unless otherwise determined by the Executive Officer an employee may not take more than 10 days of TOIL in any one year of employment, nor may take more than two consecutive work days of TOIL.

TOIL entitlements remain valid for a period of 6 months after the TOIL was earned, after which they lapse. Employees are not entitled to be paid the value of any unexpended TOIL when they cease employment with us.

The Executive Officer may direct an employee to take TOIL at any time.

### **Study leave**

An employee who has completed more than 12 months of employment is entitled to apply for 5 days paid study leave per year. The study leave entitlement is reckoned from the commencement of the calendar year and the entitlement does not accrue. Study Leave cannot be cashed-out.

To request Study Leave you must:

- Be participating in an approved course of study which requires the employee to attend formal classes or exams out of the workplace;
- Put the request in writing to the Executive Officer; and
- Provide evidence to the satisfaction of the Executive Officer.

### **Leave without pay and Advance Leave**

The Executive Officer will consider requests for leave without pay and advance leave from permanent employees. Annual or other paid Leave entitlements must be taken in full before leave without pay or Advance Leave may be taken.

### **Closedown Periods**

A closedown is an expected cessation of office activities. Typically this occurs over the end of year period. The Executive Officer will ensure that those staff members who will be required to take Annual Leave during a closedown period are advised at least 3 months in advance. Where a new member of staff does not have sufficient Annual Leave alone accrued then they will take unpaid leave for the period. Casual employees will not be paid during a closedown period.

### **Disciplinary provisions**

Staff members who don't follow this policy may be disciplined under the Staff Disciplinary Policy.

## 7. Information Collection and Confidentiality Policy

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Instructions on how sensitive information will be collected, stored and shared

### Information collection and storage

The Executive Officer will:

- Ensure that any personal information collected from workers is necessary for recruitment, and relevant to organisational functions;
- Take reasonable steps to ensure that the information collected about workers is accurate, complete, up-to-date and relevant, and safeguarded against misuse, loss, unauthorised access and modification;
- Ensure that workers are notified about what information is collected, why it is collected and how it is administered;
- Ensure workers know they have a right to access their file and make corrections if they feel the information is inaccurate; and
- Ensure workers are aware of this Privacy Policy and Procedures and its purposes.

### Personal information

Personal information is any information held by us about a worker and could include:

- name, address, email and phone number
- tax file number
- medical or health status
- other employment activities
- hobbies, clubs or other activities
- image/s
- likes and opinions

### Sensitive Information

We will not collect sensitive information unless it:

- Has the individual's consent
- Is required by law

Sensitive information includes but is not limited to:

- Racial or ethnic origin
- Political opinions
- Membership of a political association
- Religious belief or affiliation
- Philosophical beliefs
- Membership of a professional or trade association
- Membership of a trade union
- Sexual preference or practice
- Health information

### Sharing confidential information about contacts and stakeholders

Workers will ensure that the information given in confidence is shared only with those who are authorised to receive it (the 'confidentiality bubble').

In gauging if information on an individual should be shared the Executive Officer should consider whether:

- The individual has expressly consented to the sharing of the information; or



- Sharing of the information would benefit the individual, and do them no harm; or
- The individual would likely give consent to the sharing of the information

Examples of those who may be authorized to receive information includes law enforcement agencies, child protection agencies, border control and anti-terrorism agencies, health complaints and anti-discrimination commissions.

In general terms a staff member should avoid any undertaking to 'keep information confidential' as the person might mistake this for meaning that the information so given will not be shared.

A worker who is required by law to divulge information and does not do so is committing a serious breach of this policy.

### **Sharing information about workers**

We will not use a worker's information for a secondary purpose without the express permission of the person unless:

- Obligated by Australian Law or a court/tribunal order;
- A health situation arises (see below); or
- We reasonably believe that the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body (if so then a written note will be made of such use or disclosure)

A health situation is a situation in which medical assistance is required for a worker whilst reasonably under the employer's duty of care which requires the sharing of personal information with a third party. This might include for example a situation in which the worker may not be conscious, or have capacity to share information with the treatment personnel.

In gauging whether or not to share personal information if a health situation arises the Executive Officer should consider whether:

- The individual has expressly consented to the sharing of the information; or
- Sharing of the information would benefit the individual, and do them no harm; or
- The individual would likely give consent to the sharing of the information

If one of these 3 conditions applies then the Executive Officer may reasonably assume the tacit consent of the worker to share their information.

### **Disciplinary provisions**

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## 8. Service Policy

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### Access to services

The Executive Officer is responsible for ensuring that a person's race, colour, religion, gender, age, disability or nationality will not unfairly affect their access to our services.

Any condition (such as membership) or pre-requisite that applies to the access of a service will be declared.

### Membership and communication

The Executive Officer will maintain a database of members to ensure that communication with them can be effected promptly and effectively.

### Communication with the general public about end of life and palliative care issues

The Executive Officer will ensure that advice to members of the public in relation to access to external services is delivered impartially without favour to providers.

The Executive Officer will ensure that any contribution, donation, sponsorship or gratuity received by a sponsor which could materially affect the impartiality of advice given, or which might be perceived as cash-for-comment, is declared.

### Development of service policies and procedures

The Executive Officer will ensure that policies and procedures are developed and adhered to relation in the organisation's support for:

- Bereavement services
- Carer support
- The Wig library
- The Equipment pool
- <include other programs>

### Disciplinary provisions

Staff members who don't follow this policy may be disciplined under the Staff Disciplinary Policy.

## 9. Staff Disciplinary Policy

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Instructions about the process of counselling and disciplining staff as appropriate

In this policy 'WE, OUR' refers to the employer, and 'YOU, YOUR' refers to the employee

### Application

To ensure that our business is conducted properly and efficiently, you must conform to certain standards of attendance, conduct, work performance and other work rules and regulations.

Where we have concerns about your conduct or performance then these concerns will be discussed with you. You are welcome to bring a support person with you to these conversations.

By doing this we hope to reach an agreement with you about appropriate conduct or performance, so as to ensure that the concerns do not arise in the future.

We will document this conversation and provide a record for you to consider, and if you wish you may respond. Both our record and your response will be kept on your 'employee file'.

Should a situation arise in the future in which we are again concerned about your conduct or performance then we will consider discussing this with you again. Unless the situation is grave then we will proceed with another discussion.

This process may be repeated if it is felt that you have a genuine willingness and capacity to improve.

### Investigation

At times it might not be obvious as to whether an offending action has been committed by you. In these cases we will investigate. The aim of the investigation is to clarify the evidence so that we can gauge whether an event has occurred based on the balance of evidence.

### Suspension

A suspension is an action initiated by us, with no loss of benefits to you, which provides:

- an opportunity, following a formal discussion about your performance or conduct, for you to reflect and consider the appropriateness of your actions; or
- protection for you while we investigate a concern raised by another person about your conduct, by removing you from what could be seen as an incriminating situation; or
- protection for another person, who might feel unsafe or harassed as a result of something that you have done and into which we need to investigate

A suspension is in itself not a declaration of blame.

### Action following an investigation

Following an investigation you may be terminated without any previous disciplinary action having been taken.

Alternatively you may be allowed to return to work with the understanding that if a positive change in behaviour does not occur, or if another disciplinary problem occurs within the next one month, you will be terminated.

If you are unwilling to make such a commitment, you may either resign or be terminated.

### Disciplinary measures

In order to protect our interests it might be necessary during this process to implement changes to

your position. These might include:

- revoking an authority to perform a function
- revoking a permission to use an asset
- limiting your access to records or files
- reallocating staff under your supervision

Depending on the need of the organisation it may be necessary to employ another person to perform your role, or to meet targets. In such cases you may be demoted or reallocated duties, or reduced hours.

### **Involuntary termination**

Depending on the gravity of the situation we may at any time decide to terminate your employment for inappropriate conduct or performance, if we believe that there is reasonable justification for our action.

Your employment may be involuntarily ended where there is reasonable evidence of unacceptable performance, or of conduct listed among the 'Unacceptable Activities' in the Employment Policy, or other breach of a workplace policy, or a matter which has led to a suspension.

### **Staff Disciplinary Policy**

A staff member who breaches this policy may be disciplined under the Staff Disciplinary Policy.

## 10. Volunteer Support Policy

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Instructions for supporting volunteers within our operations.

### Definition of volunteer

In determining the definition of volunteer the Executive Officer will take into account the *Definitions and Principles of Volunteering* by Volunteering Australia.

### Types of volunteers

In general the organisation may engage in a volunteer role:

- Members of reference groups who provide advice to the organisation;
- Students who seek to complete some aspect of their study through their volunteer role;
- Persons who support people in palliative care, or their loved ones, including psychosocial support, bereavement, home visiting and other roles; and
- Persons who freely chose or elect to volunteer within the organisation by way of support for our mission and objects through administration, fundraising, education, training, awareness raising, marketing or promotion.

### Exclusion

This policy does not relate to a volunteer who acts as a member of our governance committees in accordance with the organisation's constitution and governance policies.

### Executive Officer to determine who is a volunteer

A person is designated a volunteer only at the discretion of the Executive Officer or their nominee.

### Members and volunteers

A member might be authorised to volunteer at the discretion of the Executive Officer, but membership does not automatically convey the authority to volunteer for the organisation.

### Executive Officer to determine when volunteering occurs

Executive Officer or their nominee will determine when volunteering occurs. This will ensure that the organisation's volunteering activities are properly managed and protected by insurance cover.

### Insurance

The Executive Officer will ensure that adequate insurance is held to protect volunteers engaged by the organisation, and to protect against the acts of volunteers authorised by the organisation.

### Other policies which apply to volunteers

The Executive Officer will ensure that volunteers are inducted into relevant organisational policies including:

- Workplace Health and Safety Policy
- Personal Conduct Policy
- Grievances and Complaints Policy
- Financial and Asset Management Policy
- Vehicle Use Policy

### Statement of Principles for the Recognition of Volunteers

As a demonstration of our support for the value of our volunteers is a signatory to the NSW *Statement of Principles for the Recognition of Volunteers*:

- This organisation demonstrates a commitment to best practice in volunteer management and all our people respect and support this commitment.
- Our volunteers are involved in the life of the organisation and are included in decisions that affect them.

- This organisation provides volunteers with clarity about their roles and is clear about expectations and policies that impact on their roles.
- Our volunteers respect the roles of everyone in the organisation.
- This organisation recognises and celebrates the contribution of volunteers.
- Our volunteers are provided with training and professional development for their roles.
- This organisation provides all our people with the opportunity to resolve disputes with respect and dignity.

### **Engagement of volunteers**

In determining whether to engage a volunteer the Executive Officer will:

- Ensure that a vacancy for a volunteer is genuine and does not displace a position identified as a paid position;
- Ensure that the work of a volunteer complements but does not undermine the work of a paid employee;
- Ensure that a volunteer is not required to take up additional work during industrial disputes or paid employees shortages;
- In developing the role description for a volunteer, differentiate between paid and unpaid roles;
- Provide for appropriate arrangement for the support, supervision and management of volunteers.

### **Recruitment and selection**

The Executive Officer will ensure that each volunteer position is supported by a role description which explains the scope of responsibilities, reporting arrangements, performance measurement and selection criteria for the position.

### **Equal Employment Opportunity**

The Executive Officer will ensure that a person's race, colour, religion, gender, age, disability or nationality will not unfairly influence recruitment, promotion or reimbursement of a volunteer. Additionally, reasonable accommodations for suitable applicants with disabilities will be considered so long as the accommodation does not cause undue financial hardship or pose safety issues.

### **Conditions of engagement**

Unless otherwise specified your employment conditions are defined by these policies to the extent that they apply to unpaid staff.

Specific conditions may apply at or about the time of commencement including but not limited to health fitness for the role, security and identity checks. Unless otherwise stated an offer of volunteer position will be conditional on the fulfilment of these requirements, and may be withdrawn even after commencement if one or more of the conditions fail.

### **Staff induction**

The Executive Officer will ensure that each person is inducted into the workplace and role prior to commencing their first shift.

The induction may take many forms but must include a briefing on matters of importance to the employee and the organisation's operation including:

- Relevant policies
- Use of equipment
- Toilets, breaks and housekeeping

### **Absence or lateness**

If you are unable to work a shift, or if you think you will arrive more than 10 minutes late, please contact your supervisor as soon as possible. Likewise if you know in advance that you will be unable

to work a shift then please notify your supervisor as soon as possible and request the appropriate time-off.

### **Personnel Records and Administration**

Please notify your Executive Officer of any changes to your personal details. You may see information that is kept in your own personnel file upon request, and you may request to receive a copy of each document you have signed.

### **Fatigue**

Please take proper rest breaks to ensure you are alert at work. The Executive Officer may remove or reassign a volunteer who is too excessively fatigued to safely and properly perform their duties.

### **Expense Reimbursement**

To be reimbursed for an authorized expense you must submit an expense report (with receipts) within 7 days of incurring the expenses, for approval by the Executive Officer.

### **Performance management**

The Executive Officer will ensure that arrangements are in-place to provide structured advice to volunteers about their performance, and to collect feedback from volunteers about the organisation's performance.

### **Ending your volunteer position**

Unless otherwise specified in your role description you are requested to give a minimum of 2 weeks' notice of your intention to leave. In any case the Executive Officer will consider that you have voluntarily ended your employment if you fail to attend 2 or more consecutive work periods / shifts without good reason.

Upon leaving you must return any property issued to you, such as ID, merchandise, IT equipment, key/s or credit card/s must be returned.

### **Post-Employment Inquiries**

We do not provide references or statements about work performance in writing.

If you are leaving your position - you may ask the Executive Officer to act as a Referee in order to respond verbally to enquiries about your work performance from future employers.

As a volunteer you may be contacted to provide information about a former volunteer with whom you have worked. Please note that all enquiries about former volunteers should be directed to the Executive Officer. Please do not give information about a former volunteer unless you have been specifically asked to do so by the Executive Officer, do not offer to be a referee for a former volunteer unless you have been approved to do so by the Executive Officer.

### **Staff Disciplinary Policy**

A staff member who breaches this policy may be disciplined under the Staff Disciplinary Policy.

## 11. Vehicle Use Policy

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Instructions on the use of vehicles and authorization of drivers

A driver may be a paid or unpaid worker

### Authorisation of drivers

The Executive Officer will keep a register of approved drivers for the organisation.

Prior to approval a driver must provide:

- A copy of their current driver's license; and
- A signed declaration that they will be personally liable for their fines and infringements. These details may be shared with the organisation's insurer if requested.

Where a person loses their license according to the laws of NSW or leaves the organisation then they will be automatically removed from the list of authorised drivers.

### Responsibility for traffic infringements and fines

The organisation will not reimburse drivers for the cost of fines, however incurred. All traffic infringements, fines and parking tickets are the personal responsibility of the driver.

### Minor accidents not involving an injury

In the event of an accident you should take the name, contact number and insurer details for the other driver. You should provide your details to them. Your details should be kept in your vehicle for such a purpose.

You are not required to admit blame even if you believe that you are at majority fault, and it is recommended that you do not do so.

If possible you should photograph the location and the other vehicle using for example a phone-camera.

Immediately report the incident to the Executive Officer by telephone (if possible) and then provide additional detail in writing as soon as possible after the event.

Be mindful of the feelings of distress and the effect of shock and distress that can accompany an accident. You should consider resting until you feel ready to drive again.

### Accidents involving an injury

Call the ambulance on 000 and request assistance. Follow the other instructions above if you are able to.

### Disciplinary provisions

Staff members who don't follow these instructions may be disciplined under the Staff Disciplinary Policy.



## 12. Workplace Health and Safety Policy

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Instructions about taking responsibility for, reporting and acting on health and safety issues in the workplace

### Safety commitment

We are committed to the safety and health of all employees and recognises the need to comply with regulations governing injury and accident prevention and employee safety. Maintaining a safe work environment, however, requires the continuous cooperation of all employees.

We will support safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your supervisor for assistance.

Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. Compliance with these safety rules is considered a condition of employment.

It is the responsibility of each employee to accept and follow established safety regulations and procedures. All employees are encouraged to communicate with your supervisor regarding safety issues.

### Removal from workplace

The Executive Officer may immediately remove a person from the workplace if they are not willing or able to take responsibility for their own safety, such as if they are intoxicated or under the influence of drugs, enraged or violent.

### Reporting hazards

If you find a hazard then try and clean it or fix it. If this cannot be done then warn others and report it to someone with the authority to have it fixed. Report the hazard to your supervisor so we can minimize the risk of it occurring again.

### Injuries and accidents

All accidents and injuries must be reported immediately to the Executive Officer. If the injury requires first aid then see the first aid officer in the building.

In the case of an injury requiring medical assistance contact the emergency services or your general practitioner. Keep receipts of any costs for later reimbursement. Notify the Executive Officer when possible or ask someone to make contact for you.

Injuries involving **time away from work** must be reported to **Workcover** by the Executive Officer and a workers compensation form must be completed. For more information see the Workers Compensation Policy

Injuries take many forms. For example if you have witnessed a traumatic event you may require assistance with the emotional and psychological impact.

### First aid kits

Each workplace should have a first aid kit. The Executive Officer will ensure that First Aid Kits are checked for out of date stock on an annual basis.

### Drug-Free Workplace

We prohibit the unlawful possession, use, or distribution of illicit drugs and alcohol by employees on our premises and/or client premises or as a part of our activities. We will impose disciplinary sanctions on employees ranging from educational and rehabilitation efforts up to and including

expulsion or termination of employment and referral for prosecution for violations of the standards of conduct. Each situation will be looked at on a case-by-case basis.

## **Manual handling**

### ***Lifting***

No employee is to lift a single load weighing 15kg or more. Ask for assistance when lifting heavy objects or moving heavy furniture. Bend your knees, get a firm grip on the object, hold it close to your body and space your feet for good balance. Lift using your stronger leg muscles, not your weaker back muscles.

### ***Materials Handling***

Do not throw objects. Always carry or pass them. Use flammable items, such as cleaning fluids, with caution. Also, stack materials only to safe heights.

### ***Rubbish Disposal***

Keep sharp objects and dangerous substances out of the rubbish bin. Items that require special handling should be disposed of in approved containers.

### ***Cleaning Up***

To prevent slips and tripping, clean up spills and pick up debris immediately.

### ***Preventing Falls***

Keep aisles, work places and stairways clean, clear and well lighted. Walk, don't run. Watch your step.

### ***Handling Tools***

Exercise caution when handling objects and tools. Do not use broken, defective or greasy tools. Use tools for their intended purpose only. Wear safety glasses or goggles whenever using a power tool.

### ***Falling Objects***

Store objects and tools where they won't fall. Do not store heavy objects or glass on high shelves.

### ***Work Areas***

Keep cabinet doors and file and desk drawers closed when not in use. Remove or pad torn, sharp corners and edges. Keep drawers closed. Open only one drawer at a time.

### ***Using Ladders***

Place ladders securely. Do not stand on boxes, chairs or other devices not intended to be used as ladders.

### ***Personal Protective Equipment***

Always wear or use appropriate safety equipment as required in your work. Wear appropriate personal protective equipment, like shoes, hats, gloves, goggles, spats and hearing protectors in designated areas or when working on an operation which is potentially hazardous. Also, wear gloves whenever handling castings, scrap, or barrels.

### ***Use of equipment***

Do not attempt to use any machine or equipment you do not know how to operate, or if you have not completed training on the proper use of the machine or equipment.

### ***Electrical Hazards***

Do not stand on a wet floor while using any electrical apparatus. Keep extension cords in good repair. Don't make unauthorized connections or repairs. Do not overload outlets.

### ***Fire Extinguishers***

Know where fire extinguishers are and how to use them.

### ***Fire Prevention***

Know the location of the fire extinguisher(s) in your area and make sure they are kept clear at all times. Notify your supervisor if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires. Make sure all flammable liquids, such as alcohol, are stored in approved and appropriately labelled safety cans and are not exposed to any ignition source.

## **Emergency Evacuation**

In case of emergency, personal threat, fire or if you are advised to evacuate the building then:

- Stop all work
- Alert your colleagues if possible
- Evacuate the building taking a mobile phone if possible
- Notify emergency services once clear of the building
- Do not re-enter the building until instructed to do so or until you are certain that the danger has passed

## **Housekeeping**

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times.

If you spill a liquid, clean it up immediately. Do not leave tools, materials, or other objects on the floor which may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers, and doorways clear at all times.

Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention. Please report anything that needs repairing or replacing to your supervisor immediately.

## **Security**

Maintaining the security of our premises and vehicles is every employee's responsibility. Develop habits that insure security as a matter of course:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave our premises make sure that all entrances are properly locked and secured.

## **Smoking**

Smoking is not allowed except as expressly designated. Smoking breaks are permitted as long as they are not excessive or disadvantage other staff. If you are a regular smoker we encourage you to take the opportunity to quit whilst you are employed with us.

## **Fatigue**

Please take proper rest breaks to ensure you are alert at work. Recreational leave, time in lieu, lunch breaks and sick leave are all intended with the purpose to provide a break from work for legitimate reasons. When you are driving you should not exceed 2 hours at a stretch without a rest break of at least 15 minutes.

## **Disciplinary provisions**

Staff members who don't follow this policy may be disciplined under the Staff Disciplinary Policy.

## 13. Workers Compensation Policy

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To ensure that we provide an appropriate worker's compensation response and insurance cover for paid employees.

### Comply with the Act

The Executive Officer will ensure that the organisation complies at all times with the requirements of the *Workplace Injury Management and Workers Compensation Act 1998* (NSW). This includes displaying the poster "*Watching out for You*" as required by the Act.

### Workers Compensation Insurance

The Executive Officer will ensure that the organisation has appropriate workers compensation insurance for employees whilst performing their various roles and functions.

A staff member may request to see the Certificate of Currency for the organisation's Workers Compensation insurance.

### In the event of an injury to a paid employee

The Executive Officer will ensure that the injured worker is provided with:

- first aid and/or transport to medical treatment
- the name of the employer's insurer
- the company name and contact details of the employer
- a workers compensation claim form (if requested by the worker).

The Executive Officer will ensure that a documented record of each injury will be recorded and kept.

### Additionally, in the event of a serious injury

The Executive Officer will ensure that WorkCover is immediately notified on 13 10 50 of serious incidents involving injury or illness including:

- a fatality
- an injury or illness, such as when a person:
  - has a limb amputated
  - is placed on a life support system
  - loses consciousness
  - is trapped in machinery or a confined space
  - has serious burns.

### Notification to insurer of an injury within 48 hours

In the event of an injury to a paid staff member the Executive Officer will ensure that within 48 hours the insurer is informed of:

- date and description of injury, and details of how it happened
- name, address, contact telephone number and date of birth of the injured worker
- name and address of the company
- name of the treating doctor and contact telephone number, or name of the hospital if the worker is hospitalised
- name and contact details of the person making the initial notification, and their relationship to the worker or employer
- date of consultation with treating doctor and a diagnosis
- workers capacity to return to work and expected return to work date
- details of any time off work
- worker's wage details

If provided by the worker, the employer will forward to the insurer:

- a WorkCover medical certificate within seven days
- ongoing medical certificates, receipts and accounts for medical or other treatment, within seven days.

### **Returning to work**

We will take all reasonable steps to expedite a return to work for the employee including the following:

- provide suitable duties for the injured worker wherever possible and any assistance that will help the worker to recover and return to work quickly
- notify the insurer if unable to provide suitable duties for the injured worker
- co-operate and participate in the establishment of injury management and return to work plans for the injured worker

Employees returning to work after being absent due to a work-related injury must report to their supervisor prior to beginning work and must bring a doctor's clearance for returning to work.

### **Disciplinary provisions**

Staff members who don't follow these instructions may be disciplined under the Staff Disciplinary Policy.