

SYDNEY  &  HOME

Sydney Dogs and Cats Home
Employee Handbook

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1 INTRODUCTION

1.1 WELCOME

Sydney Dogs and Cats Home (**the Employer**) would like to wish you every success during your employment, whether you recently joined or whether you are an existing employee. It is hoped that your experience of working with us is positive and rewarding.

1.2 PURPOSE OF THE EMPLOYEE HANDBOOK

The Employee Handbook sets out the Employer's rules and regulations, the policies and procedures relating to your employment and also contains information on your benefits and protections. If you require any clarification or additional information, please speak to your manager. All employees are required to comply with the Employee Handbook. Therefore, we ask that you read the content carefully as you may be subject to appropriate disciplinary action (up to and including termination) in the event that you breach the Employee Handbook.

1.3 PRINCIPLE OF EQUALITY

The Employer is committed to providing equal opportunities and the principle of equality in accordance with relevant legislative provisions. We are confident that you share our commitment in implementing these policies.

We will not tolerate any unlawful discriminatory act or attitude in the course of your employment or in your dealings with our clients, suppliers, contractors, members of the public or fellow colleagues. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action.

1.4 GENERAL

Amendments to this Employee Handbook will be issued from time to time.

This Employee Handbook does not form part of your contract of employment, unless expressly stated otherwise. However, in any event, the Employee Handbook may be considered when interpreting your rights and obligations under your terms of employment.

1.5 ACCESS TO AWARD AND THE NATIONAL EMPLOYMENT STANDARDS

Where relevant, an electronic copy of the award and the National Employment Standards (**NES**) are available on request.

2 JOINING THE ORGANISATION

2.1 INDUCTION

At the start of your employment, you may be required to complete an induction programme, during which all of our policies and procedures (including, where relevant, those relating to Health and Safety) will be explained and/or provided to you, as necessary. Information relating to these will be given to you at the induction.

2.2 PROBATIONARY PERIOD

The length of your probationary period is set out in your contract of employment. Casual employees are not subject to a probationary period. During this period, your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is assessed as generally unsuitable, the Employer may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time prior to confirmation of your employment.

We reserve the right not to apply full capability and disciplinary procedures during your probationary period.

2.3 EMPLOYEE TRAINING

At the commencement of your employment, you will receive any training necessary for your specific job. As your employment progresses, your role may be extended to encompass new activities within the Employer's business. You are expected to participate in any training deemed necessary for you to perform your role at the required standards.

2.4 JOB DESCRIPTION

You may be provided with a job description to help illustrate your role. Amendments may be made to your job description from time to time in relation to the Employer's changing needs and your own ability.

2.5 PERFORMANCE AND REVIEW

The Employer's policy is to monitor your work performance on a continual basis so that we can maximise your strengths, and help you with any development areas.

We have an employee appraisal scheme in place for the purpose of monitoring employee performance levels with a view to maximising the effectiveness of individuals.

2.6 AVAILABILITY AND ROSTER

During your employment, you are required to regularly check your roster on Tanda. Availabilities are to be provided to the Employer in writing. Any changes to your availabilities must be provided to management in writing with four weeks' notice to assist the Employer with management of work. Changes to casual staff availability may result in less hours being offered and changes to permanent availability may only occur by agreement with the Employer.

2.7 JOB FLEXIBILITY

Whenever necessary, you will transfer to alternative duties within the Employer's business. During holiday periods, for example, it may be necessary for you to take over duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

2.8 MOBILITY

It is a condition of your employment that you are prepared, whenever applicable, to travel to any other of our sites or client sites within a reasonable travelling distance. This mobility is essential to the smooth running of the business.

2.9 CONVICTIONS AND OFFENCES

During your employment, you are required to immediately report to the Employer any convictions or offences with which you may be potentially or have been charged.

3 REMUNERATION AND HOURS

3.1 ADMINISTRATION

i) Payment

Wages are processed fortnightly on Wednesday and will normally arrive in your bank account by Thursday, depending on your bank. Wages will be paid in arrears.

You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, for example, tax and agreed deductions.

Any pay queries that you may have should be raised with management. Your pay is to be considered confidential and should not be discussed with other employees.

ii) Overpayments

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment. If this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

iii) Tax

At the end of each tax year you will be given a summary statement showing the total pay you have received during that year and the amount of deductions for tax and other matters. You should keep this document in a safe place as you may need to produce them for tax purposes.

iv) Additional hours

It is your responsibility to regularly check your roster on Tanda to confirm your rostered shift.

Where you feel that additional hours are outside your normal duties, you must have these hours approved, in writing, by management prior to working these hours.

You will not be paid any additional hours or overtime unless this approval has been provided.

Additional hours worked to complete your ordinary duties, for example, staying back late to correct your own erroneous work, will generally be considered reasonable additional hours and will not ordinarily be paid as overtime.

v) Pay reviews

Pay is reviewed annually and increased in accordance with any minimum wage or award requirement. However, there is no guarantee of an increase in your pay as a result of any review.

3.2 SUPERANNUATION

Superannuation contributions will be made on your behalf in accordance with legislation.

3.3 TIME RECORDING

You are required to comply strictly with any time recording procedures relating to your work. Specifically, you must log in and log out using the Tanda system.

3.4 HOURS OF WORK

You may be rostered to work Monday to Sunday. Currently, the usual business operational hours are:

- Monday to Friday: 8.00am to 6.00pm
- Saturday: 8.30am to 5.00pm
- Sunday: 8.30am to 3.00pm

These hours may change from time to time.

3.5 LATENESS/ABSENTEEISM

You are required to be present and ready to commence work at your rostered starting time. You must return to work following authorised breaks, punctually and at the time you are to resume work.

In the event you are going to be late to work, or following an authorised break, you are required to notify your manager as soon as possible and indicate when you expect to arrive.

All absences due to illness must be notified in accordance with the sickness reporting procedures set out in this Employee Handbook.

Lateness or unauthorised absence may result in disciplinary action and/or loss of pay.

3.6 BREAKS

Breaks are to be taken when arranged by the Employer. You are required to adhere to the break length as directed by management and be ready to commence work at the end of the break. You are required to notify management immediately if you are struggling to take the break, so that it can be rectified or varied.

3.7 SHORTAGE OF WORK

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment. With your agreement, we may place you on reduced hours, or alternatively, temporary leave. If you agree to be placed on reduced hours, your pay will be reduced according to time actually worked. If you are placed on leave, this will be processed as leave without pay unless you elect to utilise any accrued leave entitlements.

3.8 STAND DOWN

The Employer may send you home where there is no useful work for you to do, such as during:

- breakdown of equipment
- industrial action or
- a cause which the Employer cannot reasonably be held responsible, such as natural disaster.

This list is not exhaustive. Generally, you will not be paid for this time. However, by agreement you may be able to access accrued leave.

4 ANNUAL LEAVE

4.1 ANNUAL HOLIDAYS

You are entitled to accrue annual leave in accordance with the NES, unless otherwise stated in your contract of employment. For the avoidance of doubt, casual employees are not entitled to annual leave. Your annual leave pay will be at your normal basic pay unless shown otherwise in your contract of employment.

It is the Employer's policy to encourage you to take all of your holiday entitlement in the current year.

You must complete the **Leave Request Form on Tanda** and have it approved by management before you make any firm holiday arrangements.

You must give at least four weeks' notice of your intention to take annual leave.

Annual leave dates will normally be allocated on a "first come, first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.

Due to the nature of the business, the Employer can only accommodate a limited number of employees taking annual leave at the same time.

However, due to high operational demands, annual leave will not generally be approved for the December and January period.

4.2 ANNUAL SHUT DOWN

The Employer may choose to temporarily shut down or work on a skeleton staff, for instance during the end of the year period. Where practical, the Employer will provide one month's notice of this intention.

If we do, you are required to reserve sufficient days from your annual leave entitlement to cover the shutdown period. If you have not accrued sufficient annual leave to cover this period, you will be required to take unpaid leave for this period.

4.3 PUBLIC HOLIDAYS

Your entitlement to public holidays is in accordance with the NES, unless otherwise stated in your individual contract of employment. However, due to the nature of the Employer's work, you may be reasonably required to work a public holiday. You will be given advance notice if work on a public holiday is required.

5 PERSONAL LEAVE

5.1 ENTITLEMENTS

You are entitled to be paid for personal leave in accordance with the NES, unless otherwise stated in your contract of employment. For the avoidance of doubt, casual employees are not entitled to paid personal leave.

Paid personal leave accrues over the course of your employment.

Full time employees will accrue up to ten days of paid personal leave for each year of continuous service. Part time and fixed-term employees are entitled to this entitlement on a pro-rata basis.

Personal leave accrues, and will be credited to you, progressively throughout the year.

Unused leave will not be paid out on termination.

You are entitled to take personal leave:

- because you are not fit for work due to a personal illness or personal injury affecting you or
- to provide care or support to a member of your immediate family, or a member of your household who requires your care and support because of:
 - a personal illness or injury affecting the member or
 - a sudden or unexpected emergency affecting the member.

If your entitlement to personal leave is exhausted, you may take two days' unpaid carer's leave for each occasion when a member of your immediate family or a member of your household requires your care and support because of:

- a personal illness or personal injury affecting the member or
- a sudden or unexpected emergency affecting the member.

An immediate family member is a:

- spouse
- de facto partner
- child
- parent
- grandparent

- grandchild
- sibling or
- child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner.

A household member is any person who lives with you.

5.2 NOTIFICATION OF PERSONAL LEAVE

For the department managers, you must notify Stuart by telephone or text message on the first day of incapacity or at the earliest possible opportunity and, in any case, by no later than one hour before your usual start time.

For all other staff, you must notify your nominated department manager by telephone or text message on the first day of incapacity or at the earliest possible opportunity and, in any case, by no later than one hour before your usual start time.

Emails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally to Stuart or your nominated department manager.

You should try to give an indication of your expected return date and notify the Employer as soon as possible if this date changes. The notification procedures should be followed on each day of absence, unless you are covered by a doctor's medical certificate.

If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

5.3 EVIDENCE

A medical certificate from a registered health practitioner or, if not reasonably practical, statutory declaration is required from the employee setting out the reasons for the absence in circumstances where the leave is:

- on two or more consecutive days or
- on a single day prior to, or the day after a public holiday, weekend or non-working day.

The Employer retains the discretion to require a doctor's certificate or statutory declaration for any leave absence. The Employer will notify you of this requirement as appropriate.

The Employer retains the discretion to require evidence for carer's leave. The Employer will notify you of this requirement as appropriate.

5.4 RETURN TO WORK

You should notify your manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.

On return to work after any period of personal leave, you may be required to attend a return to work interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

You may be required to provide a certificate from your own doctor stating that you are fit to return to your duties. This will always be required where you have suffered a workplace injury/illness that required medical treatment.

If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis, you must not report for work without clearance from your own doctor.

5.5 GENERAL

Submission of a medical certificate may not always be regarded as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to the Employer.

In deciding whether your absence is acceptable, the Employer will take into account the reasons for your absences and extent of them, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces the Employer's ability to operate successfully.

The Employer will not tolerate any non-genuine absences, and any such instances will result in disciplinary action being taken.

If considered necessary, we reserve the right to ask your permission to contact your doctor and/or for you to be independently medically examined.

6 OTHER LEAVE

6.1 PARENTAL LEAVE

If you or your partner become pregnant or are notified of a match date for adoption purposes you should notify management at an early stage so that your entitlements and obligations can be explained to you.

Under the NES, employees who will have at least 12 months of continuous service as at the expected date of birth of the child, are entitled to 52 weeks of unpaid parental leave. Casuals with regular on-going work are also entitled to unpaid parental leave. You may request an additional 52 weeks of leave which will only be refused by the Employer on reasonable business grounds.

Other forms of leave, such as annual leave and long service leave, may be taken concurrently with parental leave, but when combined with the unpaid parental leave must not exceed the 52 week period.

Leave is available only to the primary caregiver of the child, except at the birth of the child where the other parent is entitled to eight weeks of concurrent unpaid leave. Any parental leave taken by the other parent will be deducted from the total entitlement of 52 weeks unpaid leave.

You must give the Employer at least ten weeks prior notice of your intention to take unpaid parental leave. This can be done in accordance with the Employer's leave application procedures.

When advising of your intention to take unpaid parental leave you must provide the following:

- a medical certificate indicating the expected date of birth of the child, or, where the leave is adoption related, the expected date of placement
- an expected return date and
- details of any parental leave your partner intends to take.

You may be entitled to government funded parental leave. The Paid Parental Leave scheme is fully funded by the Australian Government. Employees who are expecting a child or adopting a child are eligible for up to 18 weeks of paid Parental Leave at the rate of the National Minimum Wage if they meet the Eligibility criteria. For further details, eligibility criteria and to apply for this payment please refer to the Department of Human Services.

From 1 January 2013, two weeks of Dad and Partner Pay will be paid by the Government at the minimum wage if you're on unpaid leave from work, after having a baby or adopting a child. Requests are to be made via the Parental Leave Request Form, and the employee and the Employer will need to reach an agreement as to your unpaid leave period. For further details and to apply for this payment please refer to the Department of Human Services.

6.2 COMPASSIONATE LEAVE

Full time and part time employees are entitled to two days' paid compassionate leave for each occasion when a member of your immediate family, a member of your household or your spouse's immediate family:

- contracts or develops a personal illness that poses a serious threat to their life or
- sustains a personal injury that poses a serious threat to their life or
- dies.

6.3 LONG SERVICE LEAVE

You are entitled to long service leave in accordance with the relevant laws of the state in which you are employed. Long service leave should be taken as soon as reasonably practicable after you become entitled to it.

6.4 COMMUNITY SERVICE LEAVE

You are entitled to community service leave in certain circumstances. Community service leave is for eligible community service activities such as SES and volunteer fire fighting. Community service is generally unpaid.

Your entitlement for payment for Jury Duty will depend on the relevant state and federal legislation.

6.5 TIME OFF

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons.

Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of management and will normally be without pay.

7 TIME OFF IN LIEU

7.1 INTRODUCTION

The Employer recognises that from time to time there may be cause for an employee to work additional time at the end of a work day or week pursuant to the performance of your duties.

In certain circumstances, and subject to your eligibility, the Employer will recognise these hours through the provision of Time Off in Lieu (**TOIL**) for any additional hours you work in excess of your ordinary hours, as stipulated in your contract of employment.

It is not expected that TOIL will be a standard or regular occurrence. No employee will be required to work excessive overtime hours on a regular basis.

7.2 ELIGIBILITY

All employees are eligible for TOIL.

7.3 YOUR ENTITLEMENTS

TOIL may be offered to those employees who, by the nature of their role, are required or directed to work additional hours to complete their duties. These circumstances may include where an employee is required to travel for business reasons, or attend a training course outside of business hours at the direction of management.

Additional hours worked to complete your ordinary duties, for example, staying back late to correct your own erroneous work, will not ordinarily accrue towards TOIL.

TOIL accrues at the following rate:

- one hour worked equals one hour of TOIL.

7.4 YOUR RESPONSIBILITIES

Where you feel that additional hours are outside your normal duties, you are responsible for ensuring that any additional hours are pre-approved by management as accruing towards TOIL. If you are unsure whether additional hours will accrue as TOIL, you should seek clarification from management in advance.

7.5 PROCEDURE

You will only be entitled to TOIL if this has been approved in advance by management.

You must keep a record of any additional hours worked and, if necessary, a written agreement in the form required by the Employer. You must provide this to management by the end of the same pay period. This record must include the date and time on which the additional hours were completed, the nature of the tasks being performed during these hours, and the manager who approved these hours to accrue as TOIL.

Any TOIL must be taken at a mutually convenient time agreed between yourself and the Employer, but no later than as provided for in the industrial instrument.

Any fraudulent or dishonest attempt to claim TOIL is considered serious misconduct and may lead to disciplinary action, up to and including the termination of your employment.

8 SAFEGUARDS

8.1 RIGHTS OF SEARCH

We have the right to carry out searches of you and your property (including vehicles) whilst you, or your property, are on our premises or during the performance of your duties.

Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search.

You may be asked to remove the contents of your pockets, bags, vehicles, etc.

Whilst you have the right to refuse to be searched, such refusal will constitute failure to follow a reasonable management instruction, which may result in disciplinary action being taken against you.

We reserve the right to call the police at any stage.

8.2 IT AND COMPUTER POLICY

i) Virus protection

In order to prevent the introduction of virus contamination into the software system, the following rules must be observed:

- unauthorised software including public domain software, magazine cover disks/CDs, applications, or internet downloads must not be used and
- all software must be virus checked using standard testing procedures before being used.

ii) Use of computer equipment

In order to control the use of the Employer's computer equipment and reduce the risk of contamination, the following rules will apply:

- the introduction of new software and applications must first of all be checked and authorised by management before general use will be permitted
- only authorised employees are permitted access to the Employer's computer equipment
- only software that is used for business applications may be used on the Employer's computer equipment
- no software may be brought onto or taken from the Employer's premises without prior authorisation and
- unauthorised copying and/or removal of computer equipment and/or software will result in disciplinary action up to and including termination.

iii) Internet policy

The purpose of this policy is to provide a framework to ensure that the expectations and rules relating to the use of the internet while performing duties for the Employer are clear.

Authorised employees are encouraged to make use of the internet as part of their professional activities. This includes, but is not limited to, accessing the internet on Employer devices. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Employer's name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence.

The availability and variety of information on the internet means that it can be used to obtain material reasonably considered to be offensive. The use of the internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action up to and including termination.

The Employer will not tolerate the use of the internet at work for unofficial or inappropriate purposes, including:

- accessing websites which put the Employer at risk of viruses, compromising copyright or intellectual property rights
- using Employer devices to access the internet for inappropriate or illegal purposes
- using social media in breach of the Employer's social media policy
- accessing the Employer's internet on personal devices
- connecting, posting or downloading any information unrelated to their employment and, in particular, pornographic or other offensive material and
- engaging in computer hacking and other related activities, or attempting to disable or compromise the security of information contained on the Employer's computers.

You are reminded that these activities may constitute a criminal offence.

iv) Email

The use of the work email system (**work email**) is encouraged as its appropriate use facilitates efficiency. Used correctly, it is a facility that is of assistance to the Employer. However, inappropriate use causes a number of problems, including distractions, time wasting and legal claims. The policy sets out the Employer's position on the correct use of work email.

Unauthorised or inappropriate use of work email may result in disciplinary action up to and including summary termination.

Work email is available for communication and matters directly concerned with the legitimate business of the Employer. Employees using work email should:

- comply with Employer communication standards
- only send emails to those to whom they are relevant

- not use email as a substitute for face-to-face communication or telephone contact
- not send inflammatory emails (i.e. emails that are abusive or may be perceived as abusive)
- be aware that hasty messages sent without proper consideration can cause upset, concern or misunderstanding
- if the email is confidential, ensure that the necessary steps are taken to protect confidentiality and
- be aware that offers or contracts transmitted by email are as legally binding on the Employer as those sent on paper.

The Employer will not tolerate the use of work email for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment
- personal use (eg social invitations, personal messages, jokes, cartoons, chain letters or other private matters)
- on-line gambling
- accessing or transmitting pornography
- social media
- transmitting copyright information and/or any software available to the user or
- posting confidential information about other employees, the Employer or its customers or suppliers.

v) Monitoring

The Employer considers any and all data created, stored or transmitted upon the systems (the **Systems**) as work product and as such, expressly reserves the right to monitor and review any data upon the Systems, including your usage and history, on an intermittent basis without notice.

In addition to this, the Employer has the right to protect its business interests and confidentiality. This includes the right to survey, audit and/or monitor the Systems, including but not limited to:

- monitoring sites users visit on the internet
- monitoring time spent on the internet
- reviewing material downloaded or uploaded and
- reviewing emails sent and received.

Information reports will be available to the Employer which can subsequently be used for matters such as system performance and availability, capacity planning, cost re-distribution and the identification of areas for personal development.

For the avoidance of doubt, the Employer reserve the right to monitor all internet and email activity by you for the purposes of ensuring compliance with the Employer's policies and procedures and for ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring. Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

8.3 SOCIAL MEDIA

Whilst social media can be used to strengthen the Employer's brand and overall image of the business, work related issues or materials being placed on social media can adversely affect the Employer, a customer/client, colleague or others.

Social media is a mechanism for communication and sharing, rather than one specific program, activity or object. It is often a website or other electronic application that enable users to create and share content or to participate in social networking.

To protect the mutual interest of all involved, work-related matters must not be placed on social media at any time either during or outside of working hours that may be deemed inappropriate or negative to the Employer's reputation. Work-related usually means that the Employer, its clients, suppliers, employees, contractors or any other associated parties can be identified and be in some way connected back to your relationship with the Employer.

The Employer has a very strict policy of animals on the premises or third-party sites being posted up on social media. You must not post any images of animals on social media platforms (eg Facebook, Instagram, Snapchat, YouTube, LinkedIn etc).

Where you have been authorised in relation to work related matters, you must not bring the Employer, its clients, suppliers, contractors or any other associated parties into disrepute through the content of your usage. While representing the Employer on social media, it is expected that you will exhibit a professional and courteous attitude with clients, your colleagues, suppliers and other members of the public and ensure that you act in the Employer's best interests at all times.

Unless approved by management, all employees are prohibited from using social media (whether on the Employer's devices or their own personal device) during work time for personal reasons.

Any breach of this policy will be considered serious and may result in disciplinary action.

i) Purpose

The purpose of this policy is to encourage Staff members to generate appropriate social media content in connection with the Employer.

It also aims to set expectations and protocols to ensure that social media posts are consistent with the values of the Employer and that posts made through its social media channels do not damage the Employer's reputation.

Social media includes, but is not limited to, engagement on:

- Twitter
- Facebook
- Instagram
- Pinterest
- Google+
- WordPress/Blogger
- YouTube/Vimeo
- iTunes/Podcasting
- Snapchat
- TikTok
- Reddit
- LinkedIn
- Online chat forums/tools (e.g., WhatsApp, Messenger, WeChat, Viber)
- and any other new forms of social media that may emerge from time to time

ii) Values

The Employer's social media use shall be consistent with the following core values:

- Integrity: The Employer will not knowingly post incorrect, defamatory or misleading information about our own work or the work of others. In addition, we will post in accordance with the organisation's Copyright and Privacy policies.
- Professionalism: The Employer's social media seeks to maintain a professional and uniform tone. Staff and volunteers may, from time to time and as appropriate/authorised, post on behalf of the Employer using our online profiles, but the impression should remain one of a singular entity rather than a group of individuals.
- Information Sharing: The Employer encourages the sharing and reposting of online information that is relevant, appropriate to our mission and aims, and of interest to our members.

iii) Professional Social Media Use

The Social Media Manager or CEO may approve an individual to post on the Employer's social media accounts (**Approved Poster**). In determining who should be an Approved Poster, the CEO/Social Media Manager's may consider:

- the extent of control the Employer has over the individual
- whether the individual has the appropriate communication skills
- what understanding the individual has of the risks of social media use
- current and former responsibilities and how the individual performed in those roles

Only Approved Posters should have access to social media account passwords and logins.

The CEO must keep records of Approved Posters and review the appropriateness of approvals on an annual basis.

iv) Personal Social Media Use

Subject to this Policy, Staff members should seek prior approval from the CEO/Social Media Manager's before engaging in Personal and/or Professional Social Media Use about or connected with the organisation, save for promoting or supporting the organisation's activities.

Staff members that are not Approved Posters may engage in Personal and/or Professional Social Media Use about or connected to the organisation, prior to receiving approval from the Employer, provided that the use complies with the Social Media Policy, Content Guidelines and Procedure.

v) Content Guidelines

Staff members should be aware that content published online and on social media is, or may become, publicly available, even from personal social media accounts. The Employer expects Staff members to take reasonable steps to ensure that their social media use and public comments fall within the following parameters.

When engaging in Professional Social Media Use, the Employer expects that

Staff members will:

- be professional and respectful
- promote the best interests of the Employer
- not include misleading or deceptive statements or inferences
- refrain from inappropriate swearing
- only include intellectual property (such as photos, videos, and quotes) that the Employer has permission to use or that do not require permission to use
- comply with the Employer's Privacy Policy.

When engaging in Personal and/or Professional Social Media Use, Staff members must also ensure that they:

- don't use a work email address to register personal social media accounts
- refrain from conduct that has the potential to damage the Employer's reputation
- don't make comments that are unlawful, obscene, defamatory, threatening, harassing, discriminatory or hateful to, or about other Staff members, clients or stakeholders
- don't make comments that are, or could be perceived to:
 - be made on behalf of the Employer, rather than an expression of a personal view unless approved or consistent with the Social Media Policy and Procedure
 - compromise the Staff member's capacity to fulfil duties in an impartial and unbiased manner
- make clear that any views expressed in Personal Social Media use are their own and not those of the Employer.

vi) Posting to social media

Before social media posts are made, volunteers and staff should ask themselves the following questions:

- Is the information I am posting, or reposting, likely to be of interest to the Employer's members and stakeholders?
- Is the information in keeping with the interests of the organisation and its aims?
- Could the post be construed as an attack on another individual, organisation or project?
- Would donors be happy to read the post?
- If there is a link attached to the post, does the link work, and have I read the information it links to and judged it to be an appropriate source?

- Are the tone and the content of the post in keeping with other posts made by the organisation's social media accounts
- Does it maintain the organisation's overall tone?

If you are at all uncertain about whether the post is suitable, do not post it until you have discussed it with the Social Media Manager.

vii) 7.6 Damage Limitation

In the event of a damaging or misleading post being made, they should be notified as soon as possible, and the following actions should occur:

- The offending post should be removed.
- Where necessary an apology should be issued, either publicly or to the individual or organisation involved.
- The origin of the offending post should be explored and steps taken to prevent a similar incident occurring in the future.

If the mistake seems set to grow, or to cause significant damage to the organisation's reputation, revert to the Media Relations Policy and the Our Community Help Sheet on Managing a Media Crisis.

viii) Moderating social media

From time-to-time social media forums may be hijacked by trolls or spammers or attract people who attack other posters or the organisation aggressively. To maintain a pleasant environment for everybody, these posts need to be moderated.

Freedom of speech is to be encouraged, but if posts contain one or more of the following, it is time to act:

- Excessive or inappropriate use of swearing
- Defamatory, slanderous or aggressive attacks on Sydney Dogs & Cats Home, other individuals, organisations, projects or public figures
- Breach of copyrighted material not within reasonable use, in the public domain, or available under Creative Commons license
- Breach of data protection or privacy laws
- Repetitive advertisements
- Topics which fall outside the realms of interest to members and stakeholders, and which do not appear to be within the context of a legitimate discussion or enquiry.
- If a post appears only once:

- Remove the post as soon as possible
- If possible/appropriate, contact the poster privately to explain why you have removed
- the post and highlighting Sydney Dogs & Cats Home's posting guidelines.
- If a poster continues to post inappropriate content, or if the post can be considered spam:
 - Remove the post as soon as possible
 - Ban or block the poster to prevent them from posting again.

Banning and blocking should be used as a last resort only, and only when it is clear that the poster intends to continue to contribute inappropriate content. However, if that is the case, action must be taken swiftly to maintain the welfare of other social media users. The decision to block, ban and remove posts ultimately lies with the Social Media Manager, but may, at their discretion, be delegated to responsible staff and volunteers.

8.4 PHONES AND OTHER DEVICES

The Employer's phones, computers, laptops and other devices are to be used for business purposes and reasonable incidental personal use must only be during your breaks. Personal calls to international numbers or other high cost numbers are not permitted.

Any unauthorised personal use may be repayable by you and may result in disciplinary action up to and including termination. The Employer reserves the right to request to deduct the appropriate sums from your salary in the event that repayments are not made.

Personal mobile phones, mp3 players and other personal devices should not be used during work time, other than in emergencies, safety reasons or work related calls. The Employer reserves the right to direct you to switch off any device at any time.

The Employer may provide you with a company mobile phone for business purposes and you may receive reimbursement for mobile phone expenses as a result of its use for business purposes.

8.5 SURVEILLANCE

Surveillance may be conducted in the workplace. If you are a new employee the surveillance may already be in place and could start immediately on commencement of work.

Surveillance may be conducted using:

- internet usage recording devices, such as data capture, web browsing and email history captured on servers, and keystroke recognition
- any form of visual recording devices including all types of camera, such as CCTV cameras

- any form of audio recording devices and
- electronic recording devices in any part of the workplace.

The surveillance may be conducted at any time and any employee may be subject to surveillance. The surveillance may be continuous or intermittent at the Employer's discretion. The Employer may, at their discretion, disclose the surveillance records for any reason that is not barred by privacy legislation.

You may consult with the Employer regarding any concerns about the surveillance. All cameras are visible and recording devices (including cameras) will not be placed in bathrooms or change rooms.

The purpose of the surveillance is to ensure the safety and security of employees, visitors and property. The Employer reserves the right to review and use the CCTV in disciplinary proceedings.

8.6 CASH HANDLING/TILL PROCEDURES

Any discrepancies with regard to cash handling must be reported immediately to management. All discrepancies must be recorded and initialled.

Under no circumstances should any cash be removed from the till other than as change for purchases or to transfer cash from the till as instructed by your manager.

It is strictly forbidden to amend the pricing of any items without permission from your manager.

All required paperwork and payments/money must be returned to the office at the end of each day or when advised, and discussed with your manager.

In any fundraising or community event, you are responsible for the security of all payments and money until handed to management. Volunteers must not be allowed to transport the money or complete any reconciliation. It is your responsibility that when submitting payments/money, you must adhere to all of the Employer's invoicing and payment procedures.

9 MEDIA RELATIONS POLICY

9.1 WORKING WITH THE MEDIA

The Employer works with the media to advocate for the goals of the organisation and promote the work which is being done to the public. This helps to assist with fundraising and provide the organisation with exposure. As such, this policy regulates who is chosen to speak on behalf of the Employer.

The Employer requires that the media has access to board members, staff members and volunteers, under the supervision of the Head of Fundraising and Marketing, General Manager or Board. It is the responsibility of all staff, board members and volunteers to ensure that effective media relations are maintained in order to achieve the aims of the organisation. As such, employees should not be making any comments on current court cases relating to dangerous dogs, whatsoever, specifically court cases that are being tried before a jury.

Please refer to our separate guidelines available in Our Community help sheet on What to do in a Media Crisis.

9.2 RESPONSIBILITIES

The board shall nominate a Head of Fundraising and Marketing to coordinate the Employers relationships with the media.

The Head of Fundraising and Marketing and the Board President have the authority to speak on behalf of the Employer. The Employer advises that all other employees, board members and volunteers will be given direction and guidance by the Head of Fundraising and Marketing and Board President when asked to speak to the media.

The Employer encourages all employees, board members and volunteers to deliver public presentations on the organisations goals and work however, when doing so the employee, board member or volunteer must explicitly state whether or not their statements have been authorised by the organisation.

The Employer expects all employees, board members and volunteers to observe the Privacy Policy in relation to client records when discussing the organisation with any media representatives.

All employees, board members and volunteers are responsible for the following:

- Providing advice to the Head of Fundraising and Marketing on any complex or contentious issues
- Ensuring no photos of clients, patients, employees or students shall be released to the public via advertising, news media, or internet or by any other means without the approval of the Head of Fundraising and Marketing.
- Notifying the Head of Fundraising and Marketing of any contact made in the name of the Employer to the media and providing the name of the reporter or writer and the media outlet they represent.

The Employer would like to note that they reserve the right to withhold certain sensitive information including, but not limited to, commercial transactions or government negotiations. Such information will be clearly labelled, and staff will be notified of its confidential nature.

If any unauthorised released of confidential information occur, the Employer will conduct an investigation and it may result in disciplinary action.

10 COPY RIGHT POLICY

10.1 PRODUCTION OF COPYRIGHT MATERIAL

Any material created by employees and volunteers in the course of their service for the Employer, whether created using Sydney Dogs & Cats Home Facilities or created during normal working hours, will belong to the Employer. Employees may be required to sign additional documents assigning copy rights to the Employer where material was created using the Employers resources or was created during paid working hours. This may occur when an employee is required to engage in duties which are outside their normal duties.

10.2 COPYRIGHT NOTICE

Staff and volunteers of the Employer should ensure that all documents and publications, including books, newsletters, brochures, forms, reports and computer software contains the following statement:

© Sydney Dogs & Cats Home, Australia, [Year of creation of material]

Note that this should not be included on normal business letters, invoices or receipts.

10.3 USE OF COPYRIGHT MATERIAL

Staff and volunteers are required to observe all applicable copyright laws and regulations.

Staff and volunteers may use copyright material belonging to or licensed to the Employer only for the purposes of their work. Where the material is used by the Employer under licence, staff and volunteers must act in accordance with that licence.

Staff and volunteers may not reproduce, publish, distribute or adapt third party copyright material in the course of their work for the Employer without the authorisation of the copyright owner. Staff and volunteers may not download or reproduce text, photographs or illustrations found on the internet without authorisation of the copyright owner. This includes for use in internal or external newsletters, reports or presentations. All non-generic images and illustration should be sourced from and with the consent of the creator. Generic images may be obtained from a stock image supplier (e.g. Shutterstock or iStockphoto).

When reproducing or otherwise using third party copyright material, it cannot be assumed that just because something is on the internet that it is free for everybody to copy and use. This includes images on Facebook or photo sharing websites such as Flickr. Acknowledgement of source of the material does not overcome the need for authorisation; actual authorisation is still required.

The General Manager is required to institute procedures that will ensure:

- a) that all uses of third party copyright materials are recorded, and
- b) that all compensable uses of copyright material are appropriately processed.

All materials produced by or on behalf of the Employer are subject to copyright. Permission to reproduce such materials depends on the category into which they fall.

All materials produced by or on behalf of the Employer will be classified by General Manager into one of the following classes:

1. Those materials that are copyright and that cannot be reproduced by any process other than for the purposes of and subject to the provisions of the Copyright Act and any licensing agreement between the user and Sydney Dogs & Cats Home.
2. Those materials that are copyright and that may nonetheless be circulated and/or reproduced as long as any reproduction features specified credits and disclaimers.
3. Those materials that are copyright and that may nonetheless be reproduced without conditions.
4. Those materials that are not copyright.

These copyright policies are binding on all staff, whether paid or voluntary. The copyright policies, as amended from time to time, shall be deemed to be a part of the conditions of employment of every employee and shall be included in the orientation material given to every volunteer.

10.4 MORAL RIGHTS

Where it is reasonable to do so, staff and volunteers should ensure that:

- a) When reproducing any written material, photograph or illustration, the creator should be acknowledged where it is appropriate to do so. It is generally appropriate to acknowledge the author of a report or article in a newsletter, but it is not appropriate to acknowledge the creator of a marketing brochure or promotional flyer, or where it is desirable for operational reasons that correspondence be sent out in the name of somebody else (such as in the name of a director, executive or manager).
- b) When reproducing any written material, photograph or illustration, a person should not be falsely attributed as the creator unless it is reasonable to do so. For example, some correspondence may need to go out in the name of a director, executive or manager even though it was written by somebody else.

11 ETHICAL FUNDRAISING POLICY

The Employer is committed to ensuring that fundraising activities are carried out in an ethical manner.

The Employer's guiding fundraising principle is a simple one – we will only use techniques that we would be happy to be used on ourselves.

In doing so, the organisation will adhere to the following standards:

- Fundraising activities carried out by the organisation will comply with all relevant laws.
- Any communications to the public made in the course of carrying out a fundraising activity shall be truthful and non-deceptive.
- All monies raised via fundraising activities will be for the stated purpose of the appeal and will comply with the organisation's stated mission and purpose.
- All personal information collected by the organisation is confidential and is not for sale or to be given away or disclosed to any third party without consent.
- Nobody directly or indirectly employed by or volunteering for the organisation shall accept commissions, bonuses or payments for fundraising activities on behalf of the organisation.
- No general solicitations shall be undertaken by telephone or door-to-door.
- Fundraising activities should not be undertaken if they may be detrimental to the good name or community standing of the organisation.
- Financial contributions will only be accepted from companies, organisations and individuals the General Manager considers ethical.

12 SPONSORSHIP POLICY

The purpose of this policy is to establish the framework and guidelines for the creation of productive partnerships between the Employer and the private sector, i.e. sponsorship alliances with corporations, foundations, individuals and other non-government organisations.

A sponsorship is about relationship building and can be a powerful way to build and strengthen partnerships. It is recognised that such alliances can provide important financial and marketing support to potential partners of Sydney Dogs & Cats Home while at the same time generate additional revenues to support Sydney Dogs & Cats Home's mission and mandate.

The fundamental principles that shape the organisation's relationships with sponsors are:

1. Sponsorship of the organisation or of any symposium, project, program or event held by the organisation, will not entitle any sponsor to influence any decision of the organisation.
2. The organisation will not enter any alliance or partnership with any corporation or organisation where the association with the prospective partner or acceptance of the sponsorship would jeopardise the financial, legal or moral integrity of the organisation or adversely impact upon the organisation's standing and reputation in the community. Any tobacco, alcohol, gambling associated sponsorships are prohibited. If a sponsor's products work against the organisation's aims (e.g. animal cruelty) the sponsorship is prohibited.
3. The organisation will accept sponsorships as an additional source of revenue generation provided that all sponsorship alliances are developed and maintained within the regulations embodied in this sponsorship policy.
4. All sponsorship alliances or partnerships must be consistent with existing policies.

All event and project sponsorships must have significant financial commitment from the sponsor to help offset the costs associated with the activity.

All sponsorship relationships involving the organisation must be identified and recorded for information purposes to encourage a donor-centred approach to revenue generation.

Naming rights associated with any sponsorship must be approved by the Board.

Sponsorship over \$500 will be embodied in written contractual agreements between the organisation and the sponsorship partner.

Please see the Sponsorship Contracts/ Letters of Agreement Guidelines for further information.

13 STANDARDS

13.1 BEHAVIOUR AT WORK

You should behave with civility towards fellow colleagues, clients and members of the public, whilst at work. Rudeness will not be permitted. Objectionable or insulting behaviour or bad language may result in disciplinary action up to and including termination.

You should use your best endeavours to promote the interests of the Employer and shall, during normal working hours, devote the whole of your time, attention and abilities to the Employer and its affairs.

Any involvement in activities which could be construed as being in competition with the Employer is not allowed.

13.2 CUSTOMER SERVICE EXPECTATIONS

You are required to adhere to essential standards of customer service. Specifically:

- attend to customers and your jobs promptly
- introduce yourself by name
- acknowledge customers by name when possible
- greet and thank customers courteously
- listen and respond in an attentive way to customer inquiries
- be polite, friendly and welcoming when communicating with customers, whether it be in person or by any other means
- do not swear or speak crudely in front of customers
- respect and protect customer property and
- protect confidential information relating to customers.

This list is not exhaustive.

13.3 CONFLICT OF INTEREST

You may not be involved, employed or engaged in any activity which may be or is likely to create a conflict of interest. The Employer may take whatever action it determines appropriate to avoid the actual or potential conflict of interest. Such action may include: transfers, reassignments, changing shifts, or, where the Employer deems such action appropriate, termination of employment.

13.4 WASTAGE

We maintain a policy of "minimum waste", which is essential to the cost-effective and efficient running of the business.

You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- handle machines, equipment and stock with care
- turn off any unnecessary lighting and heating
- keep doors closed whenever possible
- double side printing, including re-using scrap paper, where possible
- ask for other work if your job has come to a standstill and
- start with the minimum of delay after arriving for work and after breaks.

Further:

- any damage to stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement and
- any loss to the Employer that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work, will render you liable to reimburse to us the full or part of the cost of the loss.

In the event of failure to pay, the Employer reserves the right to request to deduct such costs from your pay.

13.5 DRESS AND APPEARANCE

Consistent with the culture of the Employer, you will be expected to present a professional image with regard to your appearance and standards of dress and maintain excellent standards of personal hygiene at all times. You should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times. Personal protective equipment (**PPE**) and clothing may be issued for your protection because of the nature of your job and if issued must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this PPE is your responsibility.

If you arrive for work in a manner that does not comply with this policy, your manager will advise you that you are not dressed or groomed appropriately to perform your duties. As a result you may be sent home to change with any resulting lost time being unpaid. Any deliberate or persistent breaches of this policy may result in disciplinary action being taken against you. If you are in any doubt whether any aspect of your appearance or attire is appropriate for your job role you should contact management.

14 GENERAL TERMS

14.1 CHANGES IN PERSONAL DETAILS

You must notify the Employer of any changes in your personal details including but not limited to your name, address, telephone number, emergency contact so that we can maintain accurate records.

14.2 SECONDARY EMPLOYMENT

You are expected to devote the whole of your time and attention during working hours to our business. If you propose taking up additional employment with an Employer or pursuing separate business interests or any similar venture, you must discuss the proposal with your manager in order to establish the likely impact of these activities on both yourself and the Employer. You will be asked to give full details of the proposal and consideration will be given to:

- working hours
- competition, reputation and credibility
- conflict of interest and
- health, safety and welfare.

You will be notified in writing of the Employer's decision. The Employer may refuse to consent to your request. If you work without consent this could result in the termination of your employment. If you already have any other employment or are considering any additional employment, you must notify the Employer so that we can discuss any implications arising from such employment, i.e. working time, health and safety issues or conflicts of interest.

You may not under any circumstances, whether directly or indirectly, undertake any other duties of whatever kind during your hours of work with the Employer or whilst on Employer premises. Unless approved by the Employer, you may not under any circumstances perform services similar to what are performed for the Employer at your residence or at any other site in exchange for compensation.

14.3 BANKING AND EXPENSES

We will reimburse you for any reasonable expenses incurred where these are authorised by management. You must provide receipts for any expenditure.

14.4 EMPLOYEE'S PROPERTY AND LOST PROPERTY

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

15 TRAVEL ALLOWANCE POLICY

As employees may be required to travel between sites and there may be lengthy travel involved to fulfil your duties, employees who travel will be eligible to apply for reimbursement for their travel expenses. Employees who generally work from home and who are required to travel to a particular work location may also apply for a reimbursement of their travel expenses as well.

To apply for a reimbursement, employees will be required to fill out a reimbursement form after their travel and submit the form with evidence that they have received approval to travel from your manager.

16 MOBILE PHONE ALLOWANCE

You may be required to use your personal mobile phone for work purposes. Conditional upon you maintaining a mobile phone capable of making and receiving calls, emails and text messages, you are entitled to receive a mobile phone allowance in addition to your remuneration, payable in pro rata instalments. You will not be entitled to any further payments in respect of work-related use of your mobile phone. This allowance will not be payable where you take leave without pay, or for any period in which you do not have a suitable mobile phone available for work-related use.

Eligibility for a mobile phone allowance will be assessed on a case-by-case basis. If you are eligible you will receive an allowance up to \$50.00. You will not be required to provide evidence of the expenses.

17 WORKING FROM HOME

17.1 INTRODUCTION

When workers carry out work at their residential premises (home) for the Organisation, the home is considered to be a workplace and the Organisation recognises that it has health and safety duties in respect of this. As a worker you are still subject to the same working standards that are applied to the Company's offices regarding confidentiality, access to Company documents, absence notification, etc.

The Organisation must approve all work undertaken at home. The Organisation will only allow for work to be undertaken at home if the hazards associated with the work are identified, assessed and controlled. As such, when approving work to be carried out at home, the Organisation will specify the following:

- the tasks to be performed;
- the hours of work;
- the specific location within the home where work will be carried out; and
- the furniture and equipment required to carry out the work.

Based on the above information, risks associated with working at home will be addressed via a risk management approach.

17.2 IDENTIFYING HAZARDS ASSOCIATED WITH WORKING AT HOME

When working at home, hazards can be identified by:

- completing the **Working from Home Checklist**;
- completing the **Ergonomic Checklist**;
- reviewing the tasks associated with working from home;
- observing how workers perform their tasks;
- consulting with relevant workers.

When identifying hazards associated with working at home, the Organisation will consider whether the following hazards are present.

i) **Office Safety**

There are a variety of hazards that may arise in an office environment which may also be present when working at home.

ii) Drugs and alcohol

The misuse of drugs or alcohol by workers can affect their health and safety, as well as that of others.

iii) Remote/isolated Work

When working at home, the worker may be working in a remote or isolated environment.

Remote/isolated workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote/isolated workers may not have the same access to support and emergency services.

iv) Manual Handling

Manual handling describes any work or task involving an action to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object.

Some manual handling tasks are hazardous and may cause musculoskeletal disorders. Manual handling injuries are the most common type of workplace injuries across Australia and may occur when working at home.

v) Plant and equipment

Plant is any machinery, equipment, appliance, implement or tool and any component or fitting used within the workplace. Ensure electrical equipment is used only for its intended purpose and in a safe manner.

Plant hazards generally arise from the plant itself (eg moving parts, electricity), and how or where the plant is used (eg cramped space, indoor/outdoor). Plant and equipment used when working at home must meet the same safety standards as those used in the regular place of work. Operators must be competent; the equipment must be used in the way it was intended and must be maintained according to manufacturer's recommendations.

17.3 ASSESSING HAZARDS ASSOCIATED WITH WORKING AT HOME

As part of the risk management approach, the Organisation has an obligation to ensure that any hazards which pose a risk of injury to workers when working at home, are assessed to determine the seriousness of these hazards.

17.4 SAFETY, DAMAGE AND FAULTS IN EQUIPMENT

You are responsible for the health and safety of any visitors, children or family members who may meet any property or equipment supplied by the Employer for home working. If there are any faults in the Employer's equipment, the equipment should not be used at any time until it has been inspected and any necessary repairs have been carried out by the appropriate specialists. You are responsible for ensuring that any damage to equipment is reported promptly to the Employer.

17.5 CONTROLLING HAZARDS ASSOCIATED WITH WORKING AT HOME

The Organisation will ensure, as far as reasonably practicable, that the risks associated with working at home are controlled. The process of controlling such risks will be determined in consultation with the workers who are required to work at home.

Control measures can be identified by referring to the following policies detailed within the Work Health and Safety Manual:

- Office Safety Policy
- Drugs and Alcohol Policy
- Remote/isolated Work Policy
- Manual Handling Policy, and
- Plant and Equipment Policy

17.6 FIRST AID

Workers that are working from home, should ensure they have access to first aid and have an appropriately stocked first aid kit. Details of any workplace injury or illness are to be recorded on the **Register of Injuries** and the worker's manager is to be notified as soon as reasonably practicable. At the earliest opportunity an incident report should be completed and submitted to your manager.

17.7 CONSULTATION

The Organisation is committed to providing all workers with the opportunity to express their views and contribute to the resolution of health and safety issues that affect them.

As such the Organisation will consider the use of email, web-based communication platforms (eg PureCloud, Workplace, etc.) and phone calls as a suitable medium for consulting with workers who are working from home.

17.8 EMERGENCY PROCEDURES

The Organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers, including workers who are working at home. The emergency plans detailed in the Emergency Procedures Policy apply to those workers who are working at home. In all situations, workers must act in accordance with the relevant emergency procedures and ensure their own safety at all times.

Where working at home and affected by an emergency, an **Incident and Hazard Report** form is to be completed and the worker's manager is to be notified as soon as reasonably practicable.

17.9 WORKPLACE INSPECTIONS

The Organisation may conduct inspections as part of the ongoing management of hazards in the workplace.

When the home is first used as a workplace, and on request by their manager, the worker will undertake an inspection using the **Working from Home Checklist** and the **Ergonomic/Workstation Checklist**. Future Inspections will continue to be undertaken by the worker where required by their manager. Completed checklists are to be provided to the Organisation.

17.10 PROVISION OF COMPANY EQUIPMENT

The Employer will identify what equipment you need to work from home. This could include equipment such items as a laptop, PC, printer, mobile telephone, internet connection and/or telephone line.

If equipment is supplied by the Employer, the Employer will pay for the installation and maintenance necessary for you to work at home, and pay all expenses incurred in relation to its use including costs for consumables such as paper, cartridges and toner and ongoing costs for telephone and internet usage subject to receipts, itemised bills, and other evidence that the Employer reasonably requires which you incur in the proper performance of your duties.

All property which is provided to you for the purposes of home-working must be returned immediately to the Employer upon request and, in any event, immediately following the termination of your employment.

On the termination of your employment or upon the Employer's request, you must return all Employer property and equipment which is in your possession or for which you have responsibility. Failure to return such items within seven days will result in the cost of the items being deducted from any pay due to you.

You are responsible for any damage to equipment or property which the Employer provides for work purposes which goes beyond ordinary wear and tear and to any damage to your home which may result from the installation or removal of Employer equipment or property.

Where any damage to Employer property or equipment is as a result of your negligence or lack of care due to your voluntary and private use of the Company property (whether approved use or not), the Employer reserves the right to insist on you paying for the cost of repair or make a deduction for the cost of the damage to the Company property. This is a lawful deduction allowed under the Fair Work Regulations 2009.

17.11 CONFIDENTIALITY

All Company business information is regarded as confidential; this includes customer and staff information. Therefore, you must take steps to protect Company records at all times against loss, unauthorised access, alteration or destruction.

You are required to take special care to secure all records and to prevent unauthorised disclosure of any Company or other business information. Customer or customer contact information is particularly sensitive as customers have a legal right to expect personal information held about them to be held in utmost confidence. On behalf of the Company it is your legal obligation to ensure these rights are protected.

Precautions must be taken to ensure third parties, including members of your family, visitors or other persons visiting or residing in your home do not become aware of any information which is confidential. Information must not be left unattended when you are working and when materials are not in use they should be locked away in a secure place. Similar precautions must be taken when transporting documents in the course of your work.

You must take responsibility for destroying safely any paperwork containing confidential Employer business that is no longer required. Where necessary, papers can be brought to the Employer's offices for confidential shredding.

If you have any reason to believe that Company information is lost, altered or has been accessed by any unauthorised person, you must report this to your manager without delay.

Use of any computer equipment owned by the Company, its software, etc. is limited to yourself alone and to business applications only. Peripheral equipment such as printer and modem may not be connected to any of the Company's computers other than those issued to you by the Company. Information personal to you should not be stored on the computer.

17.12 CONTACT AND COMMUNICATION

Managers will agree with home workers, the measures that will ensure regularity of one to one supervision and other communication from the Employer.

All home working staff will be required to attend team meetings and other events as specified from time to time by the Employer.

They will also maintain regular contact with their administration support staff, and their correspondence will be sent to them on a regular basis, by post or electronically.

In the event of sickness, home workers must contact their line manager as soon as possible on the first day of sickness and comply with all aspects of the Employer's sickness reporting procedures as outlined in the Worker Handbook unless otherwise directed by your Manager.

17.13 MANAGEMENT

Management of the home worker, other than where detailed in the provisions of this policy, will not differ from the management of the Employer's office-based staff.

Managers will involve their teams in devising the most appropriate methods of maintaining team cohesion and collaboration among the home and office-based staff, paying particular attention to the working relationship between the home worker and their administrative support if applicable.

17.14 ACCESS TO YOUR HOME

The Company's representatives have the right, on request, to visit and gain access to that area of your home you use for your workplace in order to:

- review, inspect or remove any of our property, documents, records or other information relating to our business and your work for us
- to conduct an audit of health and safety provisions

17.15 HOME DETAILS

Your Manager must be informed immediately of any actual or potential changes to:

- your address
- occupancy of the property by yourself and/or others
- telephone communications with the property, and
- any other changes relevant to the use of your home as your work base

18 WHISTLE-BLOWERS

If you believe that the Employer or any of its officers or employees is involved in any form of wrongdoing such as:

- committing a criminal offence
- failing to comply with a legal obligation
- endangering the health and safety of an individual
- environmental damage or
- concealing any information relating to the above,

you should, in the first instance, report your concerns to management who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, eg the police, the Environment Protection Agency or the health and safety regulator.

You will not suffer any detriment as a result of any genuine attempt to bring to light matters of concern. However, if this procedure has not been invoked in good faith (eg for malicious reasons or in pursuit of a personal grudge), then you may be subject to disciplinary action up to and including termination.

19 CAPABILITY

We recognise that during your employment with us you may find yourself less capable of conducting your duties. This might commonly be because either the job changes over a period of time and you fail to keep pace with the changes, or you change (perhaps because of health reasons) and you can no longer cope with the work. We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly.

19.1 JOB CHANGES/GENERAL CAPABILITY ISSUES

If we have general concerns about your ability to perform your job or if the nature of your job changes, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate, you will be warned in writing that a failure to improve and to maintain the performance required could lead to your termination. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on the Employer to its detriment, you will be dismissed with the appropriate notice.

19.2 PERSONAL CIRCUMSTANCE/HEALTH ISSUES

Personal circumstances may arise which do not prevent you from attending work but which prevent you from carrying out your normal duties (eg a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice.

Under normal circumstances, this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances which prevent you from attending work, either for a prolonged period or for frequent short absences. Under these circumstances, we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role.

20 DISCIPLINARY

20.1 INTRODUCTION

This policy sets standards of performance and behaviour expected by the Employer, together with the procedure to be followed in the event of disciplinary issues. The policy aims to help promote fairness and order in the treatment of individuals. It is the Employer's aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case.

The following rules and procedures should ensure that:

- the correct procedure is used when requiring you to attend a disciplinary hearing
- you are fully aware of the standards of performance, action and behaviour required of you
- disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner
- you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case
- at all disciplinary hearings, rather than investigatory meetings, you have the right to be accompanied by a support person at all stages of the formal disciplinary process
- you will not normally be dismissed for a first breach of discipline, except in the case of serious misconduct and
- if you are disciplined, you will receive an explanation of the penalty imposed.

On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This should not be regarded as disciplinary action or a penalty of any kind.

20.2 DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and serious misconduct shown in this policy, a breach of other specific conditions, procedures and practices set out elsewhere in this Employee Handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

20.3 RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

- failure to abide by the Employer's health and safety policies and procedures and your general health and safety responsibilities
- actions which could threaten the health and safety of yourself, your colleagues or others
- persistent absenteeism and/or lateness
- unsatisfactory standards or output of work
- rudeness towards customers/clients, members of the public or your colleagues, objectionable or insulting behaviour, harassment, bullying or bad language
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours
- unauthorised use of email, internet and/or social media
- failure to carry out all reasonable instructions or follow our rules and procedures
- if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction
- loss of driving licence where driving on public roads forms an essential part of the duties of the role
- unauthorised use or negligent damage or loss of our property and
- failure to report immediately any damage to property or premises caused by you.

This list is not exhaustive.

20.4 SERIOUS MISCONDUCT

Occurrences of serious misconduct are significant because the penalty may be termination without notice, even without any previous warning being issued. It is not possible to provide an exhaustive list of examples of serious misconduct. However, any behaviour or negligence resulting in a fundamental breach of your contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute serious misconduct. Examples of offences that will normally be considered to be serious misconduct include serious instances of:

- theft or fraud
- physical violence or bullying

- deliberate damage to property
- deliberate acts of unlawful discrimination or harassment
- abuse to the animals
- possession, or being under the influence, of illegal drugs at work and
- breach of the Employer's health and safety policies and procedures and your general health and safety responsibilities or any actions that endangers the lives of, or may cause serious injury to, employees or any other person.

20.5 DISCIPLINARY PROCEDURE

Disciplinary action taken against you may be based on the following procedure:

Offence	1st occasion	2nd occasion	3rd occasion	4th occasion
Unsatisfactory conduct	Formal verbal warning	Written warning	Final written warning	Termination
Misconduct	Final written warning	Termination		
Serious misconduct	Termination			

We retain discretion in respect of the disciplinary procedures to take account of your length of service and the severity of the misconduct to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before termination, but you will retain the right to a disciplinary hearing. If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or termination, and full details will be given to you.

There may be occasions where the performance or conduct of an employee is serious enough to by-pass one of the above steps and move immediately to a first and final written warning but not a summary termination. This option might be used in circumstances where the Employer's policy is breached but it is not so serious as to warrant instant termination. In all cases, warnings will be issued for misconduct, irrespective of the precise matters concerned and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to termination if the warnings do not change behaviour.

20.6 GENERAL NOTES

If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate of pay may be considered as an alternative to termination, except in cases of serious misconduct. Serious misconduct offences will result in termination without notice.

21 GRIEVANCE

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which to raise such a grievance and, where appropriate, have it resolved.

Nothing in this procedure is intended to prevent you from informally raising with your manager any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

If you feel aggrieved at any matter relating to your work (except harassment, for which there is a separate procedure), you should first raise the matter with your manager, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting.

22 PRIVACY

While the operation of the Privacy Act does not apply to the Employer in regards to any acts which directly relate to:

- the employment relationship between the Employer and the individual and
- an employee record held by the Employer,

the Employer treats the handling of your personal information very seriously. Accordingly, the purpose of this policy is to ensure the protection of your privacy in relation to the handling of your personal information.

22.1 COLLECTION OF PERSONAL INFORMATION

Personal information may be collected during the recruiting process and throughout your employment with the Employer. This personal information may be disclosed to other areas within the business for administrative purposes and for the progression of your application. All confidential information will be used for legitimate purposes in accordance with relevant legislation.

Personal information includes information relating to:

- the engagement, training, disciplining or resignation of the employee
- termination of the employment of the employee
- terms and conditions of employment of the employee
- employee's personal and emergency contact details
- employee's performance or conduct
- employee's hours of employment
- employee's salary or wages
- employee's membership of a professional or trade association
- employee's trade union membership
- employee's recreation, long service, sick, personal, maternity, paternity or other leave and
- employee's taxation, banking or superannuation affairs.

All reasonable attempts will be made to keep this information relevant, complete and current. You must ensure that any personal information provided is accurate and current.

22.2 YOUR RESPONSIBILITIES

In light of the above objective, every employee is responsible for the appropriate handling of such information and to prevent unlawful disclosure.

If you have access to this information or any such personal information belonging to another employee or a client of the Employer, you must ensure that you maintain the confidence of any confidential information that you have access to, or become aware of, during the course of your employment and will prevent its unauthorised disclosure or use by any other person.

You will not use the confidential information for any purpose other than for the relevant and related Employer processes during or after your employment. Any action in breach of this policy may result in disciplinary action being taken.

23 EQUAL OPPORTUNITIES AND ANTI-DISCRIMINATION

23.1 STATEMENT OF POLICY

We recognise that discrimination is unacceptable and, although equality of opportunity has been a long standing feature of our practices and procedure, we have made the decision to adopt a formal equal opportunities policy.

Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

The aim of the policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

The policy will be communicated to all private contractors reminding them of their responsibilities in respect of equality of opportunity.

We will maintain a neutral workplace in which no employee or other worker feels under threat or intimidated.

23.2 RECRUITMENT AND SELECTION

The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or subconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

Selection decisions will not be influenced by any perceived prejudices of other staff. All promotions will be in line with this policy.

24 MOTOR VEHICLES

24.1 GENERAL REQUIREMENTS

You may be required to use a motor vehicle to enable you to efficiently perform your duties.

Where travelling in the course of duties, the motor vehicle is considered to be a workplace and the Employer recognises it has health and safety obligations in respect of this.

You must at all times comply with the Motor Vehicles policy in this Handbook.

24.2 EMPLOYEE RESPONSIBILITIES

You are responsible for ensuring you comply with any Employer policies and procedures relating to motor vehicles and their use. In particular you must:

- possess a current driving licence and management's authority to drive during the performance of your duties
- produce your driving licence for scrutiny by management at any time as requested and
- inform the Employer immediately if you are disqualified from driving.

When operating a motor vehicle in the performance of your duties, you must observe and obey the relevant road laws in the state or territory in which you are driving. In particular, you must:

- adhere to the appropriate speed limit at all times
- wear the restraints provided at all times when travelling in the motor vehicle
- ensure that you are not affected by alcohol and/or drugs at the time of driving
- report any defects or issues with the motor vehicle to the Employer as soon as reasonably practical
- ensure that the motor vehicle is maintained in safe working order
- ensure that only authorised passengers are transported and are kept safe while doing so and
- ensure that authorised passengers use the restraints provided.

24.3 USING A PRIVATE VEHICLE FOR EMPLOYER PURPOSES

When using your own vehicle in the performance of your duties, you are responsible for ensuring the vehicle is roadworthy and in a presentable condition. You will be responsible to register, insure and service any private motor vehicles used in the performance of your duties.

You must ensure that whilst driving your motor vehicle to perform your duties, it is clean, free of rubbish and personal items at all times, and in a safe and good working order.

You are responsible for washing the motor vehicle, and for ensuring that appropriate levels of oil, water and tyre pressure are maintained.

24.4 USE OF MOBILE PHONE WHILE OPERATING A MOTOR VEHICLE

You must operate mobile phones in compliance with all road rules and in particular ensure:

- you do not use a mobile phone whilst driving unless via an approved hands free or cradle device
- you limit your usage whilst using an approved device to short conversations only
- you do not use SMS, video and/or email whilst driving and
- you do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if you are just passing it to a passenger).

24.5 FIXTURES, FITTINGS AND MODIFICATIONS

No fixtures such as aerials, roof racks, towing apparatus, or stickers may be attached to any Employer vehicles without prior written permission.

No change or alterations may be made to the manufacturer's mechanical or structural specification of the vehicle.

24.6 CLEANING AND MAINTENANCE

When you drive one of the Employer's vehicles, it is your responsibility to ensure that it is kept clean and tidy and free from rubbish and personal items at all times and that it is returned to the Employer in that condition after use. Smoking in Employer vehicles is not permitted.

Any maintenance or repair work, or replacement of parts, including tyres, must be approved in advance by the Employer, and reimbursement will only be made against production of an authorisation. When requested by the Employer you must ensure servicing is carried out. Full details of the work required and the cost involved must be given.

Before you use one of the Employer's vehicles, and on its return, you are responsible for ensuring that the oil and water levels, battery and brake fluid and tyre pressures are maintained and that the tread of all tyres conforms to the minimum legal requirements.

The Employer reserves the right to request to deduct the cost of the valet from your pay where you fail to adequately clean the vehicle.

24.7 FINES

We will not be held responsible for any fines (eg parking, speeding, tolls etc) incurred by you whilst working for the Employer.

24.8 FUEL

Unless contrary arrangements exist in writing, we will only reimburse you for fuel and oil used on Employer business. Claims must be submitted on a report sheet, signed by you and accompanied by receipts. All receipts should be itemised, and a deduction shown for that part of the fuel attributable to private use. You must ensure that you adhere to all business requirements for fuel related purchases which may include, but is not limited to, specific locations for purchases, type of products that can be purchased and spend limits on purchases.

24.9 ACCIDENT PROCEDURE

If you are involved in an accident you must follow the Emergency Procedures policy and notify management as soon as possible in accordance with the Reporting Injury or Incidents Policy.

24.10 LOSS

In the case of theft of one of the Employer's vehicles, the police and the Employer must be informed immediately. Full details of the contents of the vehicle must also be given. If any contents are stolen from the vehicle, the police and the Employer should be notified immediately.

Please note that only Employer property is insured by the Employer and you should make your own arrangements to cover your personal effects.

You must always secure the vehicle and its contents, and turn on any alarm system that is fitted to the vehicle. The contents should be stored out of sight, preferably in the boot or rear. If a vehicle is stolen, we are required to prove to the insurance company that there has been no negligence and, therefore, we must hold you responsible in the event of such negligence.

24.11 PERMITTED USE

Subject to the restrictions already stipulated, Employer vehicles may only be used for authorised business, unless previous arrangements for private domestic or social use have been agreed in advance. They may not be used for the carriage of passengers for hire or reward, nor may they be used for any type of motoring sport, including racing, rallying or pace making, whether on the public road or on private land.

On periods of leave, you may be required to return the Employer vehicle to the Employer, unless otherwise agreed with management.

24.12 PERSONAL LIABILITY

In the event of an at fault accident whilst driving one of the Employer's vehicles or where any damage to an Employer vehicle is due to your negligence or lack of care, the Employer reserves the right to insist on you rectifying the damage at your own expense or paying the excess part of any claim.

Repeated instances may result in disciplinary action/and or the use of Employer vehicles being withdrawn.

25 WORKPLACE IN GENERAL

25.1 INTRODUCTION

Along with the specific guidelines and procedures outlined throughout this Handbook, there are some simple day to day measures that can be adopted by management and employees alike to reduce the risks to health and safety in the workplace.

25.2 GENERAL

Management and employees alike must ensure:

- no plant, equipment or safety device (including PPE) is altered or removed from the workplace without express management authority
- all safety signs, policies and procedures are complied with in full
- illegal drugs are not brought into, or used, in the workplace and
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace.

You must ensure that you wear and use any personal protective equipment and clothing issued for your protection at all appropriate times.

25.3 HOUSEKEEPING

Failure to ensure that the workplace is kept neat and tidy may create unnecessary hazards.

Management and employees alike are responsible for maintaining a neat and tidy workplace. This involves:

- ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed
- ensuring aisles and work areas are clear and free from obstruction at all times so as not to cause additional hazards including slip, trip, or fall hazards
- placing rubbish in the bins provided and
- ensuring all work, communal areas and facilities are kept clean and tidy at all times.

25.4 HYGIENE

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not enter the workplace without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

25.5 FITNESS FOR WORK

If you arrive for work and, in the Employer's opinion, you are not fit to work, the Employer reserves the right to exercise its duty of care, particularly where the Employer believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. We may send you away for the remainder of the day with or without pay and, dependent on the circumstances, if you are an employee you may be liable to disciplinary action.

You may be required to provide a certificate from your treating doctor stating your fitness for duties before being permitted to return to work.

When responding and actioning issues related to fitness for work, all persons must be sensitive to an individual's right to confidentiality, privacy and dignity.

26 MENTAL HEALTH AND WELLBEING

26.1 INTRODUCTION

Your health and wellbeing are important to the Employer. It is the goal of the Employer to build and maintain a workplace environment and culture that supports healthy lifestyle choices, increases worker knowledge and awareness of health and wellbeing issues and facilitates worker participation in initiatives that support health and wellbeing.

Mental health, as well as physical health, is vital for overall health and wellbeing. As such, we encourage all to take responsibility for your own mental health and wellbeing. The objective is to promote social and emotional wellbeing through workplace practices and policies and increase worker knowledge and awareness around key health topics.

26.2 ORGANISATIONAL RESPONSIBILITIES

The organisation will:

- consider the wellbeing of the workers and build and maintain a workplace environment and culture that supports healthy lifestyle choices
- increase worker knowledge and awareness of health and wellbeing issues and healthy lifestyle behaviours and
- facilitate worker participation in initiatives that support health and wellbeing.

26.3 MANAGEMENT RESPONSIBILITIES

Managers will:

- ensure all workers are made aware of any initiatives the business introduces and
- actively support, contribute, manage and review the implementation of initiatives introduced.

26.4 WORKERS RESPONSIBILITIES

You are encouraged to:

- consider their health and wellbeing while completing work-related duties and at any time while representing the organisation
- support fellow workers in their awareness of initiatives introduced by the organisation and
- support and contribute to providing a safe, healthy and supportive environment for all workers.

27 BULLYING AND HARASSMENT

27.1 INTRODUCTION

The Employer is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect workers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

27.2 HARASSMENT

The intention of these procedures are to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching and
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

27.3 BULLYING

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours and
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

27.4 REASONABLE MANAGEMENT ACTION TAKEN IN A REASONABLE WAY

It is reasonable for managers and supervisors to allocate work and to give fair and reasonable feedback on a worker's performance. These actions are not considered to be workplace bullying or harassment if they are carried out lawfully and in a reasonable manner, taking the particular circumstances into account.

Examples of reasonable management action can include but are not limited to:

- setting reasonable performance goals, standards and deadlines
- rostering and allocating working hours where the requirements are reasonable
- transferring a worker for operational reasons
- deciding not to select a worker for promotion where a reasonable process is followed
- informing a worker of their unsatisfactory work performance
- meeting with a worker to discuss performance and/or conduct
- informing a worker of their unreasonable or inappropriate behaviour in an objective and confidential way
- implementing organisational changes or restructuring and
- taking disciplinary action including suspension or termination of employment.

27.5 BULLYING AND HARASSMENT COMPLAINT PROCEDURES

i) Informal complaint

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii) Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred
- the names of any witnesses and
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

27.6 GENERAL NOTES

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

28 DRUGS AND ALCOHOL

28.1 ILLICIT DRUGS AND ALCOHOL

The use of drugs or alcohol jeopardises a safe workplace. The Employer recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

The Employer has a zero tolerance approach towards the presence of illicit drugs within the workplace. This includes the discovery of an employee with possession of an illicit substance, and any testing which results in a non-negative reading of a substance within an employee's system above the detectable limit while at work.

Employees are not permitted to work while under the influence of alcohol and must conduct themselves responsibly at all times. For the purposes of this policy and due to the nature of your work, if at any time you are required to operate vehicles, heavy or otherwise, machinery or other high risk work, in particular when dealing with animals, the blood alcohol content limit is zero (0.00%).

Alcohol may be consumed at some Employer events. Where this is the case, the Employer encourages responsible alcohol consumption and at no time should you be drunk or behave in a manner which is inappropriate.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination.

28.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION

Employees who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

28.3 SCREENING

The Employer may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Employer reserves the right to carry out random testing across all levels of employees.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Employer. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment
- return a positive result following testing
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening or
- are in possession of illegal drugs for supply or consumption in the workplace.

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate.

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Employer.

If you return a positive result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

28.4 NO SMOKING POLICY

Smoking on the premises is not permitted. You are only permitted to smoke outside (not directly outside the building premises) and during your breaks.

If working on alternative sites, you must adhere to all relevant client site-specific policies and procedures regarding smoking.

29 TERMINATION OF EMPLOYMENT

29.1 RESIGNATIONS

All resignations must be provided in writing, stating the reason for resigning your post.

29.2 TERMINATING YOUR EMPLOYMENT WITHOUT NOTICE

If you terminate your employment without giving or working the required period of notice, as indicated in your contract of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you.

29.3 RETURN OF EMPLOYER PROPERTY

On the termination of your employment, you must return all Employer property which is in your possession or for which you have responsibility. Failure to return such items within seven days will result in the cost of the items being deducted from any monies outstanding to you.

All Employer property should be returned to management.

29.4 GARDEN LEAVE

If either you or the Employer serves notice on the other to terminate your employment, the Employer may require you to take "garden leave" for all or part of the remaining period of your employment.

During any period of garden leave you will continue to receive your full salary and any other contractual benefits.

30 ACKNOWLEDGEMENT FORM

I _____ (please print name) acknowledge that I received a copy of this Sydney Dogs and Cats Home Employee Handbook and that I have read and understood it.

Signed:

Dated: