



# **Team Member's Handbook**

**EnhanceABILITY**

**Policies and Procedures Manual**

**2014**

## TEAM MEMBERS HANDBOOK

### **(EnhanceABILITY Policies and Procedures)**

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This is dated 4 September 2014

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**CHAPTER 1 Introduction**

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**1.1 Team Member Welcome**

As a new Team Member, we welcome you to our Organisation. We consider the employment of each and every individual to be an important factor in the quality of service we provide.

We recognise that our Organisation is a small business where individual preferences can be the basis of our service as required.

A diverse organisation requires a guide to 'the way we do things here' to deliver the consistency in decision making that you expect. The relevance of our policies and procedures (how we do things) and our commitment to compliance is the key to an effective workplace.

Embracing strategies that will deliver the consistency in performance and decision making will contribute to better leadership and will result in more effective communication.

We are committed to continuously improving the operational framework in which you will be working. It is important that you have a transparent understanding of the opportunities our Organisation will offer you, our expectations of you in achieving your desired career, the standards of behaviour to which we should all aspire and the support and protection provided to you in our comprehensive policies and procedures manual.

Our Team Members are the most valuable resource available to us, so we encourage innovative and practical ideas as part of our desire to continuously improve. This Handbook is intended as a guide to make you feel as comfortable as possible in your new position.

We trust that your tenure with our Organisation will be fulfilling and enjoyable.

On behalf of the Management Team and your new colleagues we welcome you to our Team and wish you every success in your future achievements.

Graeme Grundy  
CHAIRPERSON

## 1.2 Purpose of the Manual

**This manual is designed to provide you with details of policies of EnhanceABILITY.**

The information in this manual will give you the basic guidance and foundation to understand the aims and goals of EnhanceABILITY and associated entities (EnhanceABILITY).

We trust that this will empower you with the opportunity to reach your full potential and forge solid career goals.

Familiarise yourself with the contents of this manual, and the relevant procedures which will assist you to learn and understand our Organisation.

From time to time, these policies will be updated and updates advised to all Team Members. The 'updated manual' will also be provided to staff when amendments are made.

If you have any queries relating to the policies in this manual, you should speak to your relevant Manager, or you may also speak to your Supervisor.

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## CHAPTER 2

## Organisation and Management

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### 2.1 [About EnhanceABILITY](#)

EnhanceABILITY provides a range of therapy and bus services to children with a disability in the Bathurst Region.

#### Therapy Services:

EnhanceABILITY provides Occupational Therapy, Physiotherapy and Speech Pathology services to children with disabilities to enable their participation in everyday activities at home, school and the community. The therapy services are provided in the child's home, preschool, school and in the community.

#### Bus Services:

EnhanceABILITY provides pick-up and delivery of children attending Carenne Public School in Bathurst. These children travel from within Bathurst and surrounding areas including from Lithgow and Oberon.

### 2.2 Office Location

Following is a list of contact details:

Address	158 Browning Street Bathurst NSW 2795
Postal Address	PO Box 1820 Bathurst NSW 2795
Telephone No.	6331 1753
Facsimile No.	6332 3041

### 2.3 Customer Service

All staff of EnhanceABILITY are required to contribute towards the positive service and commitment to our clients. It is our goal to maintain and fulfil our clients' requirements and meet all expectations where possible.

It is our philosophy to nurture an ongoing relationship with our clients to ensure quality services are provided.

We cannot fulfil this goal without the ongoing support of the EnhanceABILITY's most valuable resource, our Team Members. It is only through teamwork and collective strength that we can provide the kind of quality product and superior service that result in long-term customer satisfaction.

Regardless of whether your involvement with customer service is direct or supportive, each member of the team has an impact on the client's impression of our business.

Each and every contact a client has with EnhanceABILITY – written or verbal – leaves an impression. We have a prime directive to ensure that each and every moment of contact is a positive one, thus upholding EnhanceABILITY's high standard of quality and service.

## **2.4 Mission Statement**

EnhanceABILITY is a not-for-profit organisation that seeks funds to provide specialist services for children with disabilities in the Bathurst Region. Its primary focus is to provide

- specialist therapy services to enable children with disabilities to participate in the community
- information to enhance their independence
- bus services to transport children with disability

## **2.5 Code of Ethics**

We conduct our business according to the highest standards of honesty, integrity, respect, and fairness when dealing with all of our clients and Team Members. We require that all of our Team Members meet these high standards. The Management Team takes seriously its obligations to comply with all Federal, State and local government laws and regulations, as well as common-law obligations, and requires all Team Members to do the same.

The following Code establishes the standards of behaviour that should be met by all Team Members.

- Ensure that you treat all Team Members and customers/clients with courtesy and respect;
- Do not engage in harassing behaviour towards other Team Members or customers or clients;
- Ensure that all your dealings with all Team Members and clients are fair and equitable;
- Do not discriminate on the basis of irrelevant characteristics, such as sex, race, disability, pregnancy, age, marital status, sexual preference;
- Do not perpetrate, permit or fail to report violations of any federal, state or local government law or regulation;
- Ensure that you declare any conflict of interest between your role as a Team Member and your involvement in an outside activity;
- Be aware of Carenne policies as set out in the policy manual and ensure that you comply with them;
- Do not use drugs or alcohol on the premises or come to work while affected by either;
- Do not use the internet to access sexually explicit material;
- Do not use email to send sexually explicit, suggestive or other harassing material;
- Do not release company information to competitors, clients, customers or the media;
- Ensure honest dealings with all customers and clients;
- Do not misappropriate Company funds or property;

- Do not misappropriate funds or property of customers or clients;
- Ensure the highest standard of quality in products/services;
- Do not falsify reports;
- Do not breach copyright;
- Always acknowledge other people's work and ideas;
- Always put safety first and do your utmost to comply with health and safety requirements;
- Ensure compliance with all environmental laws and standards.

## **2.6 Code of Ethics for Managers and Supervisors**

In addition to comply with all of the above, Managers and Supervisors also have the responsibility to execute their managerial and supervisory duties with fairness. You should also ensure that you:

- Do not condone or permit any breaches of the above code by Team Members under your supervision;
- Promote a team spirit amongst Team Members through your own behaviour;
- Maintain confidentiality when conducting investigations into Team Member grievances;
- Avoid bias in decision making;
- Ensure compliance with Company procedures when counselling and disciplining Team Members;
- Disqualify yourself from decision making where you are unable to remain objective;
- Never pressure a Team Member to resign;
- Exercise objectivity when administering rewards or discipline;
- Do not accept bribes, gifts or benefits; and
- Do not represent someone else's idea as your own.

Our working environment is dependent on our commitment to a Code of Conduct, which is articulated in Paragraph 4.1

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## CHAPTER 3

## Recruitment and Appointment

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### 3.1 Equal Employment Opportunity Principles (EEO)

EnhanceABILITY is committed to providing a work environment in which Team Members feel that they are valued, that they are treated fairly and given recognition for our success. EnhanceABILITY is committed to providing an equal employment opportunity policy towards all team members without discrimination against race, gender, pregnancy, carers' responsibilities, breastfeeding, religion, marital status, sex, disability and age.

This policy extends to all applicants for employment and all current Team Members. This equal opportunity includes hiring, promotion, transfer, compensation, training, and also includes leave of absence and in some cases, termination.

EnhanceABILITY will endeavour to consistently employ capable people to manage and operate our working environment in a safe manner.

Any breach of this EEO policy will be considered a serious offence and immediate disciplinary action will be taken, which may lead to the Team Member being terminated.

All Team Members have a responsibility for ensuring that their behaviour does not discriminate against or harass work colleagues and potential Team Members, or when interacting with clients and the public.

This EEO policy is not limited to the workplace or work hours. This Policy extends to all functions and places that are work related. For example, work lunches, conferences, social functions and customer functions.

Under EEO laws, discrimination, vilification, sexual harassment, bullying and victimisation are unlawful and strictly prohibited.

#### 3.1.1 What is Discrimination?

Discrimination can be:

- Less favourable treatment
- Making assumptions about an individual or group of people
- Setting unreasonable conditions or requirements that make it harder for certain groups of people to comply with.

A Director of EnhanceABILITY (Name>>) will be Carenne's designated EEO co-ordinator, and is responsible for ensuring compliance with the legislation and the terms of this policy.

Chapter 6 Standards of Conduct Relating to Fairness and Equity provides detailed policies in this area.

### **3.2 Staff Recruitment and Selection**

Our Team Members have a major impact of the success of EnhanceABILITY. Roles have been designed to maximise efficiency and individuals are recruited based on skill, expertise and their ability to perform the required services.

### **3.3 Induction and Training**

EnhanceABILITY is focused on providing every Team Member with an environment where they can become part of a team and excel. We believe that every Team Member's contribution is valuable and actively encourage staff involvement.

As part of the introduction process you will be shown around the relevant area related to your position and introduced to your colleagues. Any rules and regulations that you need to follow will be outlined by your mentor at this stage. You will also need to fill out various papers to begin your personal file. They will include banking details, tax and superannuation details as well as any other relevant information.

You will be given on the job training to familiarise yourself with your new position. Your mentor will ensure that you have a clear idea of your new responsibilities and will be able to fulfil your duties without problems. It is the responsibility of your mentor to ensure you are trained in the safest and most efficient way to perform your job.

The mentor allocated to work with you will be an experienced staff member. Please consider this mentor as a confidant that you can go to for matters you would like clarified.

Your mentor will be available to help you with any questions regarding your employment.

### **3.4 Induction Program**

As outlined in the previous section, you will complete an induction program upon commencement of your employment with EnhanceABILITY..

This is in three parts:

- Part One                      Completed on the day you commence
- Part Two                      Completed after your first week
- Part Three                    A probation meeting within the first three months

### **3.5 Probation Period and Review**

The probation period is to ensure that you are happy with your employment and have the capability of meeting or exceeding the requirements of the position at hand. Your Manager and Mentor will work closely with you during the review period to ensure that the arrangement benefits both parties.

The length of your probation period will vary according to the position. Your letter of employment will outline the duration of your probation period and any conditions that apply. If for any reason your probation period is interrupted, these factors will be taken into consideration and the probation period adjusted accordingly.

Throughout the probation period, EnhanceABILITY and the staff member have the option to terminate the employment agreement by giving one week's written notice.

In the case of a disagreement between parties, conditions of termination or separation are also outlined in your letter of employment.

During your probation period you will be eligible for the same benefits as all other Team Members. If both parties are in agreement at the end of the probation period, you will be classed as a 'regular permanent Team Member' and be notified accordingly in writing.

### **3.6 Position Description**

The Position Description is an integral part of the Performance Management System. Your Position Description (PD) will include:

- Position concept clarifies purpose of role and who position relates to;
- Pre-requisite skills and qualities of the position.

The position description will need to be regularly reviewed and as required.

### **3.7 Service Agreement**

All Team Members are required to sign a Service or Confidentiality Agreement, as the case may be, prior to beginning service with EnhanceABILITY.

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## CHAPTER 4

## Working Environment

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### 4.1 Codes of Conduct

All Team Members of EnhanceABILITY are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment with EnhanceABILITY. The standards expected of Team Members include:

- Compliance with all EnhanceABILITY policies, procedures, rules, regulations and contracts;
- Compliance with all reasonable and legal instructions of managers;
- To be honest and fair in dealings with customers, clients, co-workers, management and the general public;
- Maintain punctuality;
- Observe health and safety rules;
- Respect EnhanceABILITY's ownership of all Group funds, equipment, supplies, books, records and property;
- Maintain during employment with EnhanceABILITY and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during the course of employment;
- Not accept any employment with another organisation of a supplier or competitor of EnhanceABILITY or any other employment that is in conflict with your position at EnhanceABILITY;
- Dress in an appropriate manner and to ensure that appearance is professional presentable, clean, neat and tidy;
- Not make any unauthorised statements to the media about EnhanceABILITY's business (requests for media statements should be referred to your relevant Manager);
- No swearing in the workplace;
- No sexual or other unlawful harassment in the workplace;
- No drugs or alcohol in the workplace;
- Adherence to EnhanceABILITY's information Technology (IT) policy. (See 4.6).

Breaches of the Code of Conduct will be dealt with in accordance with the Discipline and Termination Policy. (Chapter 9)

#### Child Safe Code of Conduct

Our organisation provides an open ,welcoming and safe environment for everyone participating in our programs.

We provide high quality programs for children that are safe and welcoming for them.

We seek advice and guidance from children, parents and colleagues so these standards are maintained. Everyone participating in EnhanceABILITY's programs (including staff, volunteers, students, children, parents and visitors) must keep to the following codes of behaviour:

- Treat everyone with respect and honesty. This includes staff volunteers, students, children, young people and parents
- Remember to be a positive role model to children in all your conduct with them.
- Set clear boundaries about appropriate behaviour between yourself and the children in your organisation. Boundaries help everyone carry out their roles well.
- Follow organisational policy and guidelines for the safety of children as outlined in the EnhanceABILITY Child Safe Child Friendly Policy(refer Chapter 10).
- Always have another adult present or in sight when conducting one to one coaching, instruction, therapy.
- Record and act on serious complaints of abuse.

Do Not:

- Develop any 'special 'relationships with children that could be seen as favouritism such as the offering of gifts or special treatment.
- Do things of a personal nature that a child can do for themselves, such as going to the toilet, changing clothes

## **4.2 Conditions**

The conditions of employment are outlined in the staff member's letter of employment. The letter confirms information details regarding the position such as:

- Title
- Remuneration
- Benefits
- Hours of work
- Status of work
- Probationary period of the position
- Other relevant issues

## **4.3 No Smoking Policy**

The NSW Smoke –Free Environment Act 2000 prohibits smoking in any enclosed public space.

Sufficient evidence exists that smoking including passive smoking (the involuntary inhalation of side stream and second-hand smoke) increases the risk of lung cancer and is a danger to people with pre-existing heart and lung conditions. Passive smoking can also trigger asthma attacks and cause chest infections, watery eyes, headaches and sore throats.

As an employer, EnhanceABILITY has a duty, under the respective Occupational Health and Safety Acts, to provide a safe work environment and to protect the health of all Team Members from possible illness or injury arising from the workplace. To protect the health of all Team Members from the ill effects of cigarette smoke at work, the workplace has a smoke-free environment policy.

Non-compliance with the smoke-free environment policy will be viewed as a serious matter and a breach of the policy.

See 7.6 – Drugs, Smoking and Alcohol provides detailed policies in this area.

#### **4.4 Dress Policy**

EnhanceABILITY's image and OH&S are important responsibilities to be borne by all Team Members. As such, EnhanceABILITY requires that all staff maintain a standard of dress that enhances the professional image of the organisation while maintaining a safe working environment.

National costume and garments worn to comply with religious requirements are acceptable as long as they do not pose an occupational health and safety risk.

##### *Acceptable attire*

The following is a guide to attire, which would be considered acceptable in the workplace.

The following lists are not exhaustive and a Team Member should exercise his or her discretion when determining whether an item of clothing is acceptable to be worn in the workplace.

##### a) Men

- Suitable smart casual attire, eg. Collared shirts; (either patterned or plain as long as the pattern is not offensive); trousers;
- Closed shoes that are not casual or sporting.

##### b) Women

- Suitable smart casual attire, eg. Slacks or skirts (not mini skirts); blouses and/or collared shirts;
- Shoes should be suitable to a business environment.

##### *Unacceptable attire*

The following is a guide to attire, which would be considered unacceptable in the workplace.

The following lists are not exhaustive and a Team Member should exercise his or her discretion when determining whether an item of clothing is acceptable to be worn in the workplace.

##### a) Men

- Any form of sandals, thongs, dilapidated footwear, scuffs or slippers;
- Shirts without sleeves;
- Tracksuits;
- T-shirts, singlets, torn or ripped clothes (even if 'designer');

- Any clothing displaying racist or similarly offensive messages.

#### b) Women

- Any form of slippers, thongs, scuffs, dilapidated footwear and open toed shoes in areas where safety is an issue;
- Torn or ripped clothing (even if 'designer');
- Tracksuits;
- Backless tops or dresses, garments which reveal the midriff, halter neck tops, singlets, non-tailored shirts or sleeveless tops;
- Any clothing displaying racist or similarly offensive messages.

#### *Jewellery*

Most items of jewellery are acceptable (e.g. rings, necklaces and earrings) however any items that may be potentially dangerous should be avoided.

#### *Hair*

Hair should be worn in a neat and tidy fashion.

#### *Tattoos*

Tattoos that are visible when a Team Member is dressed in normal work attire are not acceptable.

#### *Body piercing*

Body piercings that interfere with a Team Member's efficient or safe performance of duties are not acceptable.

Body piercings that are visible when a Team Member is dressed in normal work attire are not acceptable, unless they are worn for religious and cultural reasons.

### **4.5 Computer System**

All Team Members are required to sign an 'Agreement for Conditions of Use of the Computer System'.

The code of conduct is designed to protect EnhanceABILITY and its Team Members from legal liability arising from breaches of anti discrimination and other legal issues. This form will be held on the Team Member's personnel file.

In case of serious breaches such as accessing sexually explicit material from the internet the Team Member involved will be dealt with in accordance with the Discipline and Termination Policy.

The use of internet and email policy is updated from time to time to take account of changes to practices or new laws and technologies and review of such documentation will be provided to each Team Member for re-signing.

#### **4.6 Use of the Telephone**

Telephones are provided for the conduct of EnhanceABILITY business.

It is recognised that some non-business calls are necessary. For this reason, EnhanceABILITY does not desire to prohibit the use of telephones for personal use but seeks to ensure that any personal calls are limited and controlled and team members are requested not to abuse this privilege. All personal long distance or overseas calls are to be paid by Team Members.

#### **4.7 Use of Equipment**

EnhanceABILITY goes to great effort to ensure that all equipment is up-to-date and in good working order. Team members can only be expected to excel at their jobs if we supply the appropriate tools to do the job safely and efficiently.

All Team Members can contribute to minimising the costs of equipment maintenance by a common-sense application, which will enhance the life of the equipment and minimise inconvenience to the user.

Where equipment such as mobile devices are provided as part of employment, upon termination of employment these mobile devices must be surrendered, and under no circumstances are employees permitted to use equipment or related phone numbers belonging to the equipment following termination.

## **4.8 Travel Policy**

There will be times when a Team Member will be required to work outside the normal place of work, or attend functions or training programs. This policy provides for allowances to cover expenses that could be reasonably incurred when this situation arises.

It is recognised that on occasions Team Members may incur travel for training etc which potentially increases the risk of a motor vehicle accident involving Team Members.

To reduce the risk to Team Members a Travel Management Plan (TMP) incorporating a risk assessment, must be completed for all driving trips that will exceed 2 ½ hours.

The travel management plan will cover identified risks including but not limited to fatigue factors, the possibility of stock or wildlife, general road conditions, the physical condition of the driver/s and the likely traffic and road conditions.

Fatigue is recognised as a major risk factor and its symptoms are identified in the TMP within the driver's declaration. All trips in excess of 2 ½ hours will require a driver self assessment and the minimum control measure of regular 10 minute rest breaks or driver rotation every 2 hours (plus or minus 30 mins to allow for distances between towns).

It will include preferred scheduling of the trip during normal working hours and a refreshment/meal break for the driver(s) at normal mealtime.

If a sleep break (overnight) is required, reasonable accommodation costs will be reimbursed by EnhanceABILITY. Consultation will occur on travel risks in your normal office/workflow meeting.

The TMP will incorporate a driving log. It must be completed with times, locations and odometer readings. All rest breaks and driver rotations must be recorded. Speeding is against the law and will not be condoned by Carenne Support. The Travel Management Plan (TMP) is to be submitted with the expense claim.

This travel safety policy has been developed using the NSW RTA Driver Fatigue Management Action Plan, the Code of Practice for Fatigue Management for Commercial Vehicle Drivers and the Draft Code of Practice for working hours.

EnhanceABILITY also recognises a business risk if multiple Team Members were incapacitated due to a motor vehicle accident. The Travel Management Plan will help reduce this risk by reducing the risk of an accident. This policy will be kept under review as fatigue and driver guidelines are developed by the NSW RTA.

## **4.9 Travel Expenses**

The driver must have a current drivers licence. EnhanceABILITY does not pay your traffic and parking fines. Copies of your licence must be provided for your personnel file.

To claim reimbursement complete the existing timesheet for any other incidental travel costs such as taxi's, meals and accommodation. Always forward authorised receipts with the claim to support the claim. **Where the trip is in excess of 3 hours driving a completed Travel Management Plan (TMP) needs to be submitted with expense claims.**

All air travel should be booked to obtain the best fare option available. We are all expected to adopt the most economical travel practices consistent with maintaining superior levels of safety to our Team Members and service to our customers.

Where a Team Member is required to stay overnight away from their own home, he or she will be booked into suitable accommodation for the duration of the time they are required to be away on the business. Carenne Support pays accommodation and breakfast. Other expenses including meals can be claimed for each night away subject to approved limits. If a Team Member wishes to extend their stay in a particular place after the work is done, further accommodation expenses are to be covered by the Team Member.

### **Daily Travel Allowance**

If staff members are attending meetings/conferences where meals are provided no allowance is payable.

#### 4.10 Travel Management Plan / Risk Assessment (All Trips over 3 hours)

This checklist is used to identify associated risks in long distance travel and to plan the trip incorporating appropriate control measures.

<b>Date:</b>	<b>Vehicle Rego :</b>	<b>Name:</b>
<b>Travel From :</b>	<b>Travel to :</b>	<b>Est Time :</b>
<b>The following risk factors are likely to occur on all country road trips and are listed to remind drivers to be aware of these risks</b>	<b>Please Circle</b>	<b>Risk Identified</b>
Expected travel going to be more than three hours	Yes/No	Yes Risk Identified
Travel is likely between 10.00pm to dawn which are higher risk times for fatigue	Yes/No	Yes Risk Identified
The Driver/s average daily working hours over the previous week averaged 10 hours or more (fatigue risk)	Yes/No	Yes Risk Identified
The route to be taken could be wooded and there is a risk of wildlife or livestock	Yes/No	Yes Risk Identified
The route is lightly trafficked & has poor mobile phone coverage (in case of emergencies)	Yes/No	Yes Risk Identified
Driving conditions may include unpaved roads, rain, poor visibility, darkness etc	Yes/No	Yes Risk Identified
Taking into account the expected travel will the working day be longer than 10 hours	Yes/No	Yes Risk Identified
Is the Driver alone in the vehicle (in case of emergencies)	Yes/No	Yes Risk Identified
Does the vehicle contain 2 or more Team Members of Carenne Support (identified as a business risk)	Yes/No	Yes Risk Identified
The Driver/s has been made aware of Driver fatigue causes, indicators and control measures	Yes/No	Yes Risk Identified
The driver/s had inadequate meal and rest breaks during the day	Yes/No	Yes Risk Identified
The driver/s has been exposed to alcohol or other drugs in the previous 24 hours	Yes/No	Yes Risk Identified
Will traffic be heavy due to Long Weekend or School holidays	Yes/No	Yes Risk Identified
Does the driver/s feel uncomfortable about the planned trip	Yes/No	Yes Risk Identified
<b>Control Measures to be taken are</b>	<b>Yes/No</b>	<b>Responsible Person</b>
Regular Breaks and Refreshments <b>Every 3 hours Stop, Revive, Survive</b> (plus or minus 30min)		Driver
Rotation of Drivers		Driver
Sleep stop, Book into a Motel		Driver

**Note:** Speeding is against the law. It increases the risk of a serious accident. **Do not speed**

**Note:** If the driver recognises symptoms of fatigue (listed in the driver's declaration) stop and take a rest break or rotate drivers. If symptoms persist do not continue the trip. Book into a motel and sleep.

<b>Travel Plan / Log:</b>	<b>Drivers Name</b>	<b>Duration Time</b>	Indicate Town, Toilet Break, Refreshments, Meal, Motel etc	Odometer Reading	Drivers Initial When Complete
Time start journey at :					
Time of 1st Break :					
Time recommenced :					
Time of 2nd Break:					
Time recommenced :					

Time of 3rd break :					
Recommenced :					
Arrive Destination :					

Note : all accidents / incidents and near misses are to be reported on the appropriate form. Investigation will help identify potential risks.

**DRIVERS SELF ASSESSMENT AND DECLARATION**

Fatigue symptoms are : yawning, poor concentration, tired or sore eyes, restlessness, drowsiness, slow reactions, boredom, feeling irritable, making fewer and larger steering corrections, missing road signs, having difficulty in staying in lanes and micro sleeps.

I the driver am comfortable that I am not suffering from fatigue. If fatigue symptoms develop I will stop and rest or rotate drivers.

THE ABOVE RISK ASSESSMENT AND TRAVEL MANAGEMENT PLAN HAS BEEN CONSIDERED AND AGREED WITH ALL OCCUPANTS OF THE VEHICLE.

Supervisors Name :

Signature

Date / /

**Each driver will do a self-assessment. The results may require more frequent stops, driver rotations or a sleep stop. These are to be recorded.**

Travel Management Plan V2.0

## **4.11 Employee Feedback and Internal Communication**

EnhanceABILITY values input it receives from Team Members. The feedback provided by Team Members is not only used to improve the working environment but also where relevant is used to further develop and improve the business.

### **Staff Suggestion**

Staff members are encouraged to make suggestions where they feel processes can be improved or if they have any issues of concern. Suggestions may be submitted at any time to their Manager or Supervisor.

Suggestions will be assessed by management for their validity and usefulness for EnhanceABILITY services. Where relevant the Team Member who made the suggestion (if they wish to identify) may be contacted to further clarify the suggestion.

Action will be taken on suggestions where it is found to be appropriate and recognition for the idea will be given where due.

### **Staff Meetings**

EnhanceABILITY recognises the importance of communication between Team Members and management to the success of the Organisation. To ensure communication channels between Team Members and management remain strong, staff meetings will be held as required from time to time.

### **Team Member Appraisals**

Staff appraisals are to be conducted in accordance with the Performance Appraisal Policy, paragraph 8.1.

Performance appraisal not only provides managers with a formal opportunity to keep Team Members informed of their performance, but it also gives Team Members a chance to discuss issues with their managers.

Feedback in an effective appraisal system should be two-way.

### **Approaching Management**

EnhanceABILITY encourages an 'open door' management policy. All Team Members should feel they can approach any member of management to discuss issues or problems they may be facing.

If a Team Member has any issues or problems they wish to discuss, they are encouraged to approach their immediate supervisor or manager. If a Team Member feels they cannot approach this person then they may approach the relevant Committee member.

## **4.12 Staff Social Functions**

At certain times in the year there may be work social functions organised for the enjoyment of staff. These functions may be held either on the premises or at another venue.

Team Members are reminded that these functions require a degree of responsibility from them that is consistent with the high standards of behaviour that we pride ourselves on. As these functions are a part of business in a real sense – in promoting good staff relations – the following points relating to behaviour, are expected to be met by all Team Members:

- Excessive consumption of alcohol is to be avoided – this is both a safety and a social responsibility;
- Any use of illegal drugs in the course of these functions is totally prohibited;
- Equal opportunity and anti-discrimination is a high priority with our business and the rules and appropriate behaviour consistent with these principles must be adhered to;
- Respect for managers giving reasonable directions is expected.

## **4.13 Access to Personal Files**

Staff Personal records are held by the Administrator of EnhanceABILITY under the provisions of the Privacy Act. Personal information concerning Team Members is confidential and will only be used for purposes for which the information is relevant.

Personal information may be used for purposes other than for which it was collected:

- with the consent of the person concerned;
- to prevent a serious threat to persons health and life;
- as required/authorised by law;
- where reasonably necessary for enforcement of criminal law.

The file contains a copy of your employment documentation and subsequent performance reviews and matters relating to the Team Member's employment. It will not contain anything that has not been discussed with the Team Member.

Any information that is deemed sensitive, such as medical information, is only accessible by the Team Member concerned and the Administrator of EnhanceABILITY.

Should you wish to view your personal file, please contact the Administrator of EnhanceABILITY who will arrange this for you. The contents of the file may be copied for your records, however any original documentation will remain in the file.

## 4.14 Copyright

Copyright is an important issue because EnhanceABILITY can be held vicariously liable for any unauthorised copying by Team Members.

### What does copyright protect?

The following materials are protected by copyright law, which is contained in Federal legislation (the Copyright Act 1968) as interpreted by the courts.

- Written material, for example books, reports, journal articles;
- Artistic works, like paintings, photographs, maps and plans;
- Music;
- Dramatic works;
- Computer programs;
- Compilations of material, for example directories and databases;
- Electronic publications generally;
- Cinematograph films such as feature films and television programs including commercials;
- Sound recordings, for example recorded music or talking books.

### When is copyright infringed?

Copyright is infringed when a person copies material without the copyright owner's written permission or uses it in another way controlled by the copyright owner, eg screening or playing copyright material, such as a film, in public. Copyright may also be infringed by using only part of a work.

Copyright material may be used without permission if it is used for certain purposes such as research or study and use of the material is 'fair'. (Please refer to the Australian Copyright Council Information Sheet titled 'Copying for research or study').

### Liability

A person may be liable for infringement of copyright if they authorise another person to make the infringement.

EnhanceABILITY can be liable for any unauthorised copies made using the organisation's equipment. EnhanceABILITY, in order to avoid liability, must inform Team Members and other users of the equipment of their copyright obligations.

Breach of the EnhanceABILITY copyright policy by Team Members will lead to disciplinary action.

## Copying computer software

It is an offence to copy computer programs/software for sale, whether by an individual or a Group. This extends to the copying of programs/software for personal use unless it is for research or study and is 'fair'. (Please refer to the Australian Copyright Council Information Sheet titled Copying for research or study). It should be noted that it is unlikely that a student would be permitted to copy a word processing program to use to write essays.

We will not permit Team Members to illegally copy programs/software belonging to Carenne Support.

## Copyright and the internet

Material found on the internet is also subject to copyright.

Downloading, printing or emailing material on to other people from a web site may constitute an infringement of copyright if the copyright owner's permission has not been obtained.

Many documents on the web contain a statement regarding copyright. If a document or site does not contain a copyright notice then do not assume the material is copyright free. If possible, contact the general email address on the site (this may refer you to a web master) where copyright information and permission may be sought if required.

### **4.15 Conflict of Interest**

In the event of an individual being assigned to an engagement where a conflict of interest exists, including close connections through blood relation, personal friendship with officers, former employment, or where the individual has a direct or indirect financial interest, the Team Member should so advise their responsible Manager so that another assignment may be made.

### **4.16 Financial Emergencies**

It is the policy of Carenne Support not to make advances of salary. No employee is to seek loans from other Team Members or from clients who are not engaged in the business of lending funds.

Team Members are urged to discuss financial emergencies with the Administrator or a Director of Carenne Support.

### **4.17 Gifts from Clients**

Other than gifts acknowledging season's greetings and personal recognition of a nominal value, no Team Member should accept any gift from a client.

<b>Policy</b>	<b>Employment, Salaries and Benefits</b>		
<b>Date Approved</b>	<b>September 2014</b>	<b>Chairman</b>	
<b>Review Date</b>			

## CHAPTER 5

## Employment, Salaries and Benefits

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### 5.1 The Award

Fair Work Australia, has made the National Employment Standards as the minimum safety net for employment conditions for all employees. If an applicable industry Award is more favourable than the conditions in the Award should be adhered to.

Team Members are generally employed in accordance with the applicable industry Award.

### 5.2 Hours of Work

#### Bus drivers:

Our hours of work may vary with bus drivers from 6.00 to 9.00 am and 3.00 to 6.00pm Monday to Friday. From time to time, Team Members may be requested to work outside these hours to perform their role. In some cases, this is a condition of employment and maybe subject to the payment of overtime policy which are detailed in paragraph 4.10 and 4.11 respectively.

#### Therapy team:

Hours of work vary per individual therapy team member's contract, and hours/days of work are determined by Coordinator Therapy Services and the individual therapists.

Flexible working arrangements may be agreed, where requests are received however they must not affect the needs of the business. See policy 5.6.1 Workplace flexibility for guidelines and applications.

### 5.3 Superannuation

As a permanent Team Member of EnhanceABILITY, you will be invited to join the Non-government Schools Superannuation Fund Pty Ltd (NGS Super). EnhanceABILITY will contribute the amount required under the Superannuation Guarantee (Administration) Act 1992.

You may make further optional contributions, subject to the prescribed legal requirements for qualifying superannuation funds.

Team Members have the option to select an alternate superannuation provider.

### 5.4 Personal/carer's leave

Definition – Immediate family

The following are members of an employee's immediate family:

- ✓ A spouse, child, parent, grand parent, grandchild, or sibling of the employee; and
- ✓ A child, parent, grandparent, grandchild or sibling of a spouse of the employee.

Under the provisions of the National Employment Standards, an employee is entitled to 10 days of paid personal/carer's leave which accrues progressively during a year of service (other than casual employees). There are pro-rata arrangements to cover part-time employees.

Where possible Team Members should endeavour to give reasonable notice to EnhanceABILITY and a medical certificate/statutory declaration will be required to cover the period of absence. A leave request form must be completed.

#### *Unpaid carer's leave*

A further two days of unpaid carer's leave per occasion is available in the event of an unexpected emergency for casual employees or for any employees who have exhausted their paid personal/carer's leave entitlement. The unpaid carer's leave entitlement allows for employees to provide care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of:

- A personal illness, or personal injury, affecting the member; or
- An unexpected emergency affecting the member.

#### *Paid personal/carer's Leave*

Team Members who are unfit for work because of personal illness, or personal injury are requested to contact their manager advising of the illness and expected return to work. Upon return to work, Team Members must complete the appropriate leave application.

Additionally a team member may take paid personal/carer's leave if the leave is taken to provide care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of:

- A personal illness, or personal injury, affecting the member; or
- An unexpected emergency affecting the member.

Team Members who are on an extended period of leave (due to illness or accident) are requested to keep their manager updated on their situation and likely date of return on regular basis.

All team members must give notice of the taking of personal/carer's leave as soon as practicable (which may be a time after the leave has started) and must advise of the period, or expected period of the leave.

Evidence may be required that would satisfy a reasonable person that the leave is taken for a reason specified in section 5.4.

Medical certificates are acceptable from a 'Health Practitioner' who is registered or licensed as a health practitioner.

## **5.5 Compassionate Leave**

EnhanceABILITY will grant compassionate leave to all Team Members (other than casual employees) when a member of the employee's immediate family or member of the employee's household contracts or develops a personal illness or injury.

Two days compassionate leave is available to all Team Members (other than casual employees) per occasion. The Team Member must give the employer any evidence that the employer reasonably requires of the illness, injury or death.

## **5.6 Parental Leave**

### **Types of parental leave**

The National Employment Standards guarantees all eligible employees an entitlement of parental leave.

The standards which applies to all Team Members is that a Team Member (including a regular casual) with at least 12 months continuous service with the employer, is eligible to request up to an additional 52 weeks unpaid parental leave in addition to the current entitlement of 52 weeks (a total of 104 weeks leave); up to 8 weeks short parental leave (i.e. unpaid leave taken by the other parent taken simultaneously at the birth of the child); to return from parental leave on a part-time basis, potentially until the child is of school age.

Parental leave may be taken by a Team Member in connection with a pregnancy of the birth of a child. The minimum continuous period of parental leave is at least six weeks from the date of birth of the child and a maximum total amount of leave (including special maternity leave) of 104 weeks, subject to the extra 52 weeks being approved, less the amount of related authorised leave taken by the Team Member's spouse before, during or after the maternity leave.

A Team Member may start parental leave at any time within six weeks before the expected date of birth of the child. Parental leave ceases if the Team Member stops being the primary care-giver of the child.

### **Special Maternity leave:**

A Team Member is entitled to a period of 'special maternity leave'. A Team Member may take this unpaid leave because she is pregnant, and has a pregnancy-related illness; or she has been pregnant, and the pregnancy has ended within 28 weeks before the expected date of birth. A Team Member may take special maternity leave, ordinary maternity leave, or both.

**Concurrent parental leave:**

A Team Member is entitled to a period of unpaid parental leave with the other team member's couple, if the concurrent leave is for a period of 3 weeks or less. The concurrent leave must not start before, and must not end more than 3 weeks after the date of the birth of the child or the day of placement of an adopted child. The team member must take this leave in a single continuous period.

**Adoption leave:**

Adoption leave may be taken in connection with the adoption of a child under the age of sixteen years and has not previously lived continuously with the Team Member for a period of six months or more as at the day of placement, and is not a child of the Team Member or the Team Members spouse or defacto partner.

The maximum period of adoption leave (including short adoption leave) is 104 weeks, subject to the extra 52 weeks being approved, less the amount of related authorised leave taken by the Team Member.

A Team Member is entitled to a period of 'pre-adoption leave' and a period of 'short adoption leave'. Pre-adoption leave means a period of up to two days unpaid leave to attend any interviews or examinations required to gain approval for adoption, whilst short adoption leave is an unbroken period of up to 3 weeks within the three weeks starting on the day of placement of the child with the Team Member.

However, the Team Member is not entitled to take a period of pre-adoption leave if the Team Member could take other authorised leave instead for the same period and Carene Support directs the Team Member to take such leave.

**Entitlement to parental leave:**

A Team Member cannot take parental leave during any period, which the spouse is taking maternity leave, however, a Team Member may take short paternity leave in relation to the birth of a child if his spouse is taking any authorised leave, including maternity leave (if any), in relation to the birth.

**Documentation and application for leave:**

The Team Member is required to produce the relevant evidence to qualify for parental leave. This varies depending on the type of parental leave being sought by a Team Member.

**Parental leave:**

To be entitled to ordinary parental leave, a Team Member must give EnhanceABILITY a medical certificate from his/her medical practitioner, stating the employee is pregnant and the expected date of birth. The medical certificate must be given to EnhanceABILITY no later than 10 weeks before the expected date of birth. A medical certificate is not required if it was not reasonably practicable for a medical certificate to be given because of the premature birth of the Team Member's child, or any other compelling reason.

To be entitled to parental leave, a Team Member must give EnhanceABILITY a written application for such leave, stating the first and last days of the leave. The application must be given to EnhanceABILITY no later than four weeks before the first day of the intended period of leave. This does not apply in the case of a

premature birth where, under those circumstances, the application must be made as soon as reasonably practicable.

The application for leave must be accompanied by a statutory declaration made by the Team Member stating the following:

- the first and last days of the period (or periods) of any other authorised leave;
- the first and last days of any paternity leave intended to be taken by the Team Member's spouse because of the expected birth;
- that the Team Member intends to be the primary care-giver of the child at all times on parental leave;
- that the Team Member will not engage in any conduct inconsistent with her contract of employment while on parental leave.

These requirements do not apply to a Team Member who could not comply because of circumstances beyond their control.

**Paternity leave:** An employee must give EnhanceABILITY a medical certificate from a health practitioner. Such certificate must contain the following statements of the medical practitioner's opinion (or knowledge):

(a) if the child has not yet been born:

- the name of the Team Member's spouse; and
- that the Team Member's spouse is pregnant; and
- the date on which the birth is expected;

(b) if the child has been born:

- the name of the Team Member's spouse; and
- the actual date of birth of the child.

The medical certificate must be given to the employer no later than 10 weeks before the date stated in the certificate. In the case of premature birth or other compelling reason, the medical certificate must be given as soon as reasonably practicable (which may be before or after the paternity leave has started).

A Team Member must give EnhanceABILITY a written application for paternity leave stating the first and last days of the period. The application must be given to the employer no later than 10 weeks before the first day of the intended period of paternity leave. The application must be accompanied by a statutory declaration made by the employee stating the same as the requirement for parental leave, except it should state the first and last days of his spouse's period of parental leave.

**Adoption leave:** A Team Member must give written notice to EnhanceABILITY of the Team Member's intention to apply for adoption leave as soon as reasonably practical after receiving notice of the approval of the placement of an eligible child.

The Team Member must give Carenne Support a statement from an adoption agency of the day when the placement is expected to start, and a statutory declaration stating the following:

- whether the Team Member is taking both short adoption leave, long adoption leave, or both;
- the first and last days of the period (or periods) of any authorised leave taken, or intended to be taken, by the Team Member because of the placement of the child;
- the first and last days of the period (or periods) of adoption leave, or any other authorised leave of the same type as adoption leave, or intended to be taken, by the Team Member's spouse because of the placement of the child;
- that the child is an eligible child;
- for any period of long adoption leave to be taken by the Team Member - that the Team Member intends to be the child's primary care-giver at all times while on the long adoption leave;
- that the Team Member will not engage in any conduct inconsistent with his or her contract of employment while on adoption leave.

### **Variation of period of leave**

The Team Member may extend the period of parental leave once by giving her employer four weeks notice before the end of the parental leave, and the period of parental leave may be extended or shortened by written agreement between the Team Member and employer.

### **Return to work**

A Team Member is entitled to return to the position held immediately before the start of parental-related leave period; or if the Team Member was promoted or voluntarily transferred to a new position (other than a safe job) during the parental-related leave period - to the new position; or, in the case of parental leave, the Team Member began working part-time because of her pregnancy - to the position she held immediately before starting to work part-time.

If the position no longer exists, and the Team Member is qualified and able to work for Carenne Support in another position, the Team Member is entitled to return to that position, or if there are two or more such positions - whichever position is nearest in status and remuneration to the former position.

### **Replacement employees**

Before the Team Member engages a Team Member to do the work of another Team Member because the other Team Member is taking a continuous period of parental leave, the Employer must tell the replacement Team Member that the engagement to do that work is temporary and the rights of the Team Member taking parental leave when he/she returns to work after the period of leave.

### **Return on part-time basis**

Team Members wishing to return on a part-time basis should contact their relevant manager. Requests to return on a part-time basis must be in writing including the days Team Member wishes to work.

## 5.6.1 Workplace flexibility

### Flexibility Policy

This policy should be considered in relation to the Team Members Handbook Chapter 5.6 (Parental Leave)

#### Aim

EnhanceABILITY has a commitment to provide a flexible, supportive and accessible work environment for staff with family responsibilities. EnhanceABILITY will continue to include in its employment conditions leave arrangements and flexible work options that enhance compatibility between work and family responsibilities.

#### Objectives

In recognition of providing family friendly work arrangements for staff, EnhanceABILITY aims to:

- ✓ Foster a culture that is supportive and accommodating of the responsibilities of staff with children under school age;
- ✓ Enhance the quality of working life and retain skilled and experienced staff by providing flexibility in employment practices and work arrangements;
- ✓ Maximise the contribution of staff to EnhanceABILITY by assisting them to balance the demands of work and family; and
- ✓ Attract the widest pool of qualified applicants by gaining a reputation as a family friendly employer.

#### Eligibility

An employee who is a parent, or has a responsibility for the care of a child under school age may request the employer for a change in working arrangements for the purpose of assisting the employee to care for the child. Employee's who may not have a child under school age may show cause where personal hardship prevents the employee working in a full time role and request a flexible working arrangement for a period of time.

Not all employees and not all positions are suited to part-time working arrangements. For this reason employees will be offered part-time working arrangements on the basis of their suitability. Employees who apply to work part-time should be prepared to state a case for their suitability.

#### ***Conditions of part-time working arrangements***

The following conditions apply.

- The employee will need to provide timesheets and attendance records as proof of work completed;
- The employee is to be contactable and/or accessible within reason during his/her agreed hours of duty;
- The employer retains the right of access to the employee, both at his/her normal work location and the employee's location;
- Subject to prior agreement, on-site visits or inspections by authorised officers may be made for work-related matters, such as supervision, collection and delivery of work, equipment maintenance, security or occupational health and safety assessment and retrieval of equipment.

The following conditions continue to apply to all part-time employees.

- The status, work, promotional, training and development opportunities will remain the same for the part-time employee as for other employees;
- Relevant awards, agreements, terms and conditions of employment will continue to apply to the part time employee while working remotely;
- Company policies will continue to apply to employee;
- The Code of Ethics will apply to the employee in all circumstances.

***Request for flexibility under this policy***

Employees will need to apply for flexible working arrangements in writing.

## **5.7 Annual Leave**

Full time permanent Team Members will be entitled to four weeks annual leave each year in accordance with the relevant legislation or employment contract.

Annual leave accrues, in arrears, on a pro-rata basis for each completed four week period of employment. Pro-rata is a proportion of the whole entitlement.

EnhanceABILITY will close each year over the Christmas/New Year break and Team Members will be required to take annual leave as advised.

Team Members wishing to apply for leave must discuss their intention with their supervisor to enable the employer to alleviate any disruption to services.

The employer will try at all times to meet any reasonable requests for leave. Team members should remember however, that they are part of a team and consideration for co-workers and any responsibilities is required.

## **5.8 Long Service Leave**

After ten years continual employment with the employer, Team Members are entitled to two months paid leave and one month paid leave for each additional five years service. The terms of your long service leave will be negotiable with the Payroll Officer.

Long service leave is paid at the ordinary pay rate which had been paid to the Team Member prior to taking leave or an average of the last five years ordinary pay earnings, whichever is greater.

Long service leave can be paid in one continuous period of leave or, if the Team Member and Partner agree:

- where the leave due is two months – in two separate periods;
- where the leave due is between two months and nineteen and one-half weeks – in two or three separate periods;
- where the leave exceeds nineteen and one-half weeks – in two, three or four separate periods.

## **5.9 Community Service Leave**

If it is necessary to attend Jury service, the employee is entitled to 10 days paid leave. The Team Member must provide evidence that the absence is because the team member has been or will be engaging in an eligible community service activity as per the National Employment Standard.

Team Members will be paid the normal salary whilst on jury service up to a maximum 10 days, when this falls on a normal working day.

### **Voluntary Emergency Services Leave**

EnhanceABILITY supports Team Members who are associated with a recognised emergency management body as stated in the National Employment Standards, and leave without pay for the period will be granted.

A recognised body is a body that has a role or function under a plan that is for coping with emergencies and/or disasters or is prepared by the Commonwealth, a State or Territory. A body substantial purpose involves securing the safety of persons or animals in an emergency or natural disaster, or protecting property.

## **5.10 Attendance and Punctuality**

At EnhanceABILITY, we ask for a high standard of attendance and punctuality among all Team Members. We believe that attendance and punctuality are paramount to the fundamental principles of professionalism.

As, we provide a service we need to work as a team. If you are running late for any reason, please contact the School Office on 6331 1753.

## **5.11 Time Sheets**

Each Team Member is required to complete a Daily Time Sheet aggregating the total number of hours worked during each day, Monday – Friday.

## **5.12 Payment of Salaries**

Salaries will be paid on a fortnightly basis. A working week runs from Monday through to Friday. Payment will be processed on every second Tuesday. Payments are made directly into a bank account of your choice.

<b>Policy</b>	<b>Fairness and Equality</b>		
<b>Date Approved</b>	<b>March 2010</b>	<b>Chairman</b>	
<b>Review Date</b>			

**CHAPTER 6 Standards of Conduct Relating to Fairness and Equality**

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**6.1 Business Ethics**

While a Team Member of EnhanceABILITY, you will be a representative of our reputation. It is vital that the conduct of each Team Member is at all times to the highest standard. This includes a commitment to satisfy the standards of honesty and fair trade at all times. All Team Members should adhere to the fundamental ethical practices and principles as outlined in our mission statement and other related documentation.

**6.2 Workplace Harassment**

At EnhanceABILITY we are committed to providing a work environment that is pleasant for Team Members to work in and conducive to workplace relations.

This policy is aimed at ensuring that Team Members are not subjected to any unwanted workplace harassment or bullying. Harassment and bullying in the workplace decrease productivity, increases absenteeism, and is also against the law.

**What is workplace harassment?**

The most common form of workplace harassment is sexual harassment. Sexual harassment is behaviour of a sexual nature that is unwelcome and has the effect of offending, intimidating or humiliating the person being harassed. Sexual harassment most often happens against women, but men can also be subjected to sexual harassment.

Workplace harassment can also be based on other grounds including race, disability, age, pregnancy, marital status, homosexuality, transgender, or HIV/AIDS status.

For the purpose of this policy 'harassment' includes bullying.

Harassment in the workplace can create an unpleasant or even hostile work environment. Harassment makes work difficult for everyone – the person being harassed, as well as Team Members witnessing the harassment. The harasser also is not concentrating on their work when he/she engages in this type of behaviour.

Workplace harassment usually consists of a pattern of unwelcome behaviour, however, it can consist of just one act where this is of a serious nature. Also there is no requirement that the harasser intends to offend or harm in order for it to be unlawful. All that is required under the law is that a reasonable

person would consider that the person being harassed would be offended, humiliated or intimidated by the behaviour in question.

(Remember the key element of sexual harassment is that it is unwelcome behaviour. It has nothing to do with mutual attraction, or private, consenting friendships, whether sexual or not).

Examples of unlawful harassment:

- Suggestive comments about a person's body or appearance
- Leering or staring at a person or parts of their body
- Demands that revealing clothing be worn
- Tales of sexual performance
- Persistent, unwelcome proposals of marriage
- Gender based insults or taunting
- Sexist or racist jokes
- Pornographic or nude posters in the workplace
- Homophobic material displayed on the notice board
- Homophobic abuse
- Verbal or written abuse directed at a transgender person
- Touching a person in a sexual way
- Sexual assault (criminal offence)
- Flashing (criminal offence)
- Obscene telephone calls (criminal offence)
- Asking questions about a person's sex life or lack thereof
- Persistent requests for a night out where these are rejected
- Requests for sex where these are unwelcome
- Making jokes at the expense of a person with a disability
- Verbal abuse or derogatory comments based on race
- Abuse based on a person's age
- Bullying

In some instances the harassment might take place outside the workplace: At the office social party for example, or when a Team Member makes unwelcome phone calls to another Team Member at their home or follows them home from work.

EnhanceABILITY recognises that workplace harassment may involve comments and behaviours that offend some people and not others. The management of EnhanceABILITY accepts that individuals may react differently to comments and behaviour. That is why a minimum standard of behaviour is required of Team Members. This standard is, as far as is possible, respectful of all Team Members.

## **Bullying**

Bullying includes physical abuse and psychological abuse. Violent behaviour is a highly objectionable form of bullying. Note, however, that it can be manifested in more subtle ways that impact on the health and well being of the victims of bullying.

Bullying in the workplace is harmful to the victims and the workplace culture. Our clear policy is to totally oppose bullying without differentiating between levels of staff. In other words, if a manager and a junior Team Member are guilty of bullying then no favouritism will be shown to the manager compared to the junior.

### **Are you suffering harassment or bullying?**

If you believe that you are being harassed or bullied there are a number of important steps you should take:

- Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser otherwise they may interpret your silence as consent. If you would feel too uncomfortable saying these things to the harasser, this will not mean that you don't have a valid claim.
- Report the behaviour or incident to your Manager, you may also wish to lodge a grievance under the Grievance Handling Policy.  
(See 6.5 Workplace Grievance Handling policy).
- If the alleged perpetrator is a Manager then report the Manager to a Director (Graeme Grundy).
- Keep your complaint confidential – this will avoid idle gossip and the possibility of defamation proceedings against you or your employer.

### **What will EnhanceABILITY do?**

EnhanceABILITY has a legal responsibility to take reasonable steps to prevent harassment and bullying from happening in the workplace. This involves educating Team Members about harassment and bullying, putting in place this policy, implementing grievance procedures and ensuring compliance by all in the workforce.

If you make a complaint of workplace harassment or bullying it will be taken very seriously and will be dealt with sympathetically and in a confidential manner.

The complaint will be investigated and, if found to be proved, appropriate warnings or other disciplinary action will be taken against the harasser. In serious cases the harasser may be dismissed.

You will not be victimised or treated unfairly for making a complaint.

If you are not satisfied with the way in which EnhanceABILITY has dealt with your complaint, you can seek further advice from an outside agency such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination agency or other relevant government agency.

### **Manager's and supervisors' role**

Managers and supervisors have an important role in the prevention of workplace harassment and bullying.

Firstly, managers and supervisors must ensure that they do not harass or bully Team Members, other managers or supervisors, clients or customers.

Secondly, managers and supervisors must ensure that their staff understand the Workplace Harassment and Bullying Policy. When managers and supervisors observe discrimination or harassment or bullying, they should take steps to stop it and warn the person of the consequences if the behaviour continues.

If a person approaches them with a complaint about harassment or bullying, they should take appropriate steps to resolve it. If this is not possible or is inappropriate, then a Committee member should be approached to assist.

### **Team Members' role**

Each Team Member must ensure that they do not engage in harassing or bullying behaviour towards other Team Members, managers or supervisors, clients or customers.

Team Members should be aware that they can be held legally responsible for their unlawful acts.

Team Members who aid abet or encourage other persons to harass or bully can also be held legally liable.

## **6.3 Other Employment**

All employees are discouraged from accepting employment or compensation from outside sources without the prior written approval of the Board of Directors. An exception to this policy is one that places no restriction on the services of our personnel who might like to devote their spare time to teaching or similar activities, in well-established and reputable institutions. These arrangements should have the prior written approval of the Board of Directors.

## **6.4 Workplace Grievance Handling Policy**

At the EnhanceABILITY we aim to foster good relations amongst Team Members and between Team Members and Management. We acknowledge that the enjoyment you experience in your job is reflected in how well you work and how well you relate to your colleagues and customers.

We also acknowledge that problems can arise at work, which may sometimes cause you to feel aggrieved. These problems can arise from the behaviour or decisions of management or other Team Members.

The purpose of this policy is to allow you to have such problems, referred to as grievances, addressed in-house in a timely and confidential manner.

### **What is a grievance?**

A grievance can be about anything done, or not done, by Management or another Team Member or Team Members, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination, harassment, or any other employment related decision or behaviour, which you think is unfair, unjust or upsetting.

This grievance handling policy gives you advice about what to do if you have a grievance and what will happen if you make a formal complaint.

### **How will your grievance be handled?**

If you come forward with a grievance it will be treated with the utmost confidentiality. It is important that you also maintain confidentiality in order to avoid idle gossip and the possibility of defamation proceedings.

If you decide to go ahead and make a formal complaint (see below), it will be taken seriously and investigated in an impartial manner. This may mean that you, the person complained about, and any witnesses will be interviewed. Again, confidentiality will be assured. No decision will be made until the investigation is complete.

If you come forward with a complaint, you will not be treated unfairly or victimised as a result.

If a complaint is made against you, be assured that you will not be prejudged. You will have an opportunity to tell your side of the story. You may bring someone with you at the time to give you some support.

Each complaint will be dealt with in as short a time as is possible in the circumstances.

### **What are your options if you have a grievance?**

- Speak to the person causing the problem. While this may not be appropriate in many cases, it may be the easiest way of resolving the issue if you do feel comfortable with speaking to the person. You can tell them that their behaviour, decision, actions, etc was unfair, offensive, discriminatory etc, and why you believe this to be so. The person may have been totally unaware of the affect of their behaviour or decision on you. By telling them you will give them a chance to redress the situation.

- Speak to your Manager. If you do not want to speak to the person directly, you can tell your manager about your grievance. They will tell you what your options are. With your agreement, they may approach the person complained about and talk to them informally about your grievance. Alternatively you may choose to make a formal complaint.
- Make a formal complaint. If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to your Manager or the Human Resources Manager. You may have a fellow Team Member attend the meeting with you when you report the complaint. The written complaint should contain a description of the incident(s) etc, the names of any witnesses, your signature, and date of the complaint.

## **The Investigation**

Once a formal complaint is made, the matter will be investigated by your direct supervisor.

If your supervisor feels there is a reason why they should not conduct the investigation (eg. they may be a friend of the person complained about), then the Board appointed Officer will conduct the investigation.

Your supervisor will then interview you, any witnesses, the person against whom the complaint is made, and that person's supervisor. You and the person against whom the complaint is made may have a support person with you when the interview is being conducted.

If the complaint is substantiated, the appropriate action will be taken (see below).

If the complaint is unsubstantiated, you will be given an explanation as to why that finding was made.

## **What are the outcomes?**

If the investigation reveals that your complaint is a valid one, a number of actions may be taken, depending in the nature of the complaint. The person against whom the complaint is made may be required to give you a written apology, he/she may be given a written warning, counselling, transfer, demotion, or be dismissed.

If the investigation is inconclusive, i.e. the complaint cannot be proved due to lack of evidence; EnhanceABILITY may nevertheless take a number of actions. These may include training of all Team Members, and monitoring behaviour of all Team Members.

If the complaint is found to have been completely fabricated, appropriate action may be taken against you, including counselling, a written apology to the person complained about, an official warning, transfer, demotion, or dismissal, depending on the seriousness of the allegations.

## **Outside agencies**

If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

## 6.5 Business Ethics and Conflicts

Team Members have the responsibility to work in the best interest of EnhanceABILITY and avoid situations and actions that may be, or create the appearance of being, in conflict with EnhanceABILITY's overall objectives and principles. The following are examples of activities that have the potential to cause conflict and should be avoided:

- The acceptance by a Team Member from any party or supplier of services, either directly or indirectly, of cash payments (other than reimbursements for reasonable out-of-pocket expenses), services, loans (except from banks or other financial institutions);
- Accepting gifts from any business party involved with EnhanceABILITY's.

Problems arising through these situations can usually be avoided by conducting any business transactions in an ethical and honest manner. The following guidelines may assist in determining what is considered proper:

- Payment for an appropriate lunch or meal in connection with a business meeting, as long as they are kept on a reciprocal basis and maintain relevance to the business at hand.
- Advertising novelties, provided that they do not appreciate in value and are widely distributed to others under essentially the same business relations with the donating party (eg. give-aways such as pens, coasters)

If you are in a situation in which you believe that you may have a conflict of interest, it is appropriate to discuss the matter with your supervisor.

## 6.6 Affirmative Action

EnhanceABILITY is committed to the principle of affirmative action for women and acknowledges its responsibilities under the Equal Opportunity for Women in the Workplace Act 1999.

Affirmative action does not mean that a quota system will be put in place or that men will be discriminated against. What it does mean is that employment decisions, such as recruitment and promotion, will be based on the principle of merit. The applicant's ability to do the job will be the determining factor in such decisions, not the applicant's sex.

## 6.7 Discrimination

### *Introduction*

At EnhanceABILITY we are committed to providing a work environment in which Team Members feel that they are a valued member of the organisation that they are treated fairly, and are given recognition for their contribution. We also aim to provide an environment that fosters good working relationships.

EnhanceABILITY is committed to ensuring that all Team Members enjoy equal employment opportunity (EEO). This means that Team Members are treated fairly and equally when employment decisions are made and that unlawful discrimination does not take place.

EEO also means that each Team Member enjoys a harassment-free work environment.

#### *What is unlawful discrimination?*

Unlawful discrimination means treating a person less favourably because of a personal attribute they have which is covered by equal opportunity laws. Under New South Wales and Federal equal opportunity laws, discrimination based on the following attributes is unlawful:

- Sex;
- race, colour, nationality, descent, and ethnic, ethno-religious, or national origin;
- family responsibilities (dismissal only);
- disability;
- age;
- compulsory retirement;
- pregnancy;
- marital status;
- homosexuality;
- transgender;
- racial vilification;
- homosexual vilification;
- HIV/AIDS vilification; and
- Transgender vilification.

#### *What is harassment?*

Unlawful harassment is any behaviour which is based on one of the above attributes and which is unwelcome, and offends, humiliates or intimidates the person being harassed. The fact that no offence was intended does not mean that the harassment is not unlawful. (For further information about workplace harassment see EnhanceABILITY Workplace Harassment Policy – 6.2).

Sexual or other types of harassment will not be tolerated at EnhanceABILITY. Disciplinary action will be taken against those responsible when it does occur.

#### *Customers and clients*

Our clients and customers are also protected by the law from being discriminated against or harassed. All Team Members of EnhanceABILITY Support are required to ensure that they treat customers fairly and do not discriminate against them or harass them on the basis of any of the above attributes.

#### *Equal Employment Opportunity (EEO)*

EEO applies to all aspects of the employment relationship, including: recruitment, promotion, Team Member benefits, conditions of employment, remuneration, discipline, training, work environment, supervision, termination of employment.

*Who is responsible for Equal Employment Opportunity (EEO)?*

All Team Members have a responsibility for treating each other fairly and with respect. Managers, Supervisors and Team Members all have a role to play in implementing EEO.

Managers and supervisors must ensure that they do not discriminate against or harass Team Members, clients or customers when performing their jobs. If they observe discrimination or harassment happening they should take appropriate steps to stop it. Individual Team Members must also ensure that they do not discriminate against or harass other Team Members, customers or clients.

## **6.8 Family Responsibilities**

EnhanceABILITY recognises that Team Members are part of a family and that from time to time it may be difficult for Team Members to maintain a balance between work and family life. This policy aims to provide practical assistance to Team Members with family responsibilities to help them achieve this balance.

*Who does this policy apply to?*

This policy applies to all Team Members of EnhanceABILITY.

*What are family responsibilities?*

"Family responsibilities" refers to the responsibilities of a Team Member to care for or support a dependent child of the Team Member, or any other immediate family member who is in need of care and support. A dependent child will include an adopted child, a stepchild or an ex-nuptial child. An immediate family member will include the spouse of a Team Member (including a de facto spouse), and adult child, parent, grandparent, grandchild or sibling of the Team Member or spouse of the Team Member. This definition is not exclusive. If there is a person for whom you provide care and support who does not fall within one of the above categories, then the policy is likely to apply in respect of that person also. If you have any questions about whether this policy applies to your situation, talk to your Manager.

*What if I don't have a family?*

Team Members who don't have any family members that they provide care or support for can also benefit from the flexibility that this policy provides. For example, you may wish to take advantage of

some of the flexible arrangements available under this policy to undertake further study. Our Study Policy in paragraph 8.3 may provide assistance.

*Flexibility is the key*

Wherever possible, managers will take a flexible approach in order to assist any Team Member who is having problems balancing work and family responsibilities. Team Members are encouraged to advise their Manager or Supervisor to try to come to an arrangement with you that suits your needs and which does not have a detrimental effect upon your work.

<b>Policy</b>	<b>Occupational Health and Safety</b>		
<b>Date Approved</b>	<b>September 2014</b>	<b>Chairman</b>	
<b>Review Date</b>			

**CHAPTER 7**

**Occupational Health and Safety**

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**7.1 General Health and Safety on the Workplace**

EnhanceABILITY is committed to providing a safe work place for all Team Members. We have taken all possible precautions and followed all the guidelines as recommended under the Federal and State rules and regulations.

We expect that Team Members, in turn, accept their responsibility to work safely. This means working intelligently, with common sense and foresight. All Team Members are expected to follow the set safety standards, which apply to our organisation, and adhere to all regulations as set out by the Occupational Health and Safety Act.

Any injury to a Team Member may cause physical suffering as well as loss of income and productivity.

Where manual lifting has to be carried out the lifting operation must be done correctly and assistance should be sought where heavy loads are to be lifted.

Report ANY injury immediately, and process the appropriate report. It is in everybody's interest! If you notice a condition or practice that seems unsafe, you should immediately discuss this with your Manager, or readily correct it yourself if it is personally safe to do so.

**7.2 Workers Compensation**

Team Members are covered under the Workers' Compensation Act while at work. The workers' compensation laws exist to ensure you are properly protected in the event of an accident or injury while at work.

All accidents or injuries sustained in the work environment are to be reported immediately. Failure to do so may result in a non-payment of time lost. Your manager can assist you in completing an accident/injury report form and ensuring that you receive proper and adequate attention at no cost to you.

It is your responsibility to inform your Manager of accidents or injuries at the time of the incident. You should note all relevant details of any accident or injury, such as:

- Name and job title;
- Date and time;
- Location of the accident or injury;
- How the accident or injury happened;

- The nature of the accident or injury and what parts of your body were affected;
- Any witness to the accident or injury;
- Date you notified your employer.

The accident/injury report records all the facts about the incident. The report also enables us at EnhanceABILITY to prevent further accidents or injury within the workplace. Safety is the responsibility of all Team Members. If you see or are aware of a problem, please contact your Manager immediately.

### **7.3 Occupational Health and Safety Policy (OH&S Policy)**

The occupational health and safety of all persons employed within EnhanceABILITY and those visiting and contracting to the organisation is considered to be of the utmost importance. Resources in line with the importance attached to occupational health and safety will be made available to comply with all relevant acts and regulations and to ensure that the workplace is safe and without risk to health.

## **Managements Responsibility**

The promotion and maintenance of occupational health and safety is primarily the responsibility of management. Management at all levels is required to contribute to the health and safety of all persons in the workplace. To this end, it is management's responsibility to develop, implement and keep under review, in consultation with its Team Members, the organisation's OH&S program.

### **Specific Responsibilities**

#### **a) Managers/Supervisor**

Each manager/senior is responsible, and will be held accountable, for taking all practical measures to ensure that:

- In the area of their control the OH&S program is complied with, and Team Members are supervised and trained to meet their requirements under this program;
- Team Members are consulted on issues, which affect their health and safety and any concerns they may have are referred to management.

#### **b) Team Members**

All Team Members are required to co-operate with the OH&S policy and programs to ensure their own health and safety and the health and safety of others in the workplace.

#### **c) Contractors and Sub-Contractors**

All contractors and sub-contractors engaged to perform work on EnhanceABILITY's premises or locations are required, as part of their contract, to comply with the occupational health and safety policies, procedures and programs of the organisation and to observe directions on health and safety from designated officers of the organisation. Failure to comply or observe a direction will be considered a breach of the contract and sufficient grounds for termination of the contract.

## **Occupational Health and Safety Program**

In order to implement the general provisions of this policy, a program of risk management activities and procedures will be set up, continually updated and effectively carried out. The program will relate to all aspects of occupational health and safety risk management including:

- OH&S training and education;
- Work design, workplace design and standard work methods;
- Changes to work methods and practice, including those associated with technological change;
- Emergency procedures and drills;
- Provision of OH&S equipment, services and facilities;
- Workplace inspections and evaluations;

- Reporting, recording and investigation incidents, accidents, injuries and illnesses; and
- Provision of information to Team Members, contractors and sub-contractors.

## 7.4 Rehabilitation Policy

### Commitment

EnhanceABILITY is committed to the return to work of our injured Team Members.

1. We will prevent injury and illness by providing a safe and healthy working environment;
2. We will participate in the development of an injury management plan and ensure that injury management commences as soon as possible after a Team Member is injured;
3. We will support the injured Team Member and ensure that early return to work is a normal expectation;
4. We will provide suitable duties for an injured Team Member as soon as possible;
5. We will ensure that our injured Team Member(s) (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor and rehabilitation provider, and the responsibility to provide accurate information about the injury and its cause;
6. We will consult with our Team Member to ensure that the return to work program operates as smoothly as possible;
7. We will maintain the confidentiality of injured Team Member records;
8. We will not dismiss a Team Member as a result of a work related injury within six months of becoming unfit for employment.

### Procedures

#### Notification of injuries

- All injuries must be notified to the Manager as soon as possible;
- All injuries will be recorded in the Register of Injuries;
- Our workers compensation insurer (see below) will be notified of any injuries within forty-eight hours.

#### Recovery

- We will ensure that the injured worker receives appropriate first aid and/or medical treatment as soon as possible;
- The injured Team Member must nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning return to work.

#### Return to work

- We will arrange a suitable person to explain the return to work process to the injured Team Member;
- We will ensure that the injured Team Member is offered the assistance of a WorkCover-accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties, or cannot do so without changes to the to the workplace or work practices;

- We will arrange for the Team Member's return to work (subject to medical and rehabilitation provider advice).

### **Suitable duties**

- When the injured Team Member, according to medical advice, is capable of returning to work we will develop an individual return to work plan;
- We will undertake to provide suitable duties that are consistent with medical advice and that are meaningful, productive and appropriate for the injured Team Member's physical and psychological condition depending on the individual circumstances of the injured Team Member, our suitable duties may be:
  - At the same worksite or a different worksite;
  - The same job with different hours of modified duties;
  - A different job;
  - Full-time or part-time.

### **Dispute resolution**

- If disagreements about the return to work program or suitable duties arise, we will work together with the injured Team Member and any union representing them to try to resolve them.
- If we are unable to resolve the dispute, we will involve our insurer, an accredited rehabilitation provider, the treating doctor or an injury management consultant.

### **Contacts**

#### **Workers Compensation Insurer**

Name: QBE Workers Compensation  
Phone: 133 723  
Address: Level 8, 56 Station Street  
PARRAMATTA NSW 2150

**WorkCover Claims Assistance Service on 13000 361 516**

#### **Workers Compensation Commission has a website**

[www.wcc.nsw.gov.au](http://www.wcc.nsw.gov.au)

**Information for Team Members**

You have the right to:

- Nominate your own treating doctor who will be involved in your injury management plan
- Choose your own accredited rehabilitation provider if necessary
- Be actively involved in the planning of your return to work

You must:

- Take care to prevent work injuries to yourself and others
- Notify your employer of any injury as soon as possible
- Comply with your injury management plan
- Provide accurate information about any aspect of your claim
- Notify the insurance firm if you get a job or if you earn extra income from your job while you are receiving weekly benefits
- Attend medical and rehabilitation assessments
- Co-operate in workplace changes that will assist other injured workers

*If you do not comply with your injury management plan, the insurer may suspend your benefits.*

**7.5 Site Assessment Procedures**

**Safety Inspections**

Legislation requires that all hazards are identified, assessed and controls put in place.

A hazard is something that can cause an incident/accident and has the potential to injure.

The risk assessment determines the probability and possible severity of the consequence if the incident did occur.

This process of identifying and assessing hazards has to be done systematically to ensure that it covers all new and existing processes and equipment. The physical inspection process achieves this by involving Team Members in a systematic review of all locations using a checklist.

**Process Risk Assessment**

The following table allows a risk rating based on frequency and severity of consequence. The perceived risk is where the columns intersect.

WHAT IS THE POTENTIAL RISK OF THE HAZARD?					
<b>RISK ASSESSMENT</b>	<p><b>Risk Assessment Steps:</b>  <u>CONSEQUENCES: How severely could the hazard injure or cause illness</u>  <b>PROBABILITY:</b> How likely is the consequence (in step 1) going to happen                      FIND THE RISK PRIORITY at the intersection of the selected consequence &amp; probability</p>	<p><b>RISK ASSESSMENT MATRIX</b>                      ( to determine Risk Priority)</p>			<p><b>Step1) CONSEQUENCE/s</b>                      How severely could someone be injured?</p>
		<p><b>Step 2) PROBABILITY</b>                      How likely is the consequence going to happen?</p>	<p>Death or Disability <b>1</b></p>	<p>Lost Time Injury <b>2</b></p>	<p>First Aid <b>3</b></p>

<b>RISK PRIORITY</b>	Very likely to happen <b>1</b>	<b>High</b>	<b>High</b>	<b>Med</b>
	Likely to happen <b>2</b>	<b>High</b>	<b>Med</b>	<b>Med</b>
	May happen sometime <b>3</b>	<b>Med</b>	<b>Med</b>	<b>Low</b>
	Unlikely to happen <b>4</b>	<b>Med</b>	<b>Low</b>	<b>Low</b>
<b>Priority High : Stop!</b> Requires control measures immediately				
<b>Priority Med :</b> Requires control measures				
<b>Priority Low :</b> Plan to do something when possible				

Example: probability of having a car accident could be Row 3, May happen some time. The consequence could be Column 1, May cause death or permanent disability. These rows and columns intersect at a Medium level of risk. This means some control measures need to be put into place. The frequency component will increase with exposure. Example a professional truck driver on the road 50 hours a week would have a higher chance of an accident than a person driving for ½ hour per day. The frequency may increase to Row 2 likely to happen raising the overall risk to high.

### Hierarchy Of Risk Control Measures

Employers are required to remove or rectify any hazards, or if this is not possible then minimise the risk of harm to the lowest possible level. Controlling risks for certain hazards will require you to comply with specific controls set out in OH&S legislation.

In many instances a combination of control measures is used to control hazards. The following list of controls is in order of effectiveness and therefore preference and is known as the **hierarchy of risk controls**.

1. **Eliminate the Hazard from the workplace** Try to ensure that hazards are designed out when new materials, equipment and work systems are being planned for the workplace.
2. **Remove or Substitute.** Where possible remove the hazard or substitute with less hazardous materials, equipment or substances.
3. **Enclose or Isolate the Hazard.** This can be done through the use of guards, enclosing a noisy process from a person; use of remote handling techniques.
4. **Engineering Controls.** This can be done through local or general exhaust ventilation systems; machine guarding; scaffolding.
5. **Administrative Procedures.** Establish appropriate procedures such as:
  - Job rotation to reduce exposure time or boredom, or timing the work so that fewer Team Members are exposed
  - Routine maintenance and housekeeping procedures
  - training on hazards and correct work methods
6. **Personal Protective Equipment**

Provide suitable and properly maintained personal protective equipment and ensure Team Members are trained in its proper use. Examples include gloves, earplugs etc.

The emphasis on the above is on controlling the hazard at the source. Whichever methods are used, the effectiveness should be monitored regularly.

If the hazard cannot be eliminated, a combination of the above control measures may need to be taken to minimise the risk.

## **7.6 Drugs, Smoking and Alcohol**

The use of any and all banned substances within the workplace is strictly prohibited. We enforce a strict drug free environment at all times. The use of drugs can create unnecessary risk and creates a threat to fellow Team Members. It is impossible for a Team Member to carry out the position of their job responsibly and safely whilst under the influence of drugs.

Any Team Member using drugs can cause serious damage to EnhanceABILITY's reputation and perception in the marketplace. Any use of drugs while at work or acting as a representative of EnhanceABILITY will not be tolerated.

It is therefore strictly prohibited to manufacture, distribute, possess, sell or use a controlled substance at EnhanceABILITY, or while employed by or representing the EnhanceABILITY on or off the premises. Any offence may result in immediate dismissal and may lead to possible prosecution.

EnhanceABILITY is also a non-smoking environment.

It is a policy of EnhanceABILITY that alcohol is not to be consumed on the premises unless you are attending an official function where drinks have been supplied. Alcohol may seriously affect a Team Member's performance and, therefore, it is EnhanceABILITY's policy that no Team Members consume alcohol during working hours unless at an official function/luncheon.

Being in the workplace under the influence of alcohol may be cause for disciplinary action and, in some cases, termination.

## **7.7 Security Procedures**

Security problems and violations cannot be addressed in a constructive and preventative manner unless management knows or is advised about them. At EnhanceABILITY we believe security is the responsibility of *all* Team Members. Our policy therefore puts great emphasis on the reporting of incidents as they occur or may look to be occurring, and how they can be prevented.

Written reports should be prepared immediately after any security-related incidents, and should include information regarding the "who, what, when, where, why and how" aspects of the incident. If time is critical, please supply these details over the phone and confirm them at a later stage in writing.

## 7.8 Fire Prevention

As a Team Member of EnhanceABILITY, you share a duty to help prevent fire. Always be aware of the danger of fire.

- Never smoke in unauthorised places.
- If there are small fan or single bar heaters in your area never leave them switched on when you are absent, and ensure that there are no items left close to them.
- If you are the last person to leave your work area or office, always spend a moment checking that computers, photocopier and associated equipment are switched off and lights are not left on unnecessarily.
- Report any faulty electrical problems your Manager.
- Never use damaged electrical cables.

## 7.9 Fire Safety and Evacuation

Signs showing the protocol for evacuation in cases of emergency are displayed in various locations around the building. The location of fire extinguishers is indicated by signs, and instructions for their use are located on each fire extinguisher. It is recommended that you familiarise yourself with this information.

In the case of a fire outbreak:

- Notify the Emergency Warden
- If directed to do so, fight the fire, if there is no risk to do so
- Evacuate the building if directed to do so
- Assemble at the Main Assembly Point
- A roll call will be conducted by the Evacuation Officers

### DO NOT

- Do not panic
- Do not run
- Do not shout "Fire"
- Do not attempt to take any personal belongings
- Do not attempt to be a hero or heroine

### DO

- Listen to all instructions being given by the Emergency Warden
- Follow instructions as being given
- Evacuate the building in an orderly fashion
- The last person is to close the door

## **7.10 Electrical Storms**

You may suffer an injury using your phone, fax, computer or other electrical equipment during a thunderstorm. In extreme cases this may be fatal. Keeping in mind the requirement to provide a professional service to our clients and other Team Members, if you must use your phone during a thunderstorm, to reduce the risk:

- Advise the caller that there is an electrical storm
- Keep the call as brief as possible
- Do not touch electrical appliances, metal fixtures or brick or concrete walls;
- Do not stand in bare feet on uncovered concrete floors.

In extreme situations where there is an electrical storm in the immediate area of the office, the answering machine may be used to take calls, and other offices advised by email, but normal call procedures should be recommenced as soon as it is safe to do so.

## **7.11 Team Member Assistance**

At the discretion of the Manager, EnhanceABILITY will make available to its Team Members any counselling they may require regarding work related problems and difficulties.

<b>Policy</b>	<b>Performance Management</b>		
<b>Date Approved</b>	<b>September 2014</b>	<b>Chairman</b>	
<b>Review Date</b>			

**CHAPTER 8**

**Performance Management**

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At EnhanceABILITY, all Team Members will have the benefit of participating in the Performance Management System. The system provides a structure for all Team Members to ensure all performance measures are determined and agreed upon by the Team Member and their Manager.

**8.1 Performance Appraisal and Evaluation**

Supervisors and Team Members are strongly encouraged to discuss job performance and goals on an informal day-to-day basis. It is vital that all Team Members are provided constant feedback and are recognised for positive and proactive performance. If necessary, staff should be given guidelines to suggest improvements. Your supervisor will keep you updated regularly to avoid any situations that may arise from a lack of communication.

Formal performance reviews occur annually. You will undergo a formal performance review at the end of your probation period. This will enable both Team Members and EnhanceABILITY to forge a suitable direction based on the relevant strengths and weaknesses of the individual.

Performance reviews are a constructive way to address any problems or issues you may be having within your position. You will be encouraged to respond on any comments or documentation made regarding your performance. Formal performance reviews will be addressed in a set format, and you may be asked to complete a series of questions regarding your position. Any formal written comments concerning your conduct are to be signed by both you and your immediate supervisor. This report will then remain on file with the rest of your personal documentation.

We find the result from the review process extremely rewarding. Team Members remain focused and motivated if provided positive and ongoing feedback.

All Team Members will have the benefit of participating in the Performance Management System. The system provides a structure for all Team Members to ensure all performance measures are determined and agreed upon by the Team Member and their Manager.

The Team Member and their Manager monitor the progress toward achievement of these goals and regularly communicate to ensure the agreed outcomes are achieved.

**Performance Appraisal Evaluation**

EnhanceABILITY believes in developing its Team Members by providing appropriate training and other career opportunities. However, EnhanceABILITY also needs to ensure that each individual Team Member is performing to the best of their capabilities, in order to maintain a productive work environment.

To help achieve these aims EnhacneABILITY has devised a system of Team Member appraisals, the subject of the policy. The appraisal system is not to replace daily feedback to Team Members but rather the aim is for it to complement the existing informal mechanisms.

### **Objectives of the appraisal system**

The objectives of EnhanceABILITY appraisal system are:

- To keep Team Members informed in a formal way of their performance;
- To provide recognition of good work and alternatively to solve problems where performance difficulties are identified; and
- To identify Team Member needs in regard to training and development.

## **Training**

The aim of the training is to ensure that both the 'appraisers' and the 'appraisees' are familiar with the appraisal process instituted by EnhanceABILITY and are able to deal with an appraisal situation.

In particular, managers and supervisors will receive training in conducting the appraisal interview.

## **Frequency of appraisals**

Each Team Member will be required to undergo an appraisal on a yearly basis. It is the responsibility of the manager to negotiate a time and a place for the appraisal to take place, within the given time frame.

## **Non-discriminatory appraisal procedure**

EnhanceABILITY's appraisal procedure has been founded with equal employment opportunity principles in mind.

If any Team Member believes he or she is being directly or indirectly discriminated against through the appraisal system they should contact the Chairman.

## **8.2 Professional Development**

At EnhanceABILITY, we recognise that the competence of our Team Members is vital factors in ensuring we provide a high level of service. To this end we actively promote Team Member development through high quality training and learning opportunities both on and off the job.

When the training will take place will be discussed with you in order to best suit your job, other commitments and circumstances.

It may be necessary that training or study be undertaken during your private time.

We will reimburse or pay any costs associated with approved training which, if undertaken will assist and enhance your opportunities for success within your role.

Reimbursable costs include tuition fees, reference material and manual needed for the course, licence and other fees required for the course. Your salary will naturally be paid at normal rates during your studies.

Payment of benefits and fees for other courses that are directly complimentary to EnhanceABILITY business will be considered by the HR Manager and Managing Partner depending on the requirements of the Team Member's current and future positions.

Team Members should consult with their Partner and HR Manager and Managing Partner prior to enrolling in any course. Approval for reimbursement of any fees or benefits is subject to Managing Partner discretion.

<b>Policy</b>	<b>Disciplinary Actions and Termination Procedures</b>		
<b>Date Approved</b>	<b>September 2014</b>	<b>Chairman</b>	
<b>Review Date</b>			

**CHAPTER 9                      Disciplinary Actions and Termination Procedures**

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**9.1            Resignation**

All Team Members are required to provide written notice of their intention to resign from EnhanceABILITY. The appropriate period of notice required is determined by the role performed, and will be detailed in each individual's employment contract.

The notice period is calculated by using the National Employment Standard (NES).

**9.2            Team Member Misconduct and Consequences**

All Team Members are expected to act in a suitable manner at all times. Certain rules of conduct and behaviour apply; this ensures a harmonious work environment for all concerned.

Failure to follow these rules and policies may result in disciplinary action from a verbal warning to termination, depending on the circumstances and severity of the offence.

Any disciplinary action will be recorded on the Team Member's staff file.

Below is a list of some violations or events that can result in disciplinary action, but it should not be considered all-inclusive.

EnhanceABILITY reserves the discretion to review this list, handbook or its interpretation.

- Any breach of Department of Education and Training Special Student Transport Unit guidelines or contractual conditions for team members and escorts.
- Any violation of any policy or procedure as outlined in the manual, including any violation of the Anti Discrimination, Sexual Harassment, Equal Opportunity and IT policies;
- Removing or misplacing property or equipment, or documentation without prior approval;
- Destroying or damaging any property;
- Failure to follow the rules and responsibilities as outlined by management;
- Consistent absence from work without proper cause and documentation;
- Consistent lateness without proper cause and documentation;
- Drunkenness or under the influence of non prescription drugs while engaged in the performance of duties.

## 9.3 Discipline and Termination

### Performance or Misconduct

EnhanceABILITY will endeavour to investigate all allegations of unsatisfactory performance, unacceptable conduct, or wilful or serious misconduct by an employee fairly and promptly. It also aims to ensure that managers involved in the disciplining and termination of Team Members meet industrial standards for termination of employment. This applies both to the reason for dismissal and the manner in which the dismissal is carried out.

Depending on the circumstances it may be necessary to conduct an investigation into the incident and/or allegations. This may involve collecting relevant data and interviewing relevant witnesses, such as the employee's co-workers or supervisors, or even customers and suppliers with whom the employee has had contact.

If the manager/supervisor believes that following an allegation of unacceptable behaviour it would be inappropriate for an employee to remain at work, the manager/supervisor may suspend the employee from duty on ordinary pay pending completion of an investigation. In such circumstances, the employee will be informed in writing of the conditions of the suspension at the time of the suspension.

If on the basis of the investigation, EnhanceABILITY believes that there is case to be answered by the employee, the employee may be asked to attend a meeting to discuss the issue(s) of concern.

The following procedure will generally be followed:

- The employee will be given advance notice of the meeting and what will be discussed at the meeting.
- The employee will be given a reasonable opportunity to have a co-worker present at the meeting.
- At the meeting the issue(s) of concern or allegations will be put to the employee, including any evidence upon which those concerns or allegations are based.
- The employee will be given an adequate opportunity to respond to the concerns or allegations.
- The manager/supervisor will consider the employee's response and make any further enquiries or investigations that may be necessary.
- After making any further enquiries or investigations which may be necessary and after consideration of the response or explanation of the employee, the manager/supervisor will determine whether the concern(s) or allegation(s) have been proven.
- If it is determined that all or some of the concerns or allegations are proven and after consideration of:
  - the seriousness of the poor performance/misconduct;
  - the response or explanation given by the employee;
  - the employee's employment history and record; and
  - whether there are appropriate and reasonable alternatives to terminationthe manager/supervisor will make a decision on what, if any, disciplinary action is appropriate.

## **Grounds for terminating a Team Member**

Lawful reasons for dismissing a Team Member can include, but not limited to:

- Unsatisfactory performance (eg where the Team Member is unable to satisfactorily complete the inherent duties of the job set out in the duty statement/position description);
- Unacceptable conduct (eg consistently late for work);
- Wilful or serious misconduct (eg fighting, drinking on the job);
- Redundancy (i.e. the position no longer exists).
- Receipt of advice from the NSW Office of the Children's Guardian that a worker is barred from child related work

## **Performance**

A Team Member's performance is considered to be inadequate if the Team Member is not meeting the inherent requirements of the position as set out in the duty statement/position description, or has not achieved a satisfactory rating of his/her performance review.

Chapter 9 outlines a number of formal and informal ways of dealing with employees whose performance; capacity or conduct is unsatisfactory or otherwise unacceptable.

The disciplinary action taken will vary from case to case, depending upon all the circumstances, including a consideration of whether the employee has received any prior verbal or written warnings in relation to their performance, capacity or conduct.

Regardless of whatever disciplinary action is imposed, any further unsatisfactory performance, unacceptable conduct or misconduct of any kind may result in the dismissal of the employee.

## **Conduct**

Misconduct includes:

- actions involving harm (or the real possibility of harm) to any Team Member;
- dishonesty;
- verbally abusing a person at the workplace;
- harassing or discriminating against an Team Member;
- sexual harassment;
- inefficiency, neglect of duty, malingering.

Misconduct may also include actions outside of the workplace and outside of normal working hours.

## **Verbal warning**

Where a Manager has concerns about a Team Member's performance or conduct (excepting serious misconduct – see below), the Manager should explain to the Team Member the manner in which the Team Member's conduct or performance is not meeting the required standard.

The manager will in the first instance, verbally counsel the Team Member by informing him/her of the area(s) in which they are not meeting the required standard of performance or conduct expected of them.

The Team Member will be given an opportunity to respond to the employer's concerns and will be given an opportunity to rectify his or her performance or conduct within a reasonable period of time, depending on the circumstances.

The Manager will make written note of the verbal warning, and place on the employees file contained a summary of the nature of the allegations, the outcome of any investigations undertaken, and the disciplinary action taken.

The employee should be asked to sign the file note as an acknowledgement that they agree with its content. If the employee refuses to sign the file note, this should also be recorded on the file note along with the reasons for the employee's objection if this is provided.

## **Official warnings**

If the Team Member fails to rectify his or her conduct or performance within the required period, the Manager will then require the Team Member to attend a meeting at which an official warning will be given.

If the Team Member's continued performance or conduct is such that it would be unreasonable for the Manager to allow the Team Member the allotted time to remedy the problem, then the Manager will institute the first official meeting prior to the specified time expiring.

The Manager will inform the Team Member prior to the meeting of the concerns, which the manager has with the Team Member's conduct or performance, and state that the Team Member is allowed to have a person of their choice accompany them to the meeting.

At the meeting the Manager will outline the nature of the problem(s) and allow the Team Member an opportunity to respond.

If the Team Member's response is not adequate the Manager will present the Team Member with an official written warning. The warning should state:

- the problem;
- refer to all previous oral warning(s) and their dates;

- the corrective action which is required;
- what action will be taken if the Team Member does not remedy the problem (when issuing a first warning, the warning should state that if the problem is not remedied within a specified time then the Team Member will be issued with a further warning and may ultimately be dismissed); and
- state that the written warning will be filed in the Team Member's personal file.

The Manager should then monitor the Team Member's performance or conduct to determine whether he or she is making the required improvement.

### **Second official warning**

If the Team Member fails to meet the appropriate standard within the time allowed, the manager should then have a second official meeting with the Team Member. The second official meeting should replicate the first meeting. However, if the Team Member has not adequately explained their failure to remedy their poor performance or conduct, that continuing poor performance or conduct MAY lead to dismissal.

### **Steps leading to dismissal**

Following the issuing of the second warning, if the Team Member fails to remedy the fault within the allotted time, or it would be unreasonable for the manager to allow the Team Member to continue working out the allotted time, the manager may then initiate dismissal proceedings.

That will involve requesting by letter that the Team Member attend an official meeting. That letter should state:

- that the Team Member's conduct or performance has not improved;
- the steps the employer has taken to remedy the problem in the past;
- the fact that the Team Member is entitled to be accompanied by a person of their choice; and
- the fact that, unless the Team Member can adequately explain his or her conduct or performance, then the employer may dismiss the Team Member.

Again the Team Member may have the person of their choice with them at the meeting. The manager should start by outlining the concerns he or she has with the Team Member's performance or conduct. It is then very important that the manager listen to the Team Member's responses as objectively as possible.

If the Team Member's response is considered to be adequate, the Manager should inform the Team Member that they will remain employed but that the Team Member's performance and/or conduct will continue to be closely monitored for a specified period of time (eg three months).

If the Team Member's response is considered inadequate, the Manager has two options:

- issue the Team Member with a third and final written notice; or

- orally inform the Team Member that he or she is to be dismissed and then follow that up with a written notice of termination. That notice should state the reasons for the dismissal, i.e. performance or conduct, and the history of warnings given previously.

The Manager must consult with the Board of Directors before dismissing a Team Member.

#### **9.4 Dismissal for Serious Misconduct**

A Manager is entitled to instantly dismiss a Team Member in circumstances where that Team Member has committed an act of serious misconduct. Serious misconduct can include:

- fighting;
- breaches of the drug and alcohol policy;
- deliberately spoiling or damaging work files/property;
- refusal to carry out the lawful instructions of a manager;
- breaches as advised in this manual.

#### **A Team Member who commits any of these acts is liable to instant dismissal**

If advice is received from the NSW Office of the Children's Guardian that one of our workers is barred from child related work, that worker is instantly removed from their work and dismissed. The worker is advised that this is a result of receiving such notice from the NSW Office of the Children's Guardian.

Other acts may also constitute serious misconduct, depending on the circumstances of the case. It is up to the Manager to determine when an act is serious misconduct.

In some cases, where the Team Member's act of serious misconduct is witnessed by the Manager, and where the act is blatant and inexcusable, the manager is entitled to dismiss the Team Member on the spot. An example of this is where a Team Member assaults his/her colleague.

In most cases, however, the Manager will conduct an investigation into the incident or behaviour. The Team Member concerned may be sent home on full pay while the investigation is proceeding. The Manager should endeavour to find out all of the facts before a decision to dismiss the Team Member is made. The Manager should interview all those people who could assist the investigation. The offending Team Member should also be interviewed.

Before dismissing the Team Member, the Manager should be satisfied on the balance of probabilities that the incident took place.

If it is decided that the Team Member should be dismissed, then the Manager should inform the Team Member of this in writing.

A Team Member dismissed for serious misconduct is not entitled to payment in lieu of notice and other benefits may be in jeopardy.

## **9.5 Redundancy**

EnhanceABILITY recognises that from time to time positions may become redundant. Where alternative employment is not available, the Team Member will be made redundant on the terms set out in this policy.

### **What is redundancy?**

A redundancy occurs where the Team Member's position genuinely no longer exists for reasons related to the operation of the business. Redundancy does not involve questions of performance or conduct of the Team Member or Team Members being made redundant.

### **Consultation**

When it becomes apparent that a job or jobs will be made redundant, management shall consult with the Team Member(s) involved.

Any possibilities for deployment will be made known to the Team Members. The Team Members' views on their position and preferences for redeployment shall be taken into account.

### **Notice**

The Team Member(s) will be given (one month's) notice of the date from which the redundancy is to take effect, or the award entitlement, whichever is the greater.

### **Severance pay**

The Team Member will be paid severance pay in accordance with the relevant statutory provisions.

## **9.6 Abandonment of Employment**

Team Members are generally considered to have abandoned their employment if they are absent from their employment continuously for three working days without notification or the employer's consent.

If within fourteen days from the first date of absence the Team Member gives a reasonable explanation for the absence, then the presumption of abandonment of employment may be reversed. (An example of a reasonable explanation would be if the Team Member had been to hospital.)

If no reply is received within the fourteen-day period, or the excuse for the absence is unsatisfactory, the manager should take positive steps to terminate the Team Member's employment.

Termination of employment must be done in person, or in writing. If termination in person is not possible, a registered letter should be sent to the Team Member.

Termination should not be done over the telephone.

Alternatively, the Manager's initial letter of inquiry can state that failure to return to normal duty or to give an acceptable explanation for the absence (within a specific time), will be regarded as the Team Member terminating his/her employment, without notice, on the date of his or her last day of attendance.

<b>Policy</b>	<b>Child Safe and Child Friendly</b>		
<b>Date Approved</b>	<b>September 2014</b>	<b>Chairman</b>	
<b>Review Date</b>			

## Chapter 10

### Child-Safe Child Friendly Policy

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This policy is called the EnhanceABILITY Child-Safe and Child Friendly Policy and is to guide staff, volunteers and students on how to behave with children in our organisation. The policy focuses on how we can promote a child's participation in our organisation and make it safe for them.

#### 10.1 Supporting Children's Participation

EnhanceABILITY supports the active participation of children in our organisation. We listen to children's views, respect what they say and involve them when we make decisions, especially about matters that directly affect them .

#### 10.2 Supporting Staff, Volunteers, Students

We promote respect, fairness and consideration of all staff, volunteers and students. All staff, volunteers and students have a more senior officer assigned to support and supervise their work. All new staff, volunteers and students will receive a copy of the Child-Safe and Child-Friendly Policy, Code of Conduct and Dealing with Complaints process.

#### 10.3 Recruitment

Our organisation will maintain a rigorous and consistent recruitment, screening and selection process. This will be done through interview, reference checks and the working with children's check.

#### 10.4 Dealing with Complaints

- Everyone in our organisation should be confident that complaints will be dealt with honestly and fairly
- Everyone in our organisation should be confident in reporting inappropriate behaviour around children.
- Everyone in our organisation should report any concerns about the safety and welfare of a child or young person immediately.

All complaints should be reported. This includes:

- Disclosure of abuse
- Inappropriate behaviour around children's
- Suspicion of abuse or harm to a child.

All complaints must be reported to the Child Safety Contact Person Catherine Moses on 0428532398.

A child or young person, or any staff member/volunteers/student can make a complaint, or raise a concern, directly to the contact person.

The Child Safety Contact person will take the following actions:

1. Listen to the person making the complaint and make a record of the complaint using the Complaint Record Form
2. In NSW make a report to the NSW Department of Community services in the case of an allegation of child abuse. Inform everyone involved in the complaint of the requirement to make this report.
3. If the complaint involves inappropriate behaviour and a breach of the Code of Conduct, the manager/leader will need to take action in accordance with the internal discipline procedure.

NSW Reporting obligations Department of Community Services(DoCS)

Any person who has reasonable grounds to believe that a child or young person is at risk of significant harm may report to DoCS.

Phone 132111 to report child abuse or neglect(24 hour service)

### **10.5 Communication**

We will hold regular information sessions for staff, volunteers and students.

This Policy will be discussed during induction sessions for all new staff, volunteers and students.

Children and parents joining our program will receive a copy of our Policy, Code of Conduct and Dealing with Complaints process.

Parents will receive a copy of the Parents Guide to child protection issues.

### **10.6 Review**

This Policy and guidelines will be reviewed every two years and incorporate comments and suggestions from children, young people, parents, staff, volunteers and students will be reviewed.

