

[Company Name]

[Insert Company Web Address]

[Insert Company Logo]

Employee
Handbook

**Table of Contents**

About Us 4

Our Future 5

Mission Statement 5

Management Goals 5

Application 6

Code of Conduct 7

Alcohol & Other Drugs Policy 10

Attendance and Absenteeism Policy 13

Counselling and Discipline Policy 14

COVID-19 Policy 15

Dress Policy 19

Discrimination, Bullying, Harassment & Violence Policy 21

Grievance Policy 27

Information Communication & Technology (ICT) Usage Policy 32

Leave Policy 35

Pay Policy 47

Probation Policy 48

Psychological Health & Wellbeing at Work Policy 49

Quality Policy 54

Recruitment & Selection Policy 56

Rehabilitation & Return to Work Policy 60

Social Media Policy 63

Staff Discount Policy 65

Theft Policy 66

Use of a Company Vehicle Policy 66

WHS General Policy 67

Working from Home Policy 72

# **About Us**

[Delete After Reading: Adapt ‘About Us’ to suit your Company]

Welcome to [Company Name], we look forward to you working with us to delight our clients!

This Handbook is designed to answer any questions you may have about your role and importantly, to also outline our expectations.

At [Company Name], we believe that each employee contributes directly to our growth and continuing success. We hope you will take pride in being a member of our team.

This Handbook describes our expectations while also outlining the policies, procedures and benefits available to employees. Please take the time to become familiar with the content of this Handbook for it will answer many questions about [Company Name].

We believe that professional relationships work best when all employees are aware of the culture and values of our organisation. This Handbook will help you better understand our vision for the future of our business and the challenges that may lie ahead.

We hope that your experience here will be enjoyable, challenging and rewarding.

If you have any difficulties or suggestions that we can do things a little differently for the better of everyone, please share your thoughts with [Insert as appropriate].

For any team to achieve optimum success, all members of the team need to contribute positively. You are an integral part of the makeup of the [Company Name] team as are your fellow workers. Showing respect and support to fellow workers are two important ingredients to having a successful team.

This Handbook should be kept in a safe place and referred to when required.

It is very important that you understand all the items in this Handbook, if you don’t understand anything, please ask questions first, ensuring you do understand everything clearly you complete the Acknowledgement section at the end.

Of course, no Employee Handbook can anticipate every circumstance or question about every policy. As [Company Name] continues to grow or change direction, the need may arise and [Company Name] reserves the right to revise, supplement or rescind any policies or position of the Handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the Handbook as they occur.

Once again, welcome 😊.

[Insert Position (e.g. CEO/Director/Owner)]

# **Our Future**

[Delete After Reading: Adapt ‘Our Future’ to suit your Company]

Our past and future success rests in our ability to focus on:

* Human resources issues such as staff strengths and development of skills/experience.
* Customer needs and wants.
* Adapting to marketplace changes.
* Maintaining a friendly, amicable, and safe work environment.
* Continuing to improve our business plan.
* Developing new markets and improving existing markets.

# **Mission Statement**

[Delete After Reading: Adapt ‘Mission Statement’ to suit your Company]

[Company Name] are committed to being leaders and innovators in the insert as appropriate and associated fields.

We will continually strive to be the best in what we do and never tire of our commitment to provide our customers with service beyond their expectations.

# **Management Goals**

[Delete After Reading: Adapt ‘Management Goals’ to suit your Company]

* To have every team member understand their job roles and perform duties so as to achieve a high quality and quantity of work
* Make a significant contribution to the direction, wellbeing, profit, and image of the company
* Continue to increase sales
* Maintain our team motivation to enhance customer service
* Be recognised by our customers, competitors, peers, and suppliers for:
	+ A high quality of service
	+ A team of people totally committed to customer satisfaction
	+ Fast delivery of our service with minimal mistakes
	+ Our unswerving desire to be the best and stay the best
* Ensure that team members have career pathways to follow and achieve their individual goals in relation to work
* We are committed to on-going training of our team members to enable [Company Name] to remain market leaders and innovators
* Reducing the number of debtors that pay outside credit terms
* Maintain an edge over our competitors

# **Application**

The policies and information contained herein, apply to all employees of [Company Name] regardless of whether they are permanent full-time, permanent part-time or casual employees. The policies and information applies to all employees while at any [Company Name] workplace and any other place where the employee performs work for the business.

In so far as this information imposes any obligations on the [Company Name], those obligations are not contractual and do not give rise to any contractual rights. To the extent that the policies and information describe benefits and entitlements for employees, they are discretionary in nature and are also not intended to be contractual. The terms and conditions of employment that are intended to be contractual are set out in an employee’s written employment contract.

The [Company Name] may unilaterally introduce, vary, remove, or replace the information contained within this Handbook at any time.

# **Code of Conduct**

***Overview***

The Code of Conduct (‘Code’) for [Company Name] recognises the importance of a work environment which actively promotes best practice. The purpose of this Code is to describe the standards of behaviour and conduct expected from employees and others in their dealings with customers, suppliers, clients, co-workers, management, and the general public.

[Company Name] expects all employees and others in the workplace to observe the standards set out in this Code. Compliance with this Code is expected, and non-compliance may result in disciplinary action up to and including the termination of employment or contract for services.

Where relevant, this Code operates in conjunction with other policies relating to minimum standards of behaviour and conduct, contract of employments or contract for services.

***The Code Requirements***

All employees are expected to observe the highest standards of ethics, integrity, and behaviour during the course of their employment or engagement with [Company Name]. This Code provides an overview of [Company Name]’s fundamental business values. It is by no means exhaustive but summarises some of [Company Name]’s most important policies, which are based on standards that underlie business ethics and professional integrity, standards that apply to all employees.

As representatives of [Company Name], all employees are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the employee can be perceived as representing [Company Name]:

[Delete After Reading: Adapt ‘Code Requirements’ below to suit your Company]

* Comply with all laws, policies, procedures, rules, regulations, and contracts.
* Comply with all lawful and reasonable directions from [Company Name].
* Be honest and fair in dealings with customers, clients, suppliers, co-workers, management, and the general public.
* Display the appropriate image of professionalism at the workplace. This may include wearing the required uniform, safety equipment or work clothes, and if a employee wears their own clothes, ensuring their appearance is neat and tidy.
* Treat customers, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person’s race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
* Promptly report any violations of law, ethical principles, policies, and this Code.
* Maintain punctuality. If an employee is late or cannot report for work, please telephone, and let the supervisor know as soon as possible.
* Do not use work time for private gain. If a employee is required to leave the work premises for personal reasons, they should advise their Manager well in advance.
* [Company Name] has a legitimate interest in the private activities of employees where such activities may bring disrepute upon [Company Name] in its relationships with customers, clients, suppliers, and the general public at large and may possibly call the employee’s fitness for continued employment or to provide services into question.
* Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.
* Observe health and safety policies and obligations and co-operate with all procedures and initiatives taken by [Company Name] in the interests of work health and safety.
* Be truthful in all dealings with persons encountered at the workplace. Employees must not make false or misleading declarations during the performance of their duties or when providing services on behalf of [Company Name]. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. This includes failure to comply with reporting requirements and falsifying records and other documents.
* Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
* Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of [Company Name].
* Employees must not abuse the advantages of their position for private purposes or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise or be seen to compromise their integrity or [Company Name]’s reputation.
* Respect [Company Name]’s ownership of all of its property including but not limited to funds, equipment, supplies, books, records and confidential information (however described).
* Maintain during their employment or engagement with [Company Name] and after the termination of employment or engagement, the confidentiality of any confidential information, records or other materials acquired during the employment or engagement with [Company Name].
* Think! Be creative and innovative. At [Company Name], we are willing to listen to any suggestion or ideas that you have that will increase workflow or production of our products and services.
* Do not be afraid to admit a mistake. If you have made a mistake, realise why it has happened and learn from the experience to limit the chance of it re-occurring.
* While employed at [Company Name], not accept any employment with another organisation that is a supplier or competitor of [Company Name], or any other employment that is in conflict with your position at [Company Name].
* Do not make any unauthorised statements to the media about [Company Name]’s business (requests for media statements should be referred to the [Insert Position (e.g. CEO/Director/Owner)]).
* Do not fight in the workplace.
* Act with responsibility towards those around you.
* Do not talk behind someone’s back. If you work for [Company Name], we expect your loyalty and best effort.
* Accept people as they are and not as you would prefer them to be – this includes both customers and fellow workers.
* Maintain a friendly and pleasant attitude whilst at work. Unfriendly or unhealthy attitudes to our customers and your fellow workers will not be tolerated.
* If in doubt about prices or policies, ask for assistance – *Do not make them up or guess.*
* In case of trouble of any kind always call for assistance.
* You must avoid entering into arguments with customers and staff members.
* When sick, it is necessary to contact your supervisor/manager prior to the commencement of work hours. A doctor’s certificate may be required as per the award.
* Do not use inappropriate language in the workplace.
1. Never report for work in circumstances where there is a risk that you could be affected by or ‘under the influence’ of illicit drugs or alcohol (e.g., if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If an employee is taking prescription medication, they must inform their manager at the commencement of their working day. Employees may be required to produce medical evidence to confirm their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others.
2. **Pays/remuneration/benefits** **are not to be discussed with other staff.**
3. Personal phone calls during work hours (excluding breaks) are restricted.
4. Do not smoke during working hours unless it is during prescribed breaks and within designated areas.
5. Use of toilets should be on break only (where possible)
6. Under no circumstance is company property to be removed from the premises without approval. This includes tools, ladders, pumps, vacuum cleaners etc., or consumables such as biros, coffee, tea, sugar, toilet paper, etc.
7. We act professionally with honesty and integrity.
8. We respect and value differences and create a safe working environment.
9. We identify and manage any conflicts of interest responsibly.
10. We respect and maintain privacy and confidentiality.
11. We comply with our legal and regulatory obligations, internal standards and policies and deal with breaches promptly and appropriately.

***Breaches of This Code***

A breach of this Code may lead to disciplinary action including, but not limited to, termination of employment or services.

***Variations***

[Company Name] reserves the right to vary, replace or terminate this Code from time to time.

***Policy and Further Information***

To the extent that the contents of the Code refer to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions, or representations on which a staff member may rely.

Management is available to assist with any queries you have relating to the Code which is detailed above.

# **Alcohol & Other Drugs Policy**

[Delete After Reading: Adapt ‘Alcohol & Other Drugs Policy’ to suit your Company]

***Overview***

[Company Name] has implemented an Alcohol & Other Drugs Policy. The policy takes effect immediately. This policy outlines our commitment to providing a safe workplace and ensuring the health and safety of all workers by preventing and reducing harm associated with workers being impaired by alcohol or drugs at work.

[Company Name] is also committed to the establishment of programs and attitudes that contribute to a safe working culture. We endeavour to maintain a positive professional profile with clients, suppliers, and other members of the public.

We recognise that involvement with alcohol and drugs can have serious repercussions for employees and their performance in the workplace. Incidents involving inappropriate drug and alcohol can also impact on an individual’s friends and family as well as our [Company Name] reputation. This Policy seeks to describe both our expectations and the support available to employees.

***[Company Name] Management Responsibilities***

It is the Company’s responsibility to:

* Direct any employee reasonably suspected of being under the influence of drugs or alcohol away from the work area
* Arrange for a safe option of transport home for any worker under the influence of drugs or alcohol
* Request workers to see a medical practitioner if it is reasonably suspected that they are under the influence of drugs or alcohol
* Provide information regarding internal and external support systems available to the worker.

***Employee Responsibilities***

It is the workers to responsibility to:

* Understand and comply with this policy;
* Attend work free from the impairment of alcohol and other drugs;
* Consult with management if they believe they are impaired by alcohol or drugs whilst at work.

[Company Name] encourages all its workers to proactively discuss any prescription drugs they are taking with their doctor to determine whether use of the drug will impair their ability to operate tools, machinery or equipment or to carry out work tasks.

[Company Name] also encourages workers to consult with their [Insert Position (e.g. CEO/Director/Owner)] at an early stage, to ensure that a decision can be made as to whether the employee is capable of performing their work tasks while taking the prescribed drugs.

Managers of the Company are expected to monitor employees who report to them and to immediately discuss with the [Insert Position (e.g. CEO/Director/Owner)] any situations that may breach this Policy.

Appropriate steps must be taken to discuss concerns with the employee if there is a suggestion that an employee’s behaviour, actions, or conduct suggest that they have breached this Policy. Of course, taking care to ensure the employee’s privacy is not compromised is essential. Confidentiality and sensitivity are paramount.

In summary, it is not against a breach of this Policy for an employee to take drugs that are legally prescribed by a doctor for the purposes of treating a medical condition. However, where an employee is on prescribed medication which may impair their judgment or performance, they must notify the [Insert Position (e.g. CEO/Director/Owner)] and may be required to take sick leave or unpaid leave. This is to ensure employee safety. It is a breach of this Policy however if the employee does not communicate this with their Director and/or Human Resources. Such discussions will of course be kept confidential.

***Worker Assistance***

If an employee is concerned that they have an alcohol or drug problem that is affecting their ability to perform the requirements of their role, [Company Name] encourages employees to ask for help from the [Insert Position (e.g. CEO/Director/Owner)] at an early stage without fear of punishment. Such discussions will be kept confidential.

[Company Name] may at its own discretion, provide an employee with access to an Employee Assistance Program (“EAP”), through an [Delete after reading: e.g. Catholic Care or you many have an existing provider] appropriate EAP provider. The purpose of the EAP is, amongst other things, to assist workers who voluntarily seek help for Alcohol and/or Drug dependence problems. Participation by any employee in the EAP is always confidential.

***Alcohol & Drug Testing***

During employment or engagement, the Company may require a worker to undergo a drug and alcohol test to monitor compliance with this Policy.

This testing may be coordinated by either [Company Name] or by one of its clients (if an employee is on site with a client) and may be pre-arranged or random in nature.

If testing is carried out on a client site, this will be covered off in their on-site Induction policies and procedures. Accordingly, all employees who are taking prescription drugs and required to travel to client sites as part of their employment should always discuss prescription drugs with either the [Insert Position (e.g. CEO/Director/Owner)] prior to travelling to a client site.

***Procedure If Employee Is Thought to Be Under the Influence of Alcohol or Another Drug***

The following procedure will apply:

* The person who observes concerning behaviour (typically this will be a Supervisor or co‑worker) should contact either the [Insert Position (e.g. CEO/Director/Owner)] for advice and support. One of these will then approach the employee and may request that the employee attend a doctor medical practice for drug/alcohol testing.
* If the employee is willing to undergo a drug and alcohol test, transport will be arranged to either the employee’s doctor or a doctor selected by [Company Name].
* If the medical practitioner determines that the employee is unfit to continue working, then the employee will be sent home for the day. No payment will be made for the time lost due to being unfit for work unless it relates to legally prescribed medication and the employee has previously notified [Company Name] of their requirement to take the prescribed medication. In this circumstance, the employee may be required to take Personal (sick) leave or unpaid leave
* [Company Name] may contact QLD Police to report any drug use
* If the employee is fit to continue working, the employee will return to their job. All time lost in attending the medical practitioner will be paid
* If the employee is unwilling to submit to a test or is uncooperative, the [Insert Position (e.g. CEO/Director/Owner)] will discuss this with to the employee
* If the employee refuses to cooperate, then the normal disciplinary procedures will be commenced. The counselling and disciplinary procedure may result in disciplinary action up to and including termination of the employee’s employment contract
* All matters will be treated in the strictest confidence.

***Smoke Free Work Environment***

[Company Name] recognises and accepts its obligation to provide its employees with a healthy and safe working environment. We support the principle of a smoke-free environment for our employees, clients, suppliers, and visitors at our workplaces.

Our specific requirements are:

* Smoking is prohibited in all internal areas of our workplaces and any area which has been deemed to be hazardous or is a designated no smoking area. 'No smoking' legislative requirements may also apply to public areas accessed by our employees
* Smoking is limited to approved meal / break times

There are no exceptions to this policy and wilful disregard will be treated as a serious breach.

If you choose to smoke, this should happen only occur in the designated smoking areas outside our building, not near the main entrance. This smoking policy applies equally to all employees, customers and visitors.

***What Do I Need to Do?***

You need to review the Alcohol & Other Drugs Policy and make yourself familiar with the contents of the policy. In the event that you are required to travel, make sure you complete a written request for approval, outlining all details of the trip, by the [Insert Position (e.g. CEO/Director/Owner)].

***What Happens If I Do Not Comply with the Alcohol & Other Drugs Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name]. Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of the Alcohol & Other Drugs Policy refer to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the policy which is detailed above.

Further information may be found at:

EAP Provider – [Insert details of existing EAP provider]

QLD Health - <https://www.health.qld.gov.au/public-health/topics/atod/services>

Lifeline - <https://www.lifeline.org.au/get-help/information-and-support/substance-misuse-and-addiction/>

QLD Government QUIT HQ - <https://quithq.initiatives.qld.gov.au/quit-support/quitline/get-help-from-quitline/>

Alcoholics Anonymous - <https://aa.org.au/>

# **Attendance and Absenteeism Policy**

[Delete After Reading: Adapt ‘Attendance and Absenteeism Policy’ to suit your Company]

***Overview***

This Policy sets out what is expected of [Company Name] employees in terms of their attendance at work, and what they are required to do if they are absent from work.

***Attendance***

Regular attendance is essential to the efficient workflow and productivity of [Company Name]. An employee not attending for duty as required will not be paid for such time as they are absent from the workplace unless they are on authorised paid leave. [Company Name] may require the employee to make up any time lost due to an unauthorised non-attendance.

Depending on what part of the company you work will depend on your start and finish times.

You are required to promptly turn up at your designated starting time. Sometimes your starting/finishing time will vary due to different production schedules. We work on a “give and take” motto. Should the need arise for you to adjust your starting/finishing time, we will be happy to accommodate where possible. The same is expected when you are asked by your supervisor to change your starting/finishing/breaktime.

If you are going to be late, you must contact your Supervisor.

***Absence***

Employees must comply with any enterprise agreement or modern Award that applies to their employment and deals with attendance or absence. Employees must also comply with any requirements set out in their contract of employment, this Policy and any other [Company Name] policy concerning leave and absenteeism.

If an employee is absent for any reason, they must notify their supervisor or manager as soon as reasonably practicable, indicating the reason for the absence and extent of the anticipated absence. [Delete after reading: Insert particular requirements here e.g. text the [Insert Position (e.g. CEO/Director/Owner)] on XXXX XXX XXX no later than 7am in the morning].

During absences extending more than one day, employees must contact their supervisor regularly to keep [Company Name] updated as to the circumstances of the employee’s continuing absence. Where an employee finds that they cannot return to work as scheduled, they must notify their supervisor or manager as soon as possible. Depending on the circumstances of the absence, the leave of absence may be approved, denied, paid or unpaid.

Further, [Company Name] may require reasonable evidence (e.g. medical certificate or statutory declaration) to support the reason(s) for the absence. If such evidence is required, it must be supplied as soon as reasonably practicable. Where such evidence is required but not provided, the leave of absence will be on an unpaid basis.

***Timekeeping***

You are required by law to fill out a time and wages record. Accurately recording time worked is the responsibility of all employees. The Industrial Relations Act 1999 requires employers to keep time and wages records and give written statements of wages aid (e.g., pay slips/envelopes) to all employees.

***Disciplinary Action***

Repeated late attendance or absence from work, without a valid reason, proper notification, or a failure to provide requested evidence to support the absence will be cause for disciplinary action, which may include termination of the employee’s employment.

***Variations***

[Company Name] reserves the right to vary, replace or terminate this Policy from time to time.

***Policy and Further Information***

To the extent that the contents of this Policy refer to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions, or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the Policy which is detailed above.

# **Counselling and Discipline Policy**

[Delete After Reading: Adapt ‘Counselling and Discipline Policy’ to suit your Company]

***Overview***

This Counselling and Discipline Policy and Procedure has been developed to ensure fairness in the treatment of individuals. [Company Name] believe that all employees must have full understanding of events which could cause loss of their employment and the appropriate action will be taken.

The goal of this policy and procedure is to primarily assist the employee to re-achieve satisfactory performance.

It is not possible to list all the forms of behaviours that are considered unacceptable in the workplace, however the following are examples of infractions of rules of conduct that may result in disciplinary action up to and including termination of employment.

***Any of the Following Behaviours Will Lead to Disciplinary Action***

Breaking any rules specified in this manual such as:

* Neglect of duty
* Inefficiently and or wilfully incorrectly filling out your time and wages record, or falsifying starting/departure times
* Inefficiency or incompetence
* Insubordination and/or abuse
* Serious and wilful disobedience
* Failure to adhere to [Company Name]’s Policies and Procedures

***Actions that can lead to having to show cause why you should not be instantly dismissed***

Serious misconduct involves an employee deliberately behaving in a way that is inconsistent with continuing their employment. Examples include:

* causing serious and imminent risk to the health and safety of another person or to the reputation or profits of their employer's business
* theft, fraud, assault, or
* refusing to carry out a lawful and reasonable instruction that is part of the job.

*If an employee is suspected of any of these offences they may be stood down, pending further investigation.*

***Step 1 of Disciplinary Action – Initial Discussion***

A discussion will take place to advise the employee personally of the conduct that is of concern and establish if there are any reasons for the behaviour and whether the company can provide assistance to avoid further instances of unacceptable behaviour through training or other action. The company will give due consideration to matters raised by the employee.

***Step 2 of Disciplinary Action – First Warning Letter***

Disciplinary action will be notified by way of a warning letter. The employee’s Supervisor or Manager will issue this warning letter. The employee will be notified that this disciplinary letter will be recorded on their personal file and the continuation of such conduct could potentially lead ultimately to dismissal. The employee shall be given a specific date on which his/her conduct will be reviewed within a reasonable time frame (typically this will be 2 to 4 weeks) for the required improvement to occur.

***Step 3 of Disciplinary Action – Further Warning Letter***

A final warning will be issued. The employee will again be personally advised of the reasons for the disciplinary interview and will be given an opportunity to respond to the warning explaining their actions/behaviour. The employee may be notified that this is a final warning. This will be recorded in their personnel file. Continuation of unacceptable behaviour may lead to dismissal. Employee conduct/behaviour will again be reviewed on a specific date.

***Step 4 – Termination of Employment***

After careful investigation of all the factors the company reserves the right to terminate the employee’s employment contract as per the termination clause within their employment contract.

# **COVID-19 Policy**

[Delete After Reading: Adapt ‘COVID-19 Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a COVID-19 Policy. The policy takes effect immediately. This policy has been developed to provide information to employees about COVID-19 and how we mitigate against a possible infection as well as what steps our employees should follow if they become unwell.

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is a disease caused by a new form of coronavirus that was first reported in December 2019. COVID-19 is a respiratory illness with symptoms including fever, coughing, a sore throat, and shortness of breath. The virus is highly contagious and can spread rapidly from person to person, but good hygiene can prevent infection.

Under the model Work Health and Safety laws, [Company Name] has a duty of care for the health and safety of our employees and others at the workplace. These laws apply even if employees are required to work somewhere other than their usual workplace, for example, working from home.

Employees also have a duty to take reasonable care of their own health and safety, and to not adversely affect the health and safety of others.

This policy seeks to clarify both employee’s obligations and entitlements in relation to COVID 19 as well as to explain [Company Name] initiatives to identify and minimise risks to employees, explain procedures for managing working from home and wherever possible, implement appropriate controls while following government directions.

For the safety of employees and others in the workplace, this policy must be followed at all times.

[Company Name] sets guidelines and policies in the workplace as follows. We believe it is important to clearly communicate our expectations of all employees. It is every employee’s responsibility to act in accordance with this policy.

***What is COVID-19?***

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is a disease caused by a new form of coronavirus. It was first reported in December 2019 in Wuhan City in China. Other coronaviruses include Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). On 11 March 2020, the World Health Organization (WHO) declared COVID-19 a pandemic (an infectious disease outbreak that spreads on a global scale).

***What is [Company Name] doing to reduce the risk of infection to employees?***

[Company Name] is committed to following government directions, advice from the Federal Department of Health, state government departments and Safe Work Australia as appropriate. Importantly, [Company Name] will communicate regularly with all employees, providing updates when appropriate.

In each of the [Company Name] offices, specific measures have been implemented as follows [Delete after reading: Amend the following points if they are not applicable]:

* Physical distancing is actively monitored – everyone at the workplace must ensure they are at least 1.5 metres physically apart and the number of people allowed in rooms has been limited based on the directive of only 1 person per 4 sqm
* Alcohol based hand sanitiser and anti-bacterial soap is available in all kitchens and bathrooms. Hand sanitiser is also available at Reception for use on your way in and out of the office
* We encourage everyone to practice good hygiene to protect against infection and prevent the virus spreading and have posters with reminders and instruction up around the offices. Good hygiene is characterised by:
	+ covering your coughs and sneezes with your elbow or a tissue
	+ dispose of tissues hygienically
	+ washing your hands often with soap and water, including before and after eating, after going to the toilet and after changing tasks
	+ using alcohol-based hand sanitisers
	+ avoiding the touching of your eyes, nose and mouth and avoiding close physical contact such as the shaking of hands
	+ cleaning and disinfecting frequently used surfaces such as benchtops, desks, and doorknobs
	+ cleaning and disinfecting frequently used objects such as mobile phones, keys, wallets, and work passes
	+ cleaning up after yourself and placing rubbish in the bins provided
	+ avoiding putting personal items such as mobile phones on meal surfaces
	+ not shaking hands and avoiding any other close physical contact where possible.
* Employees have been advised if they are experiencing any flu-like symptoms, not to attend the workplace and seek advice from a health care professional
* Access to personal protective equipment such as gloves has been provided
* More regular cleaning and disinfecting of workspaces is taking place
* Employees are allowed, in certain circumstances and by agreement with the [Insert Position (e.g. CEO/Director/Owner)], to work from another location such as their home. Working from home procedures have been implemented and are closely monitored
* All staff have access to video conferencing functionality to assist with communication between colleagues and also with clients
* Access to the workplace is limited for clients by encouraging meetings to occur by phone or video conference where possible
* Only urgent maintenance to buildings and equipment will take place. When required, contractors visiting the office are advised of our hygiene protocols and provided access to alcohol-based hand sanitiser for use during their time in the office. Suppliers have also been asked to confirm how they are internally managing hygiene protocols in their business and with their employees
* Systems are in place to facilitate cashless transactions, so clients do not need to attend the office to pay their accounts
* Employees have access to available entitlements in line with obligations under any applicable enterprise agreement, award, employees’ contracts of employment, and workplace policies

***What should employees do?***

Employees should follow all directions and recommendations of [Company Name] as well as:

* Practice good hygiene as outlined above
* Stay away from the workplace (self-quarantine) if unwell and not fit for work and seek medical advice as appropriate. Ensure you follow established communication protocols with the [Insert Position (e.g. CEO/Director/Owner)] and appropriate leave request procedures
* Stay away from the workplace (self-quarantine) if they have been in close contact with someone who has the virus or suspects they may have contracted the virus. Ensure you follow established communication protocols with the [Insert Position (e.g. CEO/Director/Owner)] and appropriate leave request procedures
* Encourage your clients to participate in meetings over the phone or via video conference to limit access to the workplace by other people, unless it is absolutely necessary for them to attend in person
* Reconsider work-related travel and implement other methods of communication. For example, rather than attending face to face meetings, facilitate attendance by tele or videoconference
* Remember that everyone has a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others
* Discuss any concerns with the [Insert Position (e.g. CEO/Director/Owner)] so we can resolve any issues proactively

***Continuation of Business Operations***

It is our expectation that you attend work as normal during this time, unless:

* you are on a period of authorised leave (personal, annual or long service)
* you are not attending work due to a Government mandated self-isolation period
* you are not attending work under our specific instruction; or
* there is a safety reason why you cannot be at work that has been discussed and agreed with the [Insert Position (e.g. CEO/Director/Owner)]

As time progresses, it may become necessary for the business to temporarily reduce or cease operations, for example if someone in the workplace is diagnosed with COVID-19.

[Company Name] will do everything possible to continue operating in these circumstances, however, ultimately [Company Name] will take the action that is necessary to comply with Government advice and ensure safety within the workplace.

In the unlikely scenario of a shutdown, we may have no choice but to place you on an unpaid stand down. For clarity, this will only occur under specific circumstances in line with the Fair Work Act 2009, and all alternatives will be considered prior to taking this step.

To maintain normal business operations, it may be necessary for us to require you to work from an alternative work location if, for example, instructions from a third party mean that entry into our current workplace is not permitted. Your flexibility in this regard will be required. It likely may be necessary for you to work remotely. Advance authorisation to work remotely is needed in every case.

***COVID-19 Diagnosis or Exposure***

If you begin to display symptoms of the virus, you must follow Government guidance to find out what to do next. You must seek medical attention and notify the [Insert Position (e.g. CEO/Director/Owner)] at the earliest opportunity. In order to protect your fellow colleagues, you are required to remain absent from the workplace on personal leave and provide us with a medical certificate. You are required to get a medical clearance from your doctor or provide us with the QLD Health Coronavirus test result confirming a negative result prior to returning to the workplace.

If you have been in contact with someone who has a confirmed case of COVID-19 and are not unwell, you are required to notify the [Insert Position (e.g. CEO/Director/Owner)] immediately. In order to protect your fellow colleagues, we ask you to seek direction from your health care provider and remain absent from the workplace on unpaid leave (or annual leave with your approval) until you are cleared to return. In this instance, [Company Name] will consider on a case by case basis whether it is possible for you to work remotely. Advance authorisation to work remotely is needed in every case.

If you have been in contact with someone who has a suspected case of COVID-19, you are required to notify the [Insert Position (e.g. CEO/Director/Owner)] immediately. We will likely make the decision to send you home and require you not to attend work as a safety precaution until results have been obtained. In these circumstances, we may require you to work remotely if possible. Advance authorisation to work remotely is needed in every case.

We operate a zero-tolerance policy to all forms of harassment and bullying in the workplace. We will not tolerate any unacceptable behaviour to colleagues, clients or other members of the public. Any complaints of this nature will be investigated in line with our usual policy and may result in disciplinary action, up to and including termination of employment.

***Self-Isolation***

You must not attend the workplace during any self-isolation period that the Government requires you to undertake.

If you are unwell during this self-isolation period, you should follow the usual procedure to notify [Company Name] that you require personal leave and obtain a medical certificate in support of your leave. You are required to get a medical clearance from your doctor prior to returning to the workplace.

If you are well during this period of isolation, [Company Name] will consider any available type of leave that may be taken to cover the absence. [Company Name] will also consider on a case-by-case basis whether it is possible for you to work remotely.

If there are no forms of accrued paid leave available, the absence will be unpaid.

***Some Important Points to Consider***

As you are an important part of the [Company Name] team, your wellbeing and that of our fellow workers is fundamental to you fulfilling your workplace obligations to [Company Name]. It is our policy that employees should follow these guidelines, communicate with the [Insert Position (e.g. CEO/Director/Owner)] and comply with government directions.

***What Do I Need to Do?***

You need to review the COVID-19 Policy and make yourself familiar with the contents of the policy. In the event that you have any questions, make sure you address these to the [Insert Position (e.g. CEO/Director/Owner)].

***What Happens If I Do Not Comply with the COVID-19 Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name]. Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

Given the contagious nature of COVID-19 and the health ramifications it is imperative that employees should contact the [Insert Position (e.g. CEO/Director/Owner)] with any concerns they may have relating to their personal wellness in the first instance.

***Policy and Further Information***

To the extent that the contents of the COVID-19 Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. [Insert Position (e.g. CEO/Director/Owner)] is available to assist with any queries you have relating to the policy which is detailed above.

Refer to the Working from Home Policy as well for further information and guidelines.

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# **Dress Policy**

[Delete After Reading: Adapt ‘Dress Policy’ to suit your Company]

***Overview***

The purpose of this Dress Policy is to describe the standard of dress expected by [Company Name] in the workplace.

[Company Name] requires that all staff wear a standard of dress appropriate to the circumstances and environment in which work is performed. Importantly, attire should be neither offensive nor likely to give rise to health and safety risks in the workplace.

***Staff Dress and Appearance***

As a representative of [Company Name], you are expected, when you turn up for work, to be dressed in a manner that is appropriate to the job you are employed to perform and ensure that your appearance is presentable, clean, neat, and tidy.

***Health and Safety***

[Company Name] is required to remove any reasonably foreseeable risk to workplace health and safety. If [Company Name] considers that a particular item of clothing or jewellery constitutes a foreseeable hazard having the potential to harm health or safety, [Company Name] may take whatever action it considers necessary to satisfactorily address the situation.

Action may include directing the employee to remove the particular item of clothing or jewellery whilst in the workplace. If it is not practicable to remove the particular item, [Company Name] may direct the employee to leave the workplace. An employee is required to comply with any such direction.

***Jewellery***

Body piercings will be restricted to one earring per ear lobe. Any item of jewellery that constitutes a foreseeable hazard having the potential to harm health or safety must not be worn in the workplace. In particular, rings and chains or any other hanging pieces that may have the potential to become entangled in machinery or equipment and therefore pose a risk to health and safety.

***Hair***

Hair should be worn in a neat and tidy fashion. If directed to do so by [Company Name], a employee must tie back long hair in either a hair net or another similar device.

***Nails***

Nails should be neatly trimmed and only nail polish that is in keeping with the business dress policy should be worn. [Insert Position (e.g. CEO/Director/Owner)] reserves the right to instruct an employee to remove any unacceptable nail polish that is not keeping with the business dress policy or causes a risk to health and safety.

***Tattoos***

Due to the conservative nature of our clientele, visible excessive tattoos and similar body art must be covered during business hours. Tattoos of an offensive nature must be covered.

***Uniform***

After your probation period, you are required to wear the company uniform where possible. Two shirts/blouses per year will be supplied by [Company Name] free of charge. Additional uniforms are available for purchase at cost. Sensible footwear should be worm. No things or loose garments. Any employee supplied with a uniform is required take responsibility for its maintenance.

***Casual Days***

When a ‘casual’ day is held, it is expected that employees will dress in ‘smart casual’ clothing.

If it is our opinion that employees are not utilising the privilege of ‘casual’ days appropriately then [Insert Position (e.g. CEO/Director/Owner)] may, at their discretion, decide to withdraw the privilege.

***Breach of This Policy***

Any breaches of this Policy by an employee may result in [Company Name] taking disciplinary action, against that person.

If employees attend work looking unkept and/or unsuitably attired, you will be sent home at your expense and on your time immediately.

***Variations***

[Company Name] reserves the right to vary, replace or terminate this policy from time to time.

***Policy and Further Information***

To the extent that the contents of this Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the Policy which is detailed above.

# **Discrimination, Bullying, Harassment & Violence Policy**

[Delete After Reading: Adapt ‘Discrimination, Bullying, Harassment & Violence Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Discrimination, Bullying, Harassment and Violence Policy. The policy takes effect immediately and has been developed to inform employees of our expectations while employed by [Company Name].

The aim of this policy is to confirm our commitment to supporting equal employment in the workplace and eliminating unlawful discrimination, bullying, harassment, and violence in the workplace. We are committed to providing all workers with a healthy and safe work environment free from inappropriate behaviour.

This policy is intended to provide everyone with information to help [Company Name] achieve its policy objectives by outlining expectations of behaviour and procedures for dealing with complaints.

We expect everyone to behave in a professional manner and to treat each other with dignity and respect when they are at work. We encourage anyone who experiences or observes inappropriate behaviour such as discrimination, bullying, harassment, or violence to report it. When inappropriate behaviour is reported, it will be viewed as a serious matter and will be investigated in a timely manner.

[Company Name] supports the principle of equal employment opportunity and to providing a productive workplace in which everyone, including our clients, can work free of unlawful discrimination, bullying, harassment, and violence.

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

It is the policy of [Company Name] that all persons in the workplace be treated on the basis of merit and according to their skills and abilities. This shall include, but is not limited to, matters involving:

* recruitment, selection, transfers, promotions, performance reviews, training and development, supervision and management of staff, counselling, disciplinary procedures, and termination of employment; and
* remuneration practises and benefits.

An employee’s gender, marital status, pregnancy, parental or family responsibilities, race, age, physical or mental disability, sexual orientation, transgender, political or religious beliefs, social origin, trade union activity or inactivity, or physical appearance will not form the basis of employment or engagement decisions.

***Discrimination & Harassment***

[Company Name] believes that everyone has a right to work in a productive environment in which discriminatory conduct or harassment of others is not tolerated. Through reasonable management, we endeavour to prevent discrimination and harassment from occurring in the workplace. All forms of harassment and unlawful discrimination will not be tolerated and depending on the severity, can lead to disciplinary action including termination of employment or engagement.

***What Is Unlawful Discrimination?***

Unlawful discrimination may occur when someone is treated less favourably than others because of that person’s individual characteristics or because that person belongs to a particular group of people. Everyone should feel comfortable in the workplace and individual differences should be respected.

Discrimination does not have to be intentional to be unlawful. As such, two types of discrimination can occur in the workplace:

* **Direct Discrimination**- this occurs when an individual treats another person less favourably for an unlawful reason.
* **Indirect Discrimination**- this occurs when a policy or practise appears neutral but in fact results in an individual or group being treated less favourably.

Employment decisions may be unlawful if they are made on the basis of a person’s:

* gender (including marital status, pregnancy or potential pregnancy or transgender status)
* race (including colour, nationality, ethnic or ethno-religious origin)
* sexuality (including sexual orientation)
* age
* marital status
* family or carer’s responsibilities
* religion
* political opinion
* criminal records
* disability; or
* Trade Union activity or non-activity.

***Examples of Unlawful Discrimination***

The following examples may constitute unlawful discrimination in the workplace:

* a pregnant employee being pressured to resign prior to taking any maternity leave; or
* deciding to employ an older person because ‘young’ people are not reliable
* making the decision not to hire an employee on the basis of the person's ethnicity.

It is illegal to discriminate on the basis that a person is perceived to have one of the above attributes, even if they do not actually have that attribute. For example, it is illegal to discriminate against a person because you think that the person has a disability, even if they do not in fact have the disability.

***What is Harassment?***

Harassment is any unwelcome or uninvited behaviour that offends, humiliates, or intimidates another person, whether or not that effect is intended. Harassment may occur as a single act, or as a series of incidents, persistent innuendoes, or threats. It can take many forms, it may be silent or loud, subtle, or openly hostile, private, or public. Harassment may take the form of general bullying or be specifically aimed at people with particular individual attributes and characteristics. This latter type of harassment can sometimes be unlawful discrimination.

***Sexual Harassment***

Sexual harassment in the workplace generally includes any unwelcome conduct of a sexual nature which a reasonable person would find offensive. It may be physical, verbal or written.

It is important that everyone understands that just because someone does not object to inappropriate behaviour in the workplace at the time, it does not mean that they are consenting to the behaviour towards them.

Sexual harassment is covered in the workplace when it happens at work, at work-related events, between people sharing the same workplace, or between colleagues outside of work.

A single incident is enough to constitute sexual harassment – it doesn’t have to be a repeated behaviour.

[Company Name] regards sexual harassment as a serious issue and endeavours to treat any complaints in a sensitive, fair, and confidential manner.

***Examples of Sexual Harassment***

The following examples may constitute sexual harassment – it is very important that everyone understands they may or may not be offensive, regardless of any innocent intent on the part of the offender:

* comments about a person’s private life or the way they look, intrusive questions or statements about a person’s private life
* sexually suggestive behaviour, such as leering or staring, brushing up against someone, touching, fondling or hugging someone
* sexually suggestive comments or jokes, enquiries into another person’s private life, their sexuality or physical appearance
* displaying offensive screen savers, photos, calendars or objects, including on the Internet
* repeated unwanted requests, for example persistent requests from a colleague to go out for a drink or a meal where such requests have been consistently declined, requests for social outings, requests for sex
* persistent staring or looking at a person or parts of their body, deliberate or unnecessary physical contact
* sexually explicit posts on social networking sites
* insults or taunts of a sexual nature
* requests for, or expectations of, sexual activity under threat, for example, in exchange for favours or promises of preferential treatment and or promotion at work
* sending sexually explicit emails or text messages
* inappropriate advances on social networking sites
* accessing sexually explicit Internet sites
* behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

***Victimisation***

Victimisation occurs when a person victimises another person who makes a discrimination or harassment complaint or takes certain related actions.

Victimisation of others is unlawful. The intention of such protective measures is to ensure that a person who wants to use or does use their statutory rights to protect themselves against discrimination or harassment, is not further disadvantaged by other detriments being imposed on them.

Here at [Company Name] we have no tolerance for victimisation. Disciplinary action will be taken against anyone who is found to have engaged in threatening or other inappropriate action against a person who has complained of harassment. The disciplinary action can be up to and including termination of the employment or engagement of an employee.

***Bullying***

An employee is bullied at work if a person or group repeatedly act unreasonably towards them or a group of employees and the behaviour creates a risk to their health and safety.

Bullying may involve physical or verbal abuse, aggression, or intimidation, but it may also be more subtle or indirect and can include behaviours such as:

* putting new staff through “initiation rituals”
* verbal abuse, threats, sarcasm, or other forms of demeaning or intimidating language or communication
* constant negative criticism
* threatening to take unjustified action against a person unless they comply with unreasonable requests
* placing unreasonable work demands on people
* deliberately isolating staff members.

Examples of bullying may include (but are not limited to):

* a manager or supervisor using a management style that is harsh, involves shouting, constant criticism or humiliation of an employee or group of employees in private or in front of their peers
* an employee being treated less favourably by another employee or group of employees in the workplace, including, but not limited to, bullying or intimidation; forcing an employee to participate in an “initiation” process; the playing of practical jokes or forcing an employee to undertake demeaning tasks
* sniggering or gossiping behind someone’s back
* laughing at someone in the workplace which is intended to make them feel uncomfortable or distressed
* a manager setting unreasonable timelines or constantly changing deadlines for an employee to meet, or setting tasks that are unreasonably below or beyond a person’s skill level; and/or
* continuously and deliberately excluding someone from workplace activities including ignoring them and keeping them isolated from relevant communications about work issues.

***What Is Not Bullying?***

Many things that happen at work are generally not considered to be bullying, although some experiences can be uncomfortable for those involved. Differences of opinion, performance management, conflicts and personality clashes can happen in any workplace, but are not necessarily bullying.

Reasonable management of employees carried out in a reasonable manner is not bullying. [Insert Position (e.g. CEO/Director/Owner)] has the right, and should, manage their staff. This includes directing the way in which work is performed, undertaking performance reviews and providing feedback (even if negative) and disciplining and counselling staff. According to Safe Work Australia, examples of reasonable management action include:

* setting reasonable performance goals, standards, and deadlines in consultation with workers and after considering their respective skills and experience
* allocating work to a worker in a transparent way
* fairly rostering and allocating working hours
* transferring a worker for legitimate and explained operational reasons
* deciding not to select a worker for promotion, following a fair and documented process
* informing a worker about unsatisfactory work performance in a constructive way and in accordance with any workplace policies or agreements
* informing a worker about inappropriate behaviour in an objective and confidential way
* implementing organisational changes or restructuring, and
* performance management processes.

Fair and reasonable management action taken in order to counsel an employee for instances of underperformance, investigating complaints made against employees, discipline for misconduct and other work directions in line with business needs does not amount to bullying.

***Amicable Resolution***

In the first instance, the aggrieved [Delete after reading: you may prefer distressed/upset/offended] employee should, wherever practicable and if they feel comfortable doing so, attempt to amicably resolve the matter with the employee/s or manager/s or otherwise who are alleged to have engaged in bullying. When confronting the issue, the individual should clearly state the offensive behaviour experienced, explain that the behaviour is unwelcome and offensive and ask that the behaviour does not continue.

The person engaging in the behaviour may actually not be aware that their behaviour or conduct was causing offense or was unwelcome.

This is not a compulsory part of the complaint procedure, and if an employee does not wish to confront the person directly, then this is not mandatory.

Where the alleged bullying involves the employee’s Supervisor and it is not practical for them to directly resolve the matter, they shall immediately notify the [Insert Position (e.g. CEO/Director/Owner)], who, with the employee’s approval will endeavour to investigate and resolve the matter on an informal basis in accordance with the procedure set out below.

***Reporting Procedure***

All employees covered by this policy should report instances of any of the behaviours described in this policy to the [Insert Position (e.g. CEO/Director/Owner)]. If these behaviours are not reported by employees, it damages our workplace culture and our core values. Any employees that are found to be encouraging or covering up any form of bullying, unlawful discrimination, sexual harassment, or victimisation will be disciplined.

***Violence***

A worker may be exposed to work-related violence as a victim or witness to a violent incident.

Work-related violence is any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work. Violence at work can come from a member of the public, a customer or even a colleague.

The term ‘work-related violence’ covers a broad range of actions and behaviours that can create a risk to workers’ health and safety, such as:

* verbal threats
* threatening/injuring someone with a weapon
* throwing objects
* pushing, shoving and hitting
* spitting and biting
* sexual abuse.

Here at [Company Name] we do not tolerate the threat of violence or actual violence. All incidents of violence and aggression will be reported and investigated. All causes will be identified, and appropriate action taken to prevent it happening again. If any person is found to have been violent to another person within the workplace, or threatened violence to another person in the workplace, the employee may be subject to disciplinary action up to and including termination of an employee’s employment or engagement.

***Responsibilities***

[Company Name] has a duty of care to its Workers to take reasonable steps to prevent unlawful harassment, bullying and discrimination.

Managers and supervisors have a responsibility to:

* comply with this policy
* monitor the working environment to ensure that acceptable standards of conduct are observed at all times
* model appropriate behaviour
* ensure that all employment, advancement, and training decisions are consistent with this policy
* immediately seek advice and assistance when dealing with formal or informal complaints.

All Workers have a responsibility to:

* comply with this policy
* co-operate in the event of an investigation
* when appropriate, deal with sensitive information in a confidential manner.

***What If You Have a Complaint?***

Employees who become aware of a breach or suspected breach of this policy are encouraged to discuss this matter with the [Insert Position (e.g. CEO/Director/Owner)] on a confidential basis. An employee who believes they are the victim of discrimination, bullying, harassment, or violence may deal with the matter:

* Informally - by confronting the person with whom they are aggrieved (if the worker feels safe to do so); and/or
* Formally - by using the grievance procedure.

Should the employee decide to raise a formal grievance/complaint, [Company Name] will carry out an investigation. Typically, this will be conducted by the [Insert Position (e.g. CEO/Director/Owner)]. It is acknowledged that an employee may prefer to remain anonymous when making a complaint. It is important however to acknowledge that an accused employee has the opportunity to defend their actions/respond to the allegation. In affording them this opportunity, they will likely need to be given information relating to the complaint.

All employees involved will be consulted as part of the investigation to ensure the validity of the complaint and the necessary checks will be undertaken and recorded. All employees are required to fully co-operate with the investigation. A failure or refusal to fully co-operate will constitute misconduct and may result in disciplinary action.

Consideration will be given to the employee’s identity and, if possible, this will be kept confidential. The appropriate resolution will be considered, and the best solution will be adopted. Employees should feel comfortable that there will not be any repercussions or adverse outcomes because they lodge a complaint.

Employees who make a complaint will be advised of the outcome.

Assurances that the matter has reached a satisfactory resolution will be undertaken.

If after an investigation an employee’s complaint or statement is found to be false and malicious, disciplinary action may be taken against the employee up to and including termination of the employee’s employment or engagement.

If an employee’s complaint is substantiated, disciplinary action may be taken against the perpetrator.

Depending upon the seriousness of the breach of this policy, such action may include termination of an employee’s employment or engagement.

***What Do I Need to Do?***

You need to read through this Policy to make yourself familiar with its contents. You are expected to comply with this policy as amended and implemented from time to time.

***What Happens If I Do Not Comply with the Discrimination, Bullying, Harassment and Violence Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name].

Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of this Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the Policy which is detailed above.

Further information may be found at:

Human Rights Act 2019 QLD <https://www.legislation.qld.gov.au/view/whole/html/asmade/act-2019-005>

<https://www.qhrc.qld.gov.au/__data/assets/pdf_file/0009/19908/QHRC_factsheet_QueenslandHumanRightsAct.pdf>

Australian Human Rights Commission <https://humanrights.gov.au/>

Work Health & Safety Act 2011 Queensland (the WHS Act) <https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2011-018>

WorkSafe QLD <https://www.worksafe.qld.gov.au/>

# **Grievance Policy**

[Delete After Reading: Adapt ‘Grievance Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Grievance Policy. The policy takes effect immediately. This policy has been developed to inform employees of how we deal with complaints and concerns. Here at [Company Name] we aim to foster good relations amongst employees and between employees and management. We acknowledge that the enjoyment you experience in your role is reflected in how well you work and how well you relate to your colleagues and customers.

We also acknowledge that sometimes problems can arise at work that may cause employees to feel aggrieved. These problems can sometimes arise from the behaviour or decisions of management or other employees. The purpose of this policy is to provide a structure for employees to have such problems, referred to as grievances, addressed internally in a timely and confidential manner.

[Company Name] sets guidelines and policies in the workplace as follows. We believe it is important to clearly communicate our expectations of all employees. It is every employee’s responsibility to act in accordance with this policy.

[Company Name] believes in maintaining a harmonious work environment for all employees. If any employee has a grievance or dispute which affects them complying with their expected work standards, they are advised to contact the [Insert Position (e.g. CEO/Director/Owner)].

***Procedure***

This policy governs the process for fair complaints handling to ensure that complaints are recorded, acknowledged, and dealt with fairly, efficiently, and effectively.

This Policy has been developed to ensure that[Company Name]:

* provides a robust framework for managing and resolving Discrimination, Bullying and Harassment concerns and complaints, and
* provides appropriate mechanisms for employees to raise a Grievance or Complaint on other employment related matters, in order to foster a safe and inclusive work environment where individuals feel safe and supported and are able to work effectively, without fear of Discrimination, Harassment, Bullying, Vilification, Victimisation and/or reprisal.

This policy relates to responding to complaints about a situation, a process, a person or people, a service provided by or on behalf of the organisation by a third party.

The organisation will attempt in all instances to identify potential causes of complaints and appeals and take appropriate action to eliminate or mitigate the likelihood of reoccurrence.

* All internal complaints and grievances will be dealt with by the [Insert Position (e.g. CEO/Director/Owner)]
* All complaints received from clients by telephone or face-to-face will be given full consideration and understanding. A documented account of the complaint will be made
* All complaints will be thoroughly investigated, checked, and reviewed
* Sexual harassment or bullying complaints regarding fellow staff members or a Manager related to must be reported to the [Insert Position (e.g. CEO/Director/Owner)] immediately
* It is our policy that employees with concerns should attempt to put the issue in writing, however verbal complaints may be made where the employee feels unsure of what to do. Verbal complaints will be documented in writing by the designated Manager to whom they are reported to
* It is acknowledged that an employee may prefer to remain anonymous when making a complaint. The likely reasons for this are acknowledged. It is important however we appreciate that it is far easier to deal with a complaint when all the facts are known, and that the person whom the complaint is being made about has the opportunity to defend their actions
* All employees involved will be consulted to ensure the validity of the complaint and the necessary checks will be undertaken and recorded
* Consideration will be given to the complainant’s identity and, if possible, this will be kept confidential. The appropriate resolution will be considered, and the best solution will be adopted. Team members should feel comfortable that there will not be any repercussions or adverse outcomes because they lodge a complaint
* All employees making the complaint (if more than one) will be advised of the outcome
* Assurances that the matter has reached a satisfactory resolution will be undertaken

***What Are Your Options If You Have a Grievance?***

In general, there are three options to consider if you have a grievance, being:

1. Deal with the matter informally. A grievance can be dealt with informally by approaching the person involved in your grievance if you feel comfortable in doing so. You can tell them that their behaviour, decision, actions, etc. was unfair, offensive, discriminatory etc., and why you believe this to be so. The person may have been totally unaware of the effect of their behaviour or decision on you. By telling them you will give them a chance to redress the situation. It is acknowledged though that this may not be appropriate in some cases, particularly if you do not feel comfortable with speaking to the person.
2. Speak to your [Insert Position (e.g. CEO/Director/Owner)]. If you do not want to speak to the person directly, you can tell your [Insert Position (e.g. CEO/Director/Owner)] about your grievance. They should be able to advise you what your options are. They may approach the person complained about and talk to them informally about your grievance. They may decide to take more formal action. Generally, they will seek your approval before doing anything – although sometimes they may decide that taking action will be necessary even if you do not wish them to do so (for example where failure to do so poses a health and safety risk). If your grievance is about your manager, you may wish to speak to another senior person. Alternatively, you may decide to make a formal complaint.
3. Make a formal complaint. If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to your [Insert Position (e.g. CEO/Director/Owner)]. The written complaint should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s), the names of any witnesses, your signature and date of the complaint.

***How Will Your Grievance Be Dealt With?***

Grievances will be handled as per the following guidelines:

* grievances will be treated with the utmost confidentiality (except where [Company Name] deems it is necessary to disclose the complaint for the purpose of dealing with it effectively; disclosure will be no wider than is strictly necessary). It is important that you also maintain confidentiality and do not discuss your complaint with others, unless [Insert Position (e.g. CEO/Director/Owner)] gives you permission to do so
* any grievance will be taken seriously, handled impartially and any steps taken will be in accordance with the principles of procedural fairness
* employees who raise grievances are protected from victimisation
* grievances will be dealt with promptly, taking into account all of the circumstances; and
* generally, you may have a support person with you at any stage of the process.

***Employer Responsibilities***

[Company Name] is responsible for:

* Providing timely responses and ensuring actions are proactively taken to investigate and resolve grievances raised by employees
* Implementing appropriate actions and outcomes pending findings of workplace grievance investigations
* Ensuring actions are taken in a procedurally fair manner
* Where possible, ensuring that investigations and findings are dealt with sensitively and as confidentially as possible.

***Employee Responsibilities***

Employees are responsible for their conduct and participation throughout the grievance process and are expected to:

* Ensure that all aspects of the grievance are kept confidential and that any knowledge gained through participation in the grievance and dispute settlement procedure is only discussed with management as part of the investigation process
* Act ethically and honestly if interviewed as part of a workplace investigation
* Provide as much information as possible when making a grievance, for example, dates and times of events, details of who was involved, where it occurred and what happened.
* Implement management decisions as directed
* Not make vexatious or misleading grievance complaints. Grievances that are found to be vexatious or misleading may result in disciplinary action up to and including termination of employment; and
* Not make vexatious or misleading interview statements, including colluding with other parties to distort events or circumstances. Employees that are found to be vexatious, misleading or who collude may have disciplinary action taken against them up to and including termination of their employment.

***Investigation Procedure***

Where a grievance cannot be resolved informally and [Company Name] deems an investigation is required, the matter will be investigated by such appropriate person as [Company Name] deems appropriate. This may be an external investigator.

How the investigation is to be conducted is at the complete discretion of the Company. The following are general guidelines only.

During the investigation, you will generally be interviewed first, following which any witnesses, the person against whom the complaint is made, and any other relevant people will be independently interviewed. Both you and the person against whom the complaint is made will generally be allowed to have a support person present when the interview is being conducted.

* If the complaint is substantiated, appropriate action will be taken (see below)
* If the complaint is unsubstantiated, you will generally be given an explanation as to why that finding was made.
* If the complaint is found to have been fabricated or vexatious, appropriate disciplinary action may be taken against you up to and including termination of employment.

If the investigation reveals that your complaint is valid, a number of actions may be taken, depending on the nature of the complaint. The person against whom the complaint is made may be asked to give you a written apology, he/she may be given a written warning, counselling, transfer, demotion, or may be subjected to disciplinary action up to and including termination of employment.

If the investigation is inconclusive, i.e. the complaint cannot be proved due to lack of evidence or the conduct is not sufficiently serious to justify disciplinary action, the Company may nevertheless take a number of actions. These may include training and/or monitoring of relevant staff.

If the complaint is found to have been fabricated or raised vexatiously, appropriate action may be taken against you including counselling, a formal warning, transfer, demotion, or disciplinary action up to and including termination of employment, depending on the seriousness of the circumstances.

If you are not satisfied with the way in which your grievance was handled, you are encouraged to speak to your Human Resources team, your [Insert Position (e.g. CEO/Director/Owner)] or a senior member of the [Insert Position (e.g. CEO/Director/Owner)].

You may also wish to consider making a claim in the Fair Work Commission or the court. In appropriate circumstances you may wish to seek advice from a union or lawyer.

***Customer Relations***

Customers are among our organisations most valuable assets. Every employee represents [Company Name] to our customers and the public. The way we do our jobs presents an image of our entire organisation. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. It is most important to be courteous, friendly, helpful, and prompt in the attention you give to the customer.

***Customer Complaints***

[Company Name] aims to provide the best service possible to its customers.

We are committed to addressing and resolving enquiries and complaints, improving customer service delivery, and increasing community satisfaction. Complaints generally occur when the expectations of the customer have not been met. [Company Name]’s complaint management policy will aim to ensure that all complaints and requests are dealt with in a timely and effective manner.

[Company Name] welcomes both complaints and compliments and will endeavour to use them as a means to improve the services of our organisation.

Effective complaint management benefits our organisation in the following important ways:

* It allows customers to provide input into service delivery and improvements
* [Company Name] is able to obtain valuable feedback on its performance
* It allows identification of areas, processes or skills that need improvement

Complaints about staff behaviour will only by handled by the relevant Manager or General Manager.

***Workplace Etiquette***

[Company Name] strives to maintain a positive working environment where employees treat each other with respect and courtesy. Sometimes issues arise and employees are unaware that their behaviour in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his/her attention.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behaviour to help everyone be more conscientious and considerate of their co‑workers:

* Replace paper in the copy machine and printer paper trays when they are empty
* Keep the work areas orderly, discard any rubbish appropriately
* Clean up after yourself. If you made the mess clean it up!
* Refrain from using inappropriate language that others may overhear
* If you notice a particular supply like tea or coffee getting low, let the appropriate person know so it can be ordered, not when it is empty
* If you have used the last of something, refill it or arrange for it to be refilled

***What Do I Need to Do?***

You need to review the Grievance Policy and make yourself familiar with the contents of the policy. In the event that you have any questions, make sure you address these to the [Insert Position (e.g. CEO/Director/Owner)].

***What Happens If I Do Not Comply with the Grievance Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name]. Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

The recommendations described in this policy are not intended to be exhaustive, nor do they anticipate every possible use of Grievance. Employees should contact the [Insert Position (e.g. CEO/Director/Owner)] with any queries relating to appropriate Grievance use in the first instance.

***Policy and Further Information***

To the extent that the contents of the Grievance Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the policy which is detailed above.

# **Information Communication & Technology (ICT) Usage Policy**

[Delete After Reading: Adapt ‘Information Communication & Technology Policy’ to suit your Company]

***Overview***

[Company Name] has implemented an Information Communication & Technology (ICT) Usage Policy. The policy takes effect immediately. This policy has been developed to inform employees of our expectations while employed by [Company Name].

[Company Name] sets guidelines and policies in the workplace as follows. We believe it is important to clearly communicate our expectations of all employees. It is every employee’s responsibility to act in accordance with this policy.

***Computer, communications devices, e-mail, and Internet usage***

Use of these resources by employees of [Company Name] is permitted and encouraged where such use supports the goals and objectives of the business.

Importantly though, employees must consider and accept that access to the resources provided by [Company Name] is a privilege and all employees must adhere to this policy.

* employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and only personal use during [Delete after reading: amend this point if personal use is prohibited. If personal use is prohibited, this needs to be clearly communicated, as well as advising that usage is monitored] breaks is permitted
* job-related activities include research and educational tasks that may be found via the Internet that would assist in an employee's role
* all Internet data that is composed, transmitted and/or received by [Company Name] computer systems is considered to belong to [Company Name] and is recognised as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties
* the equipment, services and technology used to access the Internet are the property of [Company Name] and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections
* emails sent via the company e-mail system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images
* all sites and downloads may be monitored and/or blocked by [Company Name] if they are deemed to be harmful and/or not productive to business
* the installation of software on [Company Name] property is strictly prohibited without the express permission of the [Insert Position (e.g. CEO/Director/Owner)].

***Unacceptable use of the internet by employees includes, but is not limited to:***

* access to sites that contain obscene, hateful, pornographic, unlawful, violent, or otherwise illegal material
* sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via [Company Name] email service
* using computers to perpetrate any form of fraud, and/or software, film, or music piracy
* stealing, using, or disclosing someone else's password
* downloading, copying, or pirating software and electronic files that are copyrighted
* sharing confidential material, trade secrets, or proprietary information outside of the company
* hacking into unauthorized websites
* sending or posting information that is defamatory to the company, its products/services, colleagues and/or customers
* introducing malicious software onto the company network and/or jeopardizing the security of the organisation's electronic communications systems
* sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
* passing off personal views as representing those of the company

***Electronic Mail***

Email from a company email address is [Company Name] correspondence and has the same legal implications for both the sender and the Company as correspondence on letterhead and should be treated accordingly.

You and/or [Company Name] may be liable for what is said in an email message and therefore, good judgement, common sense and careful discretion are required. Always seek guidance from your Supervisor if you have any concerns about your email being misunderstood or you are concerned that it may cause a problem.

All electronic email must be sent with a clear identity as to who is sending the message. Employees must not assume another person’s identity or attempt to conceal the origin of the message in any way.

The use of email to send or forward messages which are defamatory, obscene, or otherwise inappropriate will be treated as misconduct under the appropriate disciplinary procedure. If any employee receives an obscene or defamatory email, whether unwittingly or otherwise and from whatever source, it must not be forwarded to any other address. If this situation does occur, the employee should advise their Supervisor immediately.

It is important to remember that email content that may seem harmless to you may be offensive to someone else. You should be aware, therefore, that in determining whether an email falls within any of the categories listed above, or is generally inappropriate, [Company Name] may consider the response and sensitivities of the recipient of an email, irrespective of the intention of the sender.

***Information (Data)***

Members of staff performing work on company laptops must ensure that such work is backed up on [Company Name] network on a regular basis to ensure all data is captured and protected.

Any employee who is unsure how to back up work on the network should contact the [Insert Position (e.g. CEO/Director/Owner)] for assistance.

Information on the network is [Company Name] property and, in many cases, may be information that is confidential, must be protected and should not be copied or distributed. If an employee needs to copy data for any reason (whether by saving data to a USB stick, emailing data to their personal email account or otherwise) the employee must obtain the [Insert Position (e.g. CEO/Director/Owner)] prior approval. Failure to obtain prior approval is serious and may result in disciplinary action. For more information, employees should refer to the Intellectual Property clauses in their employment contract.

Only software approved by [Company Name] may be installed and utilised on the company’s computers, in accordance with the relevant licence. Staff are not to install software of any nature, under any circumstances. Due to the complex nature of our network, only ICT personnel are to conduct installations to protect the integrity of our infrastructure.

Under no circumstances may company owned software be copied by employees.

Only company owned/provided hardware is to be attached to or used. This is to ensure hardware and software is protected from damage due to viruses or system incompatibility.

Employees who use portable hardware such as laptops, tablets, or mobile phones provided by [Company Name] for business related activities are responsible for the safekeeping, including related passwords or security devices. Any damage, loss or operational failure must be promptly reported to the [Insert Position (e.g. CEO/Director/Owner)].

A firewall restricting electronic access is in place for the protection of the Company’s internal computer networks. Wherever it has been possible to do so, the firewall will restrict ability to visit some web sites and operate certain software programs. Should an employee require access to any item that is restricted, they should speak to the [Insert Position (e.g. CEO/Director/Owner)] in order for access to it to be considered.

***What Do I Need to Do?***

You need to review the Information Communication & Technology Usage Policy and make yourself familiar with the contents of the policy.

***What Happens If I Do Not Comply with the Information Communication & Technology Usage Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name]. The recommendations described in this policy are not intended to be exhaustive, nor do they anticipate every possible use of the Company’s electronic facilities, staff should contact the [Insert Position (e.g. CEO/Director/Owner)] with any queries relating to appropriate ICT use in the first instance.

Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of the Information Communication & Technology Usage Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely.

[Insert Position (e.g. CEO/Director/Owner)] is available to assist with any queries you have relating to the policy which is detailed above.

# **Leave Policy**

[Delete After Reading: Adapt ‘Leave Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Leave Policy. The policy takes effect immediately. This policy outlines the leave provisions that employees are entitled to during their course of employment.

These leave entitlements meet statutory leave obligations under the National Employment Standards (NES).

***What Types of Leave Does This Policy Cover?***

• Annual leave

• Personal / Carer's leave (previously known as Sick Leave)

• Compassionate leave

• Parental leave

• Long service leave

• Community service leave

• Domestic Violence Leave

***Annual Leave***

Permanent employees are entitled to paid annual leave. [Company Name] is committed to the principle that annual leave is intended for rest, recreation and a break from work. For personal health, safety and business productivity reasons, all employees need to take annual leave at least once a year for a sufficient period/block of time, in order to provide a real break from work.

[Company Name] is committed to managing annual leave by creating an environment where leave may be readily taken in periods, which as far as possible suit the employee’s circumstances. There may however be times, that for operational reasons [Company Name] cannot accommodate the request for annual leave to be taken and in those instances, leave may need to be taken at another time.

***Annual Leave Entitlement***

Employees will receive annual leave in accordance with the National Employment Standards. The minimum entitlement is 20 days of paid annual leave for each year worked at the employee’s base rate of pay for ordinary hours worked, calculated on a pro-rata basis. Annual leave accrues progressively during the year and is cumulative. Annual leave is to be taken at a mutually convenient time having regard to operational requirements.

***Annual Leave Entitlements are Not Applicable to Casual Employees***

If an employee’s employment is terminated for any reason, [Company Name] will pay out an employee’s untaken accrued annual leave entitlements.

***Taking of Annual Leave***

Annual leave may be taken in half day increments as well as full day increments.

* Employees must request leave by completing the form included at the end of this Policy
* School holidays are to be shared; no staff member is to take consecutive school blocks during the year. For example, a leave request for June and then September school holidays will not be approved
* End of year school holidays are to be shared
* The office will be closed for a Christmas shutdown, dates will be advised to staff no later than mid‑December
* The office will normally be closed for gazetted Public Holidays

***Maximum Accrual of Annual Leave***

No more than six (6) weeks of annual leave should be accumulated at any one time. Staff are required to make arrangements to take leave and manage their annual leave balance in accordance with this policy. In the event that the accumulated total is close to or exceeds six (6) weeks and there are no future leave applications in place Management will liaise with the staff member to ensure leave arrangements are made.

In circumstances where no arrangements have been agreed and a staff member’s balance of annual leave is in excess of six (6) weeks, [Company Name] may direct the staff member to take leave by providing four (4) weeks’ notice.

***Re-crediting Annual Leave***

Sometimes, a period of annual leave may be interrupted by circumstances or events that, if an employee had been at work, would have led to a different leave type being paid during that period. In the circumstances specified below [Company Name] will re-credit the staff member their taken annual leave and pay the time using a different leave type. These circumstances are:

1. An employee, other than a casual employee, who is required to attend for jury service during a period of annual leave will, upon producing satisfactory evidence of attendance, be credited with annual leave for the period of jury service.
2. An employee, other than a casual employee, who is entitled to paid compassionate leave in accordance with this policy during a period of annual leave will, upon meeting the evidence requirements, be credited with annual leave for the period for which the compassionate leave applied.
3. An employee, other than a casual employee, who is entitled to paid personal leave in accordance with this policy for one (1) or more days during a period of annual leave will, upon meeting the evidence requirements, be credited with the annual leave for the period for which the personal leave applied.

Of course, there are always exceptions and where possible, on a case-by-case basis, [Insert Position (e.g. CEO/Director/Owner)] may consider requests from individuals for unusual circumstances. It is always best to submit a request for Annual Leave as early as possible so we can consider it.

***Personal/Carer’s Leave & Compassionate Leave***

Employees will receive personal leave and compassionate leave in accordance with the applicable statutory requirements. Casual employees are not entitled to paid personal/carer’s leave or compassionate leave.

***Paid Personal/Carer’s Leave***

Employees are entitled to 10 days paid personal/carer’s leave for each year of service, calculated on a pro-rata basis, when absent from work due to personal illness or injury (sick leave) or for the purpose of providing care or support to a member of the employee’s immediate family or household who is sick and requires your care or support because of a personal illness or injury or because of an unexpected emergency affecting the member (carer’s leave).

An immediate family member includes:

* Your spouse or former spouse, de facto partner or former de facto partner, child, parent, grandparent, grandchild, or sibling of the employee; or
* Your spouse or de facto partner’s child, parent, grandparent, grandchild, or sibling.

This definition includes step-relations (e.g. stepparents and stepchildren) as well as adoptive relations.

A household member is any person who lives with the employee.

Paid personal/carer’s leave will accumulate from year to year but will not be paid out on termination of employment.

***If you are unwell, you should telephone or text the [Insert Position (e.g. CEO/Director/Owner)] as soon as possible, ideally before 8.00am unless extreme circumstances prevent a text or voice call / voice message. This is to allow for alternate arrangements to be made as needed.***

***Please text/call either [Insert name] on [Insert phone number] or [Insert alternative notification procedure such as email address etc.].***

If you become unwell during business/work hours, please discuss with [Insert Position (e.g. CEO/Director/Owner)] so arrangements can be made. We do not encourage our staff to ‘soldier on’, your well-being and that of our other staff is very important to us.

Here at [Company Name], we ask employees to give evidence (a medical practitioner certificate) to confirm why they have been away from work for 2 x days or more during any one instance. We would also appreciate it if you can keep in touch advising of your likely/anticipated return to work.

If the employee does not provide such evidence, [Company Name] reserves the right to treat the period of absence as unauthorised leave without pay, or by agreement of the employee and their Supervisor as annual leave.

Upon their return, the employee is required to hand into the office their medical certificate or statutory declaration attached to their leave request.

Please note, if a Medical Certificate has been issued for a specified date/s you cannot return to work early. If you become well sooner than anticipated, you will need to obtain an amended Medical Certificate confirming your capacity to return.

***Unpaid Carer’s Leave***

An employee, including casual employees, will be entitled to up to two days unpaid carer’s leave on each occasion in a particular period to provide care or support to a member of the employee’s immediate family or household who requires care or support because of a personal illness or injury or an unexpected emergency, providing the employee cannot take paid personal/carer’s leave during the period.

To take unpaid carer’s leave, the employee must promptly notify the employee’s [Insert Position (e.g. CEO/Director/Owner)] (prior to the employee commencing work or as soon as possible thereafter) of any illness or injury to another person that will cause the employee to be absent from work and the approximate period of that absence.

The employee is also required to provide [Company Name] with a medical certificate or statutory declaration for any period of unpaid carer’s leave. If the employee does not provide such evidence, [Company Name] reserves the right to treat the period of absence as unauthorised leave without pay or by agreement with the employee’s Supervisor as annual leave.

***Reliability***

[Company Name] places trust and confidence in staff to use and apply for leave only when it is legitimate to do so. It is also acknowledged that from time to time personal/carer’s leave may be taken without legitimate cause and an employee may become unreliable regarding their attendance to work. Factors that may be considered when determining whether an employee’s attendance is unsatisfactory include:

* a regular pattern of absenteeism (for example taking days off immediately after weekends); where reasons provided to support absences are proven not to be legitimate; or
* repeated part days off work.

[Company Name] may make enquiries regarding absences, even when supporting documentation (for example a medical certificate) is supplied.

***Compassionate Leave***

Permanent employees will be entitled to two days paid compassionate leave on each occasion for the purpose of spending time with a member of the employee’s immediate family or household when he or she contracts or develops a personal illness or sustains a personal injury that poses a serious threat to his or her life, or after the death of a member of the employee’s immediate family or household.

Casual employees are entitled to two days unpaid compassionate leave per occasion.

An immediate family member includes:

• Your spouse or former spouse, de facto partner or former de facto partner, child, parent, grandparent, grandchild, or sibling of the employee; or

• Your spouse or de facto partner’s child, parent, grandparent, grandchild, or sibling.

This definition includes step-relations (e.g. stepparents and stepchildren) as well as adoptive relations.

Employees will be able to take compassionate leave for other relatives (e.g. cousins, aunts, and uncles) if they are a member of the employee's household, or if the employer agrees to this.

All employees are entitled to 2 days compassionate leave each time an immediate family or household member dies or suffers a life-threatening illness or injury.

The compassionate leave can be taken as:

* a single continuous 2 day period, or
* 2 separate periods of 1 day each, or
* any separate periods the employee and the employer agree.

An employee does not accumulate compassionate leave and it does not come out of their sick and carer's leave (or annual leave) balance. It can be taken any time an employee needs it.

If an employee is already on another type of leave (e.g. annual leave) and needs to take compassionate leave, the employee can use compassionate leave instead of the other leave.

Additional leave may be approved at the discretion of the [Insert Position (e.g. CEO/Director/Owner)].

***Parental Leave***

[Company Name] fully complies with our obligations under Federal and State/Territory laws regarding parental leave and providing flexible working conditions.

***Australian Government Paid Parental Leave Scheme***

The Paid Parental Leave scheme is an entitlement for working parents of children born or adopted from 1 January 2011.

The Australian Government’s scheme doesn’t provide eligible employees with a new entitlement to leave. The scheme provides Government-funded Parental Leave Pay at the National Minimum Wage for a maximum period of 18 weeks. Parental Leave Pay can start from the date of birth or adoption, or at a later date. Eligible employees can split their Parental Leave Pay (PLP) so they take it over 2 periods within 2 years.

Employees are able to claim PLP for 1 set period and 1 flexible period. The first period of PLP is available for up to 12 continuous weeks, within 12 months of the birth or adoption of a child. The second period of PLP is flexible and available for up to 30 days, usually starting after the first period ends and finishing within 24 months of a child’s birth or adoption.

For further information, go to the Fair Work Ombudsman web site. Parental Leave Pay is taxable and can be received before, after, or at the same time as existing entitlements, such as annual leave, and employer-funded paid parental leave.

Eligible employees either receive the government-funded Parental Leave Pay directly from Centrelink, or it is passed on to them via their employer.

This payment applies to eligible employees who:

* will have been an employee for 12 months or more prior to the expected date of birth or adoption
* will be an employee for the period of their Parental Leave Pay
* are Australian-based
* are expected to receive eight weeks or more of Parental Leave Pay.

Eligible employees who don’t meet these criteria will be paid by Centrelink.

For further information on the Australian Government’s Paid Parental Leave scheme visit <https://www.servicesaustralia.gov.au/individuals/services/centrelink/parental-leave-pay>.

***Dad and Partner Pay***

Dad and Partner Pay is a payment for working dads or partners who are on leave to care for a child born or adopted from 1 January 2013.

An eligible working dad or partner will receive up to 2 weeks of government-funded pay at the National Minimum Wage. Dad and Partner Pay can be received at any time in the first year after the child’s birth or adoption, as long as the dad or partner is on leave. This means that Dad and Partner Pay must start within 50 weeks of the child’s birth or adoption to ensure that payments are made in time.

For further information visit: <https://www.servicesaustralia.gov.au/individuals/services/centrelink/dad-and-partner-pay>.

***Unpaid Parental Leave Under the National Employment Standards***

Under the Fair Work Act 2009, employees are entitled to unpaid parental leave (maternity, paternity, adoption, and related kinds of leave). The primary entitlement to unpaid parental leave is 12 months following birth/placement, to be shared between both parents.

In addition to the basic entitlement to unpaid parental leave, one parent may request an additional 12 months of leave, which will only be refused on reasonable business grounds. Employees who are parents of school age and pre-school age children and employees with carer’s responsibilities may also request flexible working arrangements which will be considered taking into account business needs.

***Service Requirement***

To be eligible for unpaid parental leave, an employee must, immediately before the due date of birth or the expected placement date of adoption of the child:

* For a permanent employee: have completed at least 12 months of continuous service;
* For a casual employee: have been employed by [Company Name] on a regular and systematic basis for at least 12 months and have a reasonable expectation of on-going employment on the same basis.

Additional eligibility rules apply in respect of adoption-related leave.

***Return to Work Guarantee***

At the end of their unpaid parental leave, an employee is entitled:

* To return to their pre-parental leave position; or
* If that position no longer exists - an available position for which the employee is qualified and suited that is nearest in status and pay to the employee's pre-parental leave position.

***Period of Leave***

Unpaid parental leave must be taken in a single continuous period (not broken periods) - subject to specific exceptions about concurrent leave around the time of the child's birth or placement for the secondary carer.

***Commencement of Unpaid Parental Leave***

Unpaid parental leave starts:

* If the employee’s spouse or de facto partner is our employee or an employee of another business, at the date of the child’s birth;
* For a pregnant female employee, up to 6 weeks before the expected date of birth of her child, but no later than the date of the child's birth;
* For an employee other than the pregnant female employee, unpaid parental leave starts on the child's date of birth;
* For adoption leave, on the day of placement of the child;
* If the employee’s spouse or de facto partner is not an employee: anytime within 12 months of the date of birth or day of placement of the child.

***Notice and Evidence Requirements***

An employee must give us at least 10 weeks' written notice before starting unpaid parental leave or, if that is not practicable, provide notice as soon as practicable (which may be a time after the leave has started). For example, it may not be practical for an employee to give the requisite notice in relation to the premature birth of a child, but valid notice could still be given as soon as practicable after the child's birth. The notice must specify the intended start and end dates of the leave.

An employee must confirm the intended start and end dates of the leave (or advise of any changes) at least 4 weeks before the intended start date unless it is not practicable to do so. An employer may require an employee who has given notice of the taking of unpaid parental leave to provide evidence of:

* The child's actual or expected date of birth; or
* The day or expected day of placement for adoption and that the child is or will be under 16 years of age as at that date.

The evidence must be sufficient to satisfy a reasonable person and, in the case of birth-related leave, we may require that this be a medical certificate. Separate notice and evidence requirements apply in relation to special maternity leave and unpaid pre-adoption leave (see below).

***Unpaid Special Maternity Leave***

An eligible pregnant employee may also take unpaid special maternity leave in certain circumstances for example if the employee is not fit to work because of a pregnancy-related illness.

***Fitness for Work – Pregnant Employees***

If a pregnant employee continues to work within six weeks before the estimated date of birth, [Company Name] will ask the employee to provide a medical certificate, stating:

* Whether the employee is fit for work; and
* If they are fit for work, whether it is inadvisable for the employee to continue working in her present position during a stated period because of any of the risk factors specified below.

The risk factors include any illness or risks arising out of the employee's pregnancy, or hazards connected with the employee's position. If the employee fails to provide the certificate within seven days, or if the certificate states that the employee is not fit for work, [Company Name] may require an employee to start unpaid parental leave as soon as practicable.

***Interaction with Paid Leave***

Subject to certain exceptions, an employee may take paid leave at the same time the employee is taking unpaid parental leave. The period of unpaid parental leave runs concurrently with the period of paid leave taken by the employee. The requirements for taking the other form of leave would still apply - e.g. [Company Name] agreeing to the employee taking paid annual leave. An employee is not eligible to take paid personal/carer's leave or compassionate leave while taking unpaid parental leave.

***Returning to Work***

[Company Name] will make preparations for an employee to return from their parental leave on the date they have specified in their original leave application to the work pattern and work status that they held immediately prior to taking leave. If an employee on parental leave would like to change their work pattern or work status (for example moving from full time to part time) [Company Name] requests that a Flexible Work Arrangement Request be made in writing no later than four (4) weeks [Delete after reading: Amend this if you have different requirements] prior to the intended return to work date.

If an employee on parental leave requests to shorten their parental leave period and make it less than the original leave period that they applied for [Company Name] will consider their request, however the parental leave period may only be shortened by agreement. [Company Name] will consider the business impacts, the amount of available work and any impacts on other staff (temporary and permanent).

With the agreement of the [Insert Position (e.g. CEO/Director/Owner)], a full-time employee can return to work part time in one or more periods from the date of birth of the child, until the child’s second birthday.

***Long Service Leave***

Long service leave is an entitlement to paid leave for employees engaged on a part-time, fulltime basis or casual basis. Long service leave will be accrued, taken, and paid on termination of employment in accordance with the State laws in which you work (Industrial Relations Act 1999 (Qld) for staff based in Queensland). The current entitlement to long service leave is 8.6667 weeks on full pay after each period of 10 years continuous service.

Applications for long service leave must be made at least one month in advance to ensure there is ample time for resource and workflow planning. Applications for long service leave may be made for a minimum of one week through to the maximum available. Generally, [Delete after reading: Amend this if you have different requirements] Long Service Leave is not permitted to be taken in advance.

***Community Service Leave***

In accordance with the National Employment Standards, employees are entitled to unpaid community service leave in order to perform certain community services, including the carrying out of voluntary emergency management activity. This leave must be made in consultation with your [Insert Position (e.g. CEO/Director/Owner)] and with consideration to your team’s requirements.

***Domestic Violence Leave***

All employees (full-time, part-time, and casual) will have access to five days of unpaid Domestic Violence leave for each year of service. This leave is non-accruing and will reset each calendar year. Domestic Violence leave is available to employees who experience family and domestic violence, and subsequently need to deal with the impact of the family or domestic violence, and it is impractical for them to do it outside their ordinary hours of work. An example of when the leave could be utilised, is for making arrangements for their safety or the safety of a family member, attending urgent court hearings, or accessing police services.

Employees may be required to provide evidence to access the leave. Such evidence may include a document issued by the police, a court, a doctor, a nurse, a lawyer, or a statutory declaration.

Any sensitive information received by [Insert Position (e.g. CEO/Director/Owner)] will remain confidential and will only be disclosed where it is required by law, or to protect the health and safety of any individual.

***Leave for Jury Duty***

Jury duty is a type of community service leave and is an entitlement to all employees, including casual employees to attend jury selection and jury duty. Employees must advise [Insert Position (e.g. CEO/Director/Owner)] of the period or expected period of leave as soon as possible. If an employee is requesting jury duty leave, they must provide evidence of the period, or expected period, of the absence.

An employee, other than a casual employee, is entitled to be paid ‘make-up pay’ for the first 10 days of jury selection and jury duty. Make-up pay is the difference between any jury duty payment the employee receives (excluding any expense related allowances) from the court and the employee’s base pay rate for the ordinary hours they would have worked.

[Company Name] may request further evidence from the employee before paying makeup pay to show:

* the employee has taken all necessary steps to obtain jury duty pay
* the total amount of jury duty pay that has been paid or will be payable to the employee for the period.

Employees will not be entitled to make-up pay if they cannot provide this evidence.

***Christmas/New Year Shutdown***

All employees will be required to take annual leave or long service leave during the Christmas shut down period. The precise dates for this annual shut-down will be communicated to you well in advance of the shutdown.

At [Company Name] discretion, if you have not accrued sufficient annual leave to cover the shutdown period, you may take unpaid leave. No employee [Delete after reading: Amend this if you have different requirements] will be paid leave in advance of it being accrued.

***Annual Leave Cashing Out***

The Award that covers our employees specifies that paid annual leave must not be cashed out except in accordance with an agreement as outlined in the Award. Each cashing out of a particular amount of paid annual leave must be the subject of a separate agreement using the form at the end of this Policy.

An agreement must not result in the employee’s remaining accrued entitlement to paid annual leave being less than 4 weeks. The maximum amount of accrued paid annual leave that may be cashed out in any period of 12 months is 2 weeks.

Non-Award covered employees may also apply in writing to cash out their Annual Leave. The [Insert Position (e.g. CEO/Director/Owner)] will assess each request on a case by case basis.

***Some Important Points to Consider***

As you are an important part of the [Company Name] team, your attendance is fundamental to you fulfilling your workplace obligations to [Company Name]. It is our policy that employees should not be absent from work without approved leave.

***What Do I Need to Do?***

You need to review the Leave Policy and make yourself familiar with the contents of the policy. In the event that you wish to take leave, make sure you complete a leave request for approval by the [Insert Position (e.g. CEO/Director/Owner)].

***What Happens If I Do Not Comply with the Leave Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name].

Depending on the circumstances, [Company Name] may take disciplinary action against you up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of the Leave Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions, or representations on which a staff member may rely.

[Insert Position (e.g. CEO/Director/Owner)] is available to assist with any queries you have relating to the policy which is detailed above.

**Performance Management Policy**

[Delete After Reading: Adapt ‘Performance Management Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Performance Management Policy. The policy takes effect immediately and has been developed to inform employees of our expectations while employed by [Company Name].

The aim of this policy is to confirm our commitment to positively managing the performance of employees by providing information about the aims, policies, expected outcomes and procedural steps. It explains our objectives and the responsibilities of both management and employees.

Performance management is the process of achieving high levels of organisational performance through the effective management of both individuals and teams. Effective performance management includes ensuring the communication of expectations of both employees and managers by setting and agreeing on targets and to measure and review performance.

***Performance Management Framework***

[Company Name] believes that performance management and review is an important component of supporting employees in their work, ensuring accountability for work performed and identifying the professional development needs of employee.

[Company Name] is committed to ensuring that all employees:

* have a clear understanding of the work they are required to complete
* are clear about the organisation’s expectations and requirements of their work performance
* are provided with adequate direction and support in their work
* perform their role to the best of their abilities, and
* are accountable for the quality and outcomes of their work.

***Guidelines***

To meet these aims, all [Company Name] employees, regardless of seniority, will take part in regular supervision and in an annual formal structured review process.

The purpose of the regular supervision process is to provide accountability and direction for work completed within a period and:

* ensure that each employee member is completing agreed tasks, activities and or responsibilities to the required quality and timeliness standards;
* identify any impediments to the satisfactory completion of tasks;
* identify any assistance, resources or professional development required; and
* reach agreements about work goals and performance for the coming period

***Performance review***

The purpose of the employee performance review process is to provide a formal assessment of work performance over a longer period and:

* develop agreed realistic expectations in relation to the employee’s position description and work plan, against which assessment of performance can be made
* provide a formal means by which achievements can be assessed and recognised
* discuss and document how the employee is performing from their point of view and from their [Insert Position (e.g. CEO/Director/Owner)] point of view
* seek a common ground for ways to improve employee performance where needed
* identify strengths in skills and knowledge and consider if these can be better utilised
* identify any weaknesses or problems in performance from the point of view of the employee and their supervisor
* identify training needs and discuss other forms of support or on-the-job development required; and
* reach agreement on any specific goals to be pursued in the period following the assessment.

***Procedure***

Employees will meet with their manager for a formal supervision session. The employee may request informal consultation or direction from [Insert Position (e.g. CEO/Director/Owner)] at other times, and their [Insert Position (e.g. CEO/Director/Owner)] will attempt to meet these requests within a mutually agreed time frame.

Formal supervision sessions will be held in a meeting room that provides privacy.

Supervision sessions will be structured so as to enable the employee member and manager to:

* identify and agree on KPIs/work plans or tasks;
* discuss any issues of concern or impediments experienced in performing duties;
* discuss strategies or actions for achieving desired outcomes;
* set priorities for the coming period; and
* identify any professional development or training needs.

The performance review is to be conducted by the employees’ immediate Supervisor. It is their responsibility to schedule the review at a mutually convenient time.

The first performance review will occur three months after appointment, then annually thereafter. More frequent reviews e.g. quarterly or 6-month, may be held as agreed between the employee, [Insert Position (e.g. CEO/Director/Owner)] and Human Resource Department.

***Performance Review Process:***

* The employee completes a self-appraisal
* The completed self-appraisal is made available to the reviewer ([Insert Position (e.g. CEO/Director/Owner)]) at least 3 days prior to the review meeting
* Managers prepare their own assessment comments for the review meeting
* The employee, and [Insert Position (e.g. CEO/Director/Owner)] meet to discuss findings, performance, future goals, and development needs. The discussion includes opportunities for both parties to clarify and explain their comments
* The outcome is documented and agreed actions included into relevant work plans

***Review Discussion***

The [Insert Position (e.g. CEO/Director/Owner)] will address the following in discussion with the employee:

1. Review work goals:

* Review the statement of duties and any other documentation about the role, ensuring that the position description reflects the current duties of the role
* Review work goals established at the last review

2. Review performance

* Review progress against documented work goals
* Review assessment information provided by employee, reviewer, and any others, identifying areas of strength and achievement and areas for improvement
* Review impediments to work performance and factors impacting on the person’s job performance and satisfaction

3. Identify action

* Identify any training and development needs, focussing on areas that could be improved or where outstanding performance could enable the employee to play a mentoring and support role with other employee
* Identify any resourcing or support required.
* Identify any other action.

4. Agree goals for next twelve months (a shorter timeframe can be arranged if necessary).

* Review the organisation’s strategic plans and the team’s objectives or service plan.
* Establish work goals which are closely related to the job role and the outcomes required in the objectives.
* Agree how the goals will be measured and reported.
* Identify any training and development needs necessary for the employee person to achieve the goals.
* Where performance is satisfactory or above satisfactory, identify any incentives, rewards, or recognition appropriate to acknowledge the achievement of goals.

***Documentation***

A record of the main discussion points and agreed actions is written at the meeting or immediately afterwards by the [Insert Position (e.g. CEO/Director/Owner)]. The record of discussion is reviewed by [Insert Position (e.g. CEO/Director/Owner)] and employee, corrections or changes made, and a final version signed by both parties.

Documentation of the review should be completed within 2 weeks of the review meeting. The record is kept on a confidential personnel file. The record is used as reference for the implementation of the agreed actions and for consideration of progress at the next review.

***Managing Performance Issues/Opportunities for Improvement***

If, as the result of a performance review, performance issues are identified, the [Insert Position (e.g. CEO/Director/Owner)] and HR representative will implement the following steps:

* Formal counselling - a meeting will be scheduled, and the employee informed of the need for performance improvement. The manager will:
	+ Ensure the employee understands the objectives and serious nature of the counselling
	+ Give the employee the opportunity to have a support person present if they wish to have one
	+ Identify and agree on reasons for non-achievement of goals
	+ Clarify for the employee member why their performance is unsatisfactory and the possible ramifications
	+ Discuss a plan of action to address the issues, this is referred to as a Performance Improvement Plan (PIP)
	+ Provide the employee with an opportunity to explain what might be impacting upon their performance, discuss any training requirements and collaboratively agree on a plan going forward
	+ Set a timeframe by which the performance issues will be addressed. Typically, 6-8 weeks is recommended
	+ Identify any further training and development needs necessary for the employee to achieve the goals.

If the performance issues have not been addressed within the agree time frame, the [Insert Position (e.g. CEO/Director/Owner)] will schedule another review meeting at which the issues will be reviewed, and a revised timeline agreed for the performance issues to be addressed.

If the employee’s performance does not improve then the [Insert Position (e.g. CEO/Director/Owner)] will schedule a further meeting. The purpose of this meeting is to clarify for the employee that they are required to address the issues immediately and advise them of the options if they do not achieve the agreed goals. The [Insert Position (e.g. CEO/Director/Owner)] will attend this meeting.

Other options such as the extension of probation may be considered if the required improvement in performance is not achieved.

Finally, termination of the employment contract may be the final step.

Before commencing any dismissal processes, the [Insert Position (e.g. CEO/Director/Owner)] will review all documentation to ensure that the processes have been fair and objective and that the employee has been given both the opportunity and the support to improve their performance.

***What Do I Need to Do?***

You need to read through the Performance Management Policy to make yourself familiar with the contents of the policy and procedures. You are expected to comply with this policy as amended and implemented from time to time.

***What Happens If I Do Not Comply with the Performance Management Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name].

Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of this Policy refer to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the Policy which is detailed above.

# **Pay Policy**

[Delete After Reading: Adapt ‘Pay Policy’ to suit your Company]

***Payment of Wages***

[Company Name] takes all reasonable steps to ensure that you receive the correct amount of pay in your pay packet and that you are paid promptly and on the scheduled day. In the unlikely event that there is an error in your pay, you should promptly bring the discrepancy to the attention of the paymaster, so that the corrections can be made as quickly as possible.

Payment of wages are weekly and is processed on the last day of each working week (usually a Friday unless there is a public holiday). Payment is via electronic transfer into your nominated bank account. This will be transferred within 2 clear days after the end of the pay week in respect of which they have become due. Your wage is paid from Monday to Friday, however overtime, holiday and sick pay on most occasions is paid from Thursday to Thursday.

***Overtime Hours***

Overtime Hours may need to be worked in excess of the normal work week. It is expected that as an employee you will make yourself available when necessary to work overtime, unless physically unable to do so, which should be reported to your supervisor.

You may choose to “bank” overtime hours. This is known as Time in Lieu. Time in Lieu shall accumulate to a maximum of 20 hours. This time is banked 1hr to 1hr. Time off cannot be taken before sufficient hours have been worked.

Payment of overtime or banking of TIL will only be paid if –

* It is authorised by your supervisor
* If it is signed off at the time of commencement and departure by your supervisor (not at a later date)
* If your supervisor is not on site, the Manager or General Manager will suffice
* Changes to an already filled in time sheet to be changed in the company of your supervisor and initialled by your supervisor at the time of the change

***Time and Wages***

The time and wages book is to be completed accurately and honestly and forwarded to your supervisor either Thursday afternoon or Friday morning of the week completed. Altering, falsifying, tampering with time records or recording time on another employee’s time sheet will result in disciplinary action, up to and including termination of employment.

As an employer, by law, [Company Name] is required to keep the following records –

The number of hours worked by the employee during each day and week, the times at which they employee started and stopped work, and details of work breaks including meal breaks.

***Remuneration***

Remuneration is based on the Award for the position you are employed in. Under no circumstances are you to discuss your pay with fellow members of staff. This is a private matter between yourself [Company Name]. Each staff member is remunerated according to their role responsibilities, their role classification under the Award and their skills and experience.

# **Probation Policy**

[Delete After Reading: Adapt ‘Probation Policy’ to suit your Company]

***Overview***

[Company Name] requires all new employees to complete a period of Probation when they commence their employment (the ‘Probation period’). The purpose of this Probation Policy (‘Policy’) is to explain [Company Name]’s approach to the Probation period, i.e. to assess the suitability of new employees before ongoing employment is confirmed.

***Probation Period***

New employees of [Company Name] will be employed for a Probation period of 6 months [Delete after reading: Amend this if it is incorrect]. The purpose of the Probation period is for [Company Name] to provide advice and guidance for new employees to assist them to become familiar and competent in performing the work they have been appointed to do.

[Company Name] will assess an employee’s performance and conduct throughout the Probation period and provide feedback about their suitability for their new role. The continuing employment of the employee is dependent upon their successful completion of the Probation period.

New employees acknowledge and understand that their employment may be terminated if the employee’s performance and/or conduct does not meet the standard required for the job, [Company Name] may elect to terminate the employee’s employment with the requisite period of notice or upon payment in lieu of notice.

***Variations***

[Company Name] reserves the right to vary, replace or terminate this Policy from time to time.

***Policy and Further Information***

To the extent that the contents of this Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the Policy which is detailed above.

# **Psychological Health & Wellbeing at Work Policy**

[Delete After Reading: Adapt ‘Psychological Health & Wellbeing at Work Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Psychological Health & Wellbeing at Work Policy. The policy takes effect immediately and has been developed to inform employees of our commitment and expectations in relation to their psychological health & wellbeing while employed by [Company Name].

The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to suffer a psychological injury or perhaps even exacerbate a pre-existing condition. This may occur at a physical workplace, or any location or situation related to work or in which work is performed.

Hazards in the workplace that may impact upon the mental health of workers, and therefore potentially result in psychological injuries, include:

* the physical workplace environment
* the nature and complexity of the work itself
* work procedures
* behaviour of workers towards one another
* the potential exposure to violent or traumatic events and/or,
* the introduction of work restrictions that are beyond the control of [Company Name].

[Company Name] is committed to helping to support the overall mental wellbeing of its workers and ensuring that the risk of psychological and/or psychosocial injuries in the workplace are eliminated as far as is practical and is effectively and pro-actively managed through a risk management approach.

Injuries sustained outside of the workplace are the responsibility of the employee. If an employee is unfit for work, they will be required to access Personal Leave or Leave Without Pay (LWOP). If suitable duties are unavailable, or working from home is not appropriate, leave will need to be taken. Of course, [Company Name] will try to assist however, this may not always be possible or practical. Employees will not be able to return to the workplace until their medical certificate has been completed. If an employee recovers sooner than anticipated, it is the employee’s responsibility to obtain a revised Medical Certificate from their medical practitioner. Costs for medical assessments etc will of course be for the employee’s personal account.

***Identifying Mental Health Risks***

Workplace hazards that may result in mental health risks and psychological injuries include anything in the overall design or management of work and/or the workplace that increases the risk of work-related stress and results in a physical, mental or emotional reaction.

Such hazards may be identified by:

* having conversations with workers, supervisors, and managers
* inspecting the workplace to see how work is carried out
* identifying how workers interact with each other during work activities
* reviewing relevant information and records such as reporting systems including incident reports, workers’ compensation claims, staff surveys, grievance records, absenteeism, and staff turnover data
* using surveys to gather information from workers, supervisors, and managers, and
* ensuring regular feedback from isolated workers such as those working from home is taken into consideration.

[Company Name] recognises that individuals respond to hazards in different ways and that individual differences such as age, existing disabilities, injuries or illnesses as well as life experiences may make some workers more susceptible to harm from exposure to the same hazard.

It is also recognised that there may be more than one aspect of the working environment or workplace that is contributing to the mental health of workers and the risk of psychological injuries.

To clearly identify the risk of psychological injuries to workers, [Company Name] ensures that the job, task and role hazards are identified, particularly where:

* work requires sustained high physical, mental and or emotional effort, including long work hours, shift work and related fatigue, excessive workloads, emotionally distressing work or episodes, exposure to traumatic events, and exposure to extremes in the work environment such as prolonged exposure to physical and environmental workplace hazards
* work requires only low levels of physical, mental, or emotional effort, including repetitive and/or monotonous tasks
* workers have a low level of control over the work being undertaken and are not involved in decisions that may impact upon them
* work is performed in an area of the workplace that may have minimal support from supervisors and co-workers such as remote or isolated workers such as workers who are working from home
* workers may not have received sufficient training, information, and instruction to undertake the work required safely and correctly
* there may be known or potential poor relationships or conflict between management and workers or between co-workers. This includes the identification of workplace bullying, aggression, harassment (including sexual harassment), discrimination, or other unreasonable behaviour by co-workers, supervisors, or clients
* there may be a perceived lack of fairness by workers in addressing organisational issues and resource allocation or where performance issues have been inappropriately or poorly managed
* the role being undertaken by workers is not clearly defined, involves frequent changes or conflicts in expectations, procedures, or performance standards, and
* the workplace is undergoing structural or organisational change whether initiated [Company Name] or by demands or restrictions placed upon the workplace that are beyond the control of [Company Name]
* the workplace is investigating a complaint made by a client.

***Assessing Mental Health Risks***

As part of the risk management approach, [Company Name] ensures that any work-related hazards that could impact upon a worker’s mental health are assessed to determine the seriousness of these hazards.

The first step in assessing mental health risks is to focus on those parts of the organisation where risks to the mental health of workers have already been identified or where a potential of such risk has been identified.

In assessing these risks, the following factors should be taken into account:

* the social and physical environment, such as the individual or group of workers’:
	+ their role within the Organisation
	+ their opportunities for career development and their overall status, including remuneration levels
	+ conflicting home/work demands
	+ overall working environment, including physical and environmental conditions, the condition of plant and machinery used at work and the presence of workplace hazards such as hazardous noise, hazardous manual handling, and hazardous chemicals
* the way that work and systems of work are organised, such as:
	+ the complexity, content and demands of the work required
	+ the workload expectations and pace of the work
	+ work schedules and working hours
	+ work procedures
	+ the extent of participation and control that workers have over the work
* the way that work is managed, including:
	+ the level and quality of supervision provided to workers
	+ the level of information, instruction and training provided to workers and whether it is sufficient to enable workers to do their work safely and correctly and allows them to meet the Organisation’s expectations
	+ the level of resources allocated to undertake the work
* interpersonal relationships, particularly where there may be poor existing relationships resulting from:
	+ breakdowns in relations between management/supervisors and workers
	+ breakdowns in relationships between co-workers
* organisational or structural change within the business, including restructures, potential sale of the business or work restrictions placed upon the Organisation over which it has little or no control, and
* the introduction of new or additional resources or processes that may change the way work is undertaken.

***Controlling Mental Health Risks***

[Company Name] recognise that the management of work-related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from [Company Name]. To this end, we ensure as far as is practical that:

* any work-related factor that may impact upon the mental health of workers is identified, recognised, assessed, and controlled, including where such impact is not able to be controlled by the organisation such as a change in regulatory policy
* the work expectations of workers are clearly identifiable, for example through job descriptions, relevant polices and work procedures
* all workers are provided with an appropriate induction that includes information related to our commitment to the mental health of workers and the workers responsibilities related to helping to ensure a healthy and safe workplace
* all workers have sufficient training, instructions, tools, and equipment to do their work safely
* the skills and experience of workers is appropriately utilised, and workers are not routinely underutilised or used in areas of work where they have not been deemed competent
* all managers and supervisors are provided with sufficient training in the identification, prevention, and management of mental health risks and in good management practices
* all managers and supervisors understand the procedures and processes in place, including those relating to the taking of reasonable management action, to eliminate or minimise the risks of work-related mental health risks and psychological injuries to workers
* there is adequate and appropriate supervision of workers and that there is a mechanism for consultation between management, supervisors, and workers in relation to mental health risks in the workplace
* all managers and supervisors understand our operations, including the hazards to the mental health of workers and the overall health and safety of workers
* all workers understand the applicable organisational operations that may impact upon their mental well-being and the processes and procedures in place to eliminate, minimise and report any mental health risks
* the physical work environment is safe with appropriate and adequate plant and equipment for workers to perform their jobs properly and safely
* the systems of work are safe when properly followed and that they take into account the establishment of realistic deadlines, access to adequate breaks and leave and include fair and equitable work scheduling and rostering
* there are appropriate resources and processes in place to eliminate or manage mental health risks and the risk of work-related psychological injuries
* the resources and processes designed to eliminate or manage mental health risks and the risks of work-related psychological injuries are effectively and efficiently implemented, managed, and utilised
* there are appropriate processes for receiving, monitoring, and reviewing information on incidents, hazards and risks related to the mental health of workers
* any reports or information related to potential work-related mental health issues are responded to in a timely way
* investigations in relation to mental health issues will be completed in a timely manner, and (if substantiated) appropriate action will be taken promptly to prevent re-occurrence
* it acquires up to date knowledge of work-related mental health matters, the risks to the psychological health of workers and general health and safety matters
* a process is in place to verify that resources and processes are provided and used to manage work-related risks to the mental health of workers
* there are sufficient resources in place to assist workers with non-workplace related mental health issues and their overall mental health, including the provision of confidential counselling for affected workers, whether work related or not
* workers receive adequate and appropriate feedback on work performance and that due recognition is given for positive performance
* it is able to offer a safe and effective return to work to any worker who may be returning to work following mental health issues or may have sustained a psychological injury, and
* regular monitoring and review of the effectiveness of measures are in place to eliminate or reduce mental health hazards and the risks of workers sustaining a psychological injury.

***Bullying and Harassment***

Here at [Company Name] we recognise that a major risk to the mental health and wellbeing of workers is bullying or harassment at the workplace. Regardless of whether bullying or harassment occurs via physical, verbal, or non-verbal conduct, it can be a major risk factor for psychological injuries potentially resulting in anxiety, depression and suicide, and can adversely affect the psychological and physical health of a worker.

In line with our policy in relation to mental health risks, we will ensure that effective control measures are put in place to address and resolve workplace issues early, thereby minimising the risk of workplace bullying or harassment.

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. Whether intentional or not, bullying creates a risk to health and safety and will not be tolerated [Company Name].

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. Whether intentional or not, harassment creates a risk to health and safety and will not be tolerated by [Company Name].

Where any incidents of bullying or harassment are identified, it will be addressed via a disciplinary procedure in line with our disciplinary policies and procedures.

If the behaviour involves violence such as physical assault or the threat of physical assault, the matter will be reported to the police.

***Employee Responsibilities***

[Company Name] recognises that the management of work-related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from us as an organisation.

Importantly, the overall success of our risk management strategies is also dependent upon workers understanding their responsibilities in relation to helping to minimise the risks to their own mental health and the mental well-being of others at work.

To this end, workers are responsible for ensuring that they:

* understand our commitment to the overall mental health of workers and the policies and procedures developed to help identify, assess, and control risks to mental health in the workplace
* understand their role at work, ensure that it has been clearly identified and it is clearly within the scope of their skills, knowledge, and experience
* have received sufficient training, instructions, tools, and equipment to do their work safely
* actively participate in the consultation mechanisms or forums designed to help ensure their health and safety at work, including those targeted at the overall mental health of workers
* understand the applicable organisational operations that may impact upon their mental well-being, including those beyond the control of [Company Name], and the processes and procedures in place to eliminate, minimise and report any mental health risks
* comply with all systems of work and procedures that are designed to help ensure their health and safety and the health and safety of others at work, including those specifically designed to eliminate or minimise mental health risks
* utilise the applicable reporting procedure to report any work-related hazard to their own mental health or the metal wellbeing of others at work as soon as it becomes evident, include any incidence of bullying or harassment (as outlined below) affecting themselves or another worker.

In minimising the mental health risks to others in the workplace, workers must not act or behave in a manner that could be considered bullying or harassment. Such behaviour creates a risk to health and safety and, whether intentional or not, will not be tolerated by [Company Name].

***Confidentiality***

If a psychological injury is sustained, a confidential return to work file for each injured employee will be established, maintained and stored securely. Access will be restricted to those who have direct responsibility in the rehabilitation process. At the beginning of the return to work process the “Consent to disclose medical information” form shall be completed and signed by all involved with the rehabilitation process.

***What Do I Need to Do?***

You need to read through the Psychological Health & Wellbeing at Work Policy to make yourself familiar with the contents of the policy and procedures. You are expected to comply with this policy as amended and implemented from time to time.

***What Happens If I Do Not Comply with the Psychological Health & Wellbeing at Work Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name].

Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of this Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the Policy which is detailed above.

Management is available to assist with any queries you have relating to the policy which is detailed above. Further information may be found in:

* Code of Conduct
* EEO Discrimination, Bullying, Harassment and Violence Policy
* Working from Home Policy
* Workplace Health & Safety Policy
* WorkCover Queensland <https://www.worksafe.qld.gov.au/>

# **Quality Policy**

[Delete After Reading: Adapt ‘Quality Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Quality Policy. The policy takes effect immediately and has been developed to inform employees of our expectations while employed by [Company Name].

The aim of this policy is to confirm our commitment to quality and professional ethics that we believe are essential within the business to achieve sustainable growth by providing services that consistently meet and exceeds customer expectations and deliver exceptional value. We are committed to continually improving the services we deliver. The quality of our services forms the basis for the trust our customers put in us. This policy explains our objectives and the responsibilities of both management and employees.

***Procedure***

[Company Name] assures quality through the alignment and integration of its strategic and operational planning with its evaluation, accreditation, and review processes.

All employees are responsible for the quality of our work and for maintaining high standards.

We achieve quality through:

* Being committed, transparent and flexible when recommending products to clients
* Attracting and retaining top quality, committed and adaptable people who listen to the needs of our clients and offer qualified and well thought out advice to clients to enhance their financial security
* Maintaining our reputation as honest, friendly, and likeable professionals who put the client first
* Always maintaining open and transparent relationships with our people, suppliers and clients and working with simple and easy-to-use systems and processes
* Excellence in our delivery to achieve and maintain a level of quality that enhances our reputation with clients
* Ensuring continual quality improvement and promoting a culture of getting things right first time
* Measuring our progress against meaningful targets
* Providing a learning environment where the professional growth and development of employees is actively encouraged and supported

***Quality Framework***

The [Company Name] quality management framework operates to support our clients through specific, critical aspects of the organisation which is considered to underpin understanding and achievement of quality in all parts of the organisation.

The components of this framework are:

* Planning and performance monitoring of products and services, including regular (at least annual) performance reporting to clients
* Process improvement steps
* Knowledge Management
* Risk
* Compliance
* Benchmarking

The Quality Committee meets annually and reviews quality systems and processes, seeking input from each employee. This is to ensure our culture of continuous improvement is maintained. Here at [Company Name] we seek to build quality into each of our activities.

***What Do I Need to Do?***

You need to read through the Quality Policy to make yourself familiar with the contents of the policy and procedures. You are expected to comply with this policy as amended and implemented from time to time.

***What Happens If I Do Not Comply with the Quality Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name].

Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of this Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the Policy which is detailed above.

# **Recruitment & Selection Policy**

[Delete After Reading: Adapt ‘Recruitment & Selection Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Recruitment & Selection Policy. The policy takes effect immediately and has been developed to inform employees of our expectations while employed by [Company Name].

The aim of this policy is to confirm our commitment to equity in relation to selection and recruitment and describes our processes in relation to the recruitment and selection of employees. This Policy applies to all employee positions up to and not including the [Insert Position (e.g. CEO/Director/Owner)] role, where the positions are permanent or fixed term for more than six months [Delete after reading: This is customisable to whatever you prefer]. It explains our objectives and the responsibilities of both management and employees.

***Privacy and Confidentiality***

All Information relating to recruitment, selection and appointment of employees will remain confidential to those involved in the formal process. Any Personal Information collected, stored, used, or disclosed will be managed in accordance with [Company Name] Code of Conduct and the Information Communication and Technology (ICT) Usage Policy. Information will only be released where legislation recognises lawful access by some government agencies.

***Documentation***

All recruitment and selection documentation not retained in the recruitment system must be returned to Human Resources for record keeping and filing.

***Recruitment and Selection Expenses***

All advertising, interview, travel, employment agency, criminal history checks, relocation and associated expenses are met by [Company Name] and will be communicated to candidates as part of the recruitment process. The [Insert Position (e.g. CEO/Director/Owner)] alone can approve the payment of/or reimbursement of expenses associated with the recruitment and onboarding of candidates and/or employees.

***Identifying the Hiring Need***

Prior to commencing a recruitment process, a review of the need for the position should be conducted, taking into account the following:

* strategic and operational plans for the work area
* current staffing structure
* the diversity of staffing profiles
* employee profiles and specialisations - current and future requirements
* current staffing and skill levels
* review current employees on extended leave (such as Parental Leave)
* any foreseeable changes which might impact on the area or the role
* how the needs for the position might best be met.

***Recruitment Approval***

Prior to any recruitment campaign, approval must be given by the [Insert Position (e.g. CEO/Director/Owner)].

The recruitment and selection process cannot commence until the Position Description, remuneration range and advertisement text have been approved by the [Insert Position (e.g. CEO/Director/Owner)].

***Position Descriptions***

A recruitment campaign will usually result in a review of an existing position description or the creation of a new position description, as appropriate, which outlines the key outcomes and activities to be undertaken. All position descriptions must be drafted using the approved position description template to ensure consistency across the firm.

Variations to the selection criteria contained within the position description will not normally be made after the position has been advertised.

***Advertising***

All recruitment advertising must be arranged by the [Insert Position (e.g. CEO/Director/Owner)] [Delete after reading: Just a suggestion to ensure consistency with branding/marketing. May or may not be appropriate for you]. Recruitment of continuing and fixed-term positions for more than six months will be through advertisement, unless recommended otherwise by a [Insert Position (e.g. CEO/Director/Owner)].

Where it is deemed that a suitable pool of applicants exists within the firm, a position will normally be advertised internally in the first instance.

Online advertising is the preferred medium for advertising all positions.

Advertising in print media will only be offered in exceptional circumstances and must be supported by a strong business case to substantiate the need. The [Insert Position (e.g. CEO/Director/Owner)] will consider these requests on a case by case basis.

Employees are encouraged to share position vacancy information with their professional networks through the use of electronic communication [Delete after reading: Amend this if it is not appropriate for you].

A field of applicants may be supplemented by inviting applications or referrals from employment agencies or other sources after consideration of cost and receipt of quotations.

The [Insert Position (e.g. CEO/Director/Owner)] may recommend the use of an employment agency as a means of external advertising.

***Recruitment and Selection Panels***

The selection panel will seek to be objective and maintain equity and confidentiality of the recruitment and selection process at all times.

A Panel Coordinator (usually the [Insert Position (e.g. CEO/Director/Owner)]) will be appointed prior to advertising. Changes to the selection panel will be approved by the Panel Coordinator.

Selection panels will usually consist of at least two people, usually the [Insert Position (e.g. CEO/Director/Owner)] and a senior employee or the [Insert Position (e.g. CEO/Director/Owner)].

Other panel members may be included as appropriate.

The Panel Coordinator is responsible for ensuring that:

* a robust process is followed whereby interview questions are consistent for all applicants;
* the panel clarifies the selection criteria prior to interviews commencing to ensure a consistent understanding among all panel members;
* every panel member is invited to declare any perceived, potential, or actual Conflict of Interest; and
* all recruitment and selection documentation is complete and accurate and that notes and paperwork is retained after the process is completed and handed to Human Resources for filing or destruction as appropriate.

A selection panel will decide upon the appropriate selection methods to be used, normally behavioural interviews supplemented by two oral reference checks and a Police Check for the recommended applicant. Selection methods must be relevant to the position and may also include presentations, work samples, and performance tests.

***Shortlisting***

Shortlisting occurs as soon as possible after the date on which applications close.

Each panel member will conduct shortlisting. Panel members should shortlist individually in the first instance. All panel members are then required to reach a consensus in relation to shortlisting.

A selection panel may accept late applications with valid reasons. Applicants not shortlisted will be notified by the [Insert Position (e.g. CEO/Director/Owner)] and/or the external recruitment agency as soon as possible, unless the selection panel requests otherwise.

***Interviews***

Interviews are required for all positions (in person, via telephone, video conference or other online medium). Interviews must be structured in such a way to enable collection of sufficient evidence to confirm that the applicant(s) selected have the required skills, experience and motivation to carry out the inherent requirements or duties of the role and also demonstrate genuine motivation to join the firm.

The selection panel should prepare the interview questions using the supporting documentation, guidelines and templates provided by the [Insert Position (e.g. CEO/Director/Owner)]. After all interviews have been completed, the selection panel must reach consensus on a recommendation decision.

Selection panels must be satisfied that the recommended candidate meets the selection criteria and is suitable for the position. It may also be appropriate NOT to recommend any of the candidates for appointment from the interview. In such cases, the [Insert Position (e.g. CEO/Director/Owner)] and the [Insert Position (e.g. CEO/Director/Owner)] and panel member/s will discuss alternative recruitment options.

Where an external agency is supporting [Company Name] in the recruitment process, copies of all pre-employment and probity checks must be provided to [Company Name] prior to an employment contract being formally presented to the successful candidate.

***Oral Reference Checks***

Oral reference checks must be carried out, remain confidential and should be documented.

A minimum of two oral reference reports must be obtained by the selection panel to confirm the preferred candidate's merits against the selection criteria, before the final selection decision is made. Wherever possible, a minimum of one of the oral reference reports should be obtained from the current or immediately previous Supervisor of the preferred candidate. Oral reference checks should only be conducted with referees nominated by the candidate. If additional information is required, the candidate must be asked to nominate additional referee/s.

***Criminal History Checks***

A criminal history check (Police Check) may be sought prior to offering an appointment to a position where there is a requirement for the incumbent to process financial transactions on behalf of a client or within [Company Name] systems.

***Appointment***

The selection panel will recommend the preferred candidate. The [Insert Position (e.g. CEO/Director/Owner)] will:

* approve the recommendation and forward it to the Director Human Resources; or
* not support the recommendation and provide the panel with the reasons why the recommendation was not supported.

In exceptional circumstances, the [Insert Position (e.g. CEO/Director/Owner)] may appoint an individual to any position without advertisement or competitive selection, however, they will ensure appropriate documentation is completed outlining the circumstances.

On approval from the [Insert Position (e.g. CEO/Director/Owner)], the [Insert Position (e.g. CEO/Director/Owner)] will make a verbal offer of appointment to the preferred candidate on the condition of satisfactory completion of qualifications & licence checking, Police Checks (where appropriate), reference checking and any other pre-employment checks.

The [Insert Position (e.g. CEO/Director/Owner)] is the only role authorised to make offers of appointment. No other employee is authorised to make or vary any offer of appointment in writing.

The preferred candidate will normally be required to provide an acceptance in writing within two working days, otherwise the offer lapses.

Where the preferred candidate declines the offer, an offer of appointment can be made without re-advertisement to another suitable candidate who best meets the selection criteria.

***Unsuccessful Applicants***

Unsuccessful applicants should be dealt with courteously and sensitively and will always receive notification of their unsuccessful application.

***Conflict of Interest***

While employed at [Company Name], useless otherwise authorised, you are not to accept any employment with another organisation that is a supplier or competitor of [Company Name], or any other employment that is in conflict with your position at [Company Name]. Nor would you approach one of our customer under the guise of contracting work for your own financial advantage. This is a breach and will lead to instant dismissal.

Should you find yourself as a former employee, any attempt at soliciting customers as a former employee of [Company Name] or any attempting to poach employees of [Company Name] will ultimately lead to legal ramifications.

If [Company Name] determines that an employee’s outside work interferes with performance or the inability to meet the requirements of [Company Name] as they are modified from time to time, you may be asked to terminate the outside employment if you wish to remain an employee of [Company Name].

***What Do I Need to Do?***

You need to read through the Recruitment & Selection Policy to make yourself familiar with the contents of the policy and procedures. You are expected to comply with this policy as amended and implemented from time to time.

***What Happens If I Do Not Comply with the Recruitment & Selection Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name].

Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of this Policy refer to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely.

# **Rehabilitation & Return to Work Policy**

[Delete After Reading: Adapt ‘Rehabilitation & Return to Work Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Rehabilitation & Return to Work Policy. The policy takes effect immediately and has been developed to inform employees of our commitment and expectations in relation to their rehabilitation and return to work in the event of an injury (which may or may not have been sustained at work) while employed by [Company Name].

The aim of this policy is to confirm our commitment to ensure we have procedures in place to safely manage an employee’s Rehabilitation & Return to Work from illness or injury.

Here at [Company Name] we are committed to:

* providing a safe and healthy work environment
* encouraging the prompt & early reporting of injuries
* making suitable duties available to injured workers as soon as possible after an injury occurs, as appropriate
* consulting with injured workers to develop their suitable duties program
* respecting the confidentiality of our worker’s medical and rehabilitation information
* reviewing our workplace rehabilitation policy and procedures at least every three years.

Injuries sustained outside of the workplace are the responsibility of the employee. If an employee is unfit for work, they will be required to access Personal Leave or Leave Without Pay (LWOP). If suitable duties are unavailable, or working from home is not appropriate, leave will need to be taken. Of course, [Company Name] will try to assist however, this may not always be possible or practical. Employees will not be able to return to the workplace until their medical certificate has been completed. If an employee recovers sooner than anticipated, it is the employee’s responsibility to obtain a revised Medical Certificate from their medical practitioner. Costs for medical assessments etc will of course be for the employee’s personal account.

***Definitions***

Injury Management (IM) Program: This is a coordinated and managed program that integrates all aspects of injury management including treatment, rehabilitation, retraining, claims management and employment practices.

Injury Management (IM) Plan: An IM Plan is a plan for coordinating and managing those aspects of injury management that concern the treatment, rehabilitation and retraining of an injured worker, for the purpose of achieving a timely, safe and durable return to work for a particular worker. The IM Plan is developed by the insurer.

Return to Work (RTW) Program: An employer must establish a RTW Program with respect to policies and procedures for the rehabilitation (and, if necessary, vocational re-education) of any injured workers of the employer. An employer’s Return to Work Program must not be inconsistent with the Injury Management Program of the employer’s insurer and is of no effect to the extent of any such inconsistency.

Return to Work (RTW) Plan: When an injured employee returns to work on suitable duties with restrictions, the supervisor/Return to Work Coordinator or Rehabilitation Provider must write a RTW Plan. This plan must be regularly monitored and reviewed by all parties. Physical restrictions, suitable duties, hours worked, supervision arrangements, and treatment times and dates must be clearly outlined in the RTW Plan.

***Procedure***

If an employee is injured at work, they should follow this procedure:

* seek first aid or medical treatment
* notify the [Insert Position (e.g. CEO/Director/Owner)] that an injury has been sustained and complete an incident report form as soon as possible
* If attendance at a Medical Practitioner is required, make sure they understand the injury was sustained at work and that they issue a workers’ compensation medical certificate - this is required to make a claim
* The claim form, Medical Capacity Certificate and Incident Report Form must be returned to your [Insert Position (e.g. CEO/Director/Owner)] as soon as possible
* Any medical expenses that relate to a WorkCover claim should also be provided to your [Insert Position (e.g. CEO/Director/Owner)]
* Employees requiring time off work must provide a medical certificate. Wages will be paid for lost time as soon as the [Insert Position (e.g. CEO/Director/Owner)] has received approval of the workers compensation claim from WorkCover
* Once the claim has been accepted, relevant payments and reimbursements (including of medical expenses) will be made. It is therefore extremely important that all paperwork is completed immediately to ensure that employees are paid promptly.

***Employee Responsibilities***

Employees are responsible for:

* attending medical appointments that are organised by WorkCover
* participating in the development of a suitable duties program
* providing the [Insert Position (e.g. CEO/Director/Owner)] with a copies of medical certificates and other receipts and correspondence
* keeping the [Insert Position (e.g. CEO/Director/Owner)] informed of progress

***Return to Work (RTW) Planning***

The priority of all RTW planning is to facilitate an early, safe return to suitable duties following a work-related injury or illness. [Company Name], in consultation with the injured employee, nominated treating doctor, and WorkCover will work on an individually tailored return to work strategy and plan. The objective is always for the injured employee to return to work as soon as possible.

We support our injured workers by providing suitable duties where possible/appropriate for them while they are recovering. We expect that all injured workers will return to work on suitable duties as soon as it is medically safe to do so.

WorkCover is a Queensland Government owned statutory authority, which means while they are owned by the government and linked to the Department of industrial Relations, WorkCover operates as an independent, commercial enterprise and is self-funding.

WorkCover’s income is derived form premiums paid by employers ([Company Name]). WorkCover is governed by the Workers’ Compensation and Rehabilitation Act 2003.

A WorkCover insurance policy insures [Company Name] against the cost of their injured workers’ statutory and common law claims. This insurance coverage ensures that an employee who is injured at work receives financial support and rehabilitation following an injury.

In Queensland, The Workers’ Compensation and Rehabilitation Act 23003 states that every employer, unless a licensed self-insurer, must have workers’ compensation policy with WorkCover Queensland.

***Management Responsibilities:***

* Make suitable duties available to injured workers who are certified fit for suitable duties and where it is reasonably practical to do so
* Refer an injured employee to a rehabilitation provider if required
* Notify WorkCover QLD if unable to provide suitable duties
* Cooperate with WorkCover QLD in providing retraining to an injured worker who is unable to return to their pre-injury job.

***Return to Work Not to Disadvantage Injured Employee***

WorkCover QLD sets guidelines for how an injured employee must not be disadvantaged while participating in a return to work process following a work related injury.

This includes but is not limited to, injured employees having access to their sick leave as per their contractual entitlements (if a valid medical certificate is provided). If the medical condition is subsequently accepted as a compensable workplace injury, the sick leave will be reinstated in accordance with applicable legislation.

All monies that the injured employee is entitled to under the workers compensation legislation will be passed on to that employee as soon as practicable after notification from the insurer.

***Confidentiality***

A confidential return to work file for each injured employee will be established, maintained, and stored securely. Access will be restricted to those who have direct responsibility in the rehabilitation process. At the beginning of the return to work process the “Consent to disclose medical information” form shall be completed and signed by all involved with the rehabilitation process.

***What Do I Need to Do?***

You need to read through the Rehabilitation & Return to Work Policy to make yourself familiar with the contents of the policy and procedures. You are expected to comply with this policy as amended and implemented from time to time.

***What Happens If I Do Not Comply with the Rehabilitation & Return to Work Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name].

Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of this Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the Policy which is detailed above.

[Insert Position (e.g. CEO/Director/Owner)] is available to assist with any queries you have relating to the policy which is detailed above. Further information may be found in:

* Leave Policy
* Working from Home Policy
* Workplace Health & Safety Policy
* WorkCover Queensland <https://www.worksafe.qld.gov.au/>

# **Social Media Policy**

[Delete After Reading: Adapt ‘Social Media Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Social Media Policy. The policy takes effect immediately. This policy has been developed to inform employees of our expectations regarding their usage of social media while employed by [Company Name]. Other than what is set out in the *‘Social Media for Personal Purposes’* section of this policy, this policy does not apply to an employee’s personal use of social media.

[Company Name] sets guidelines and policies in the workplace as follows. We believe it is important to clearly communicate our expectations of all employees. It is every employee’s responsibility to act in accordance with this policy.

***Social Media Usage***

For the purposes of this policy, *‘social media’* means websites and internet-based applications used for social networking/interaction, sharing of information/content and creation of communities through online networks of people.

Examples of social media to which this policy relates, includes the following (*‘social media channels’*):

* Social networking sites. E.g. Facebook, LinkedIn, Twitter, Instagram.
* Video and photo sharing sites. E.g. YouTube, Flickr.
* Blogs including corporate blogs and personal blogs.
* Forums and discussion boards.
* Online encyclopaedias such as Wikipedia.
* Any other websites or online platforms that allow individual users or companies to use simple publishing tools.

[Company Name] embraces social media as an important tool for stakeholder engagement and encourages its employees to use social media in a personal capacity as a way to reach out and develop their personal and professional networks.

Having said this though, employees must take care to clarify whom they are representing when using social media. They must take responsibility for the accuracy and appropriateness of what they say in any social media communications which reference [Company Name] or related activities, or from which communications [Company Name] could reasonably be identified as the author.

***Social Media for Business Purposes***

You must have approval from the [Insert Position (e.g. CEO/Director/Owner)] before you are permitted to represent [Company Name] on social media channels by communicating *(‘posting’*) on social media sites on the behalf of [Company Name].

When approved, if you post information or material *(‘content’*) on social media sites on behalf of [Company Name] you must:

* Ensure that the content you post is factually accurate and complies with [Company Name] policies.
* Ensure that the content you post does not constitute legal advice or fall outside of your area of knowledge or expertise.
* Ensure that the content you post is not obscene, defamatory, threatening, harassing, discriminatory or hateful to another person or entity, including [Company Name], its employees, its members, its contractors, its partners, its competitors and/or other business-related individuals or organisations.
* Ensure that the content you post is not confidential or commercially sensitive [Company Name], its employees, clients, competitors and/or other business-related individuals or organisations, or otherwise inappropriate for communication via these channels.
* Ensure that the content you post does not include another person’s personal information without their express written consent.
* Ensure that the content you post does not breach applicable legislation including laws relating to copyright, privacy, financial disclosure, discrimination/equal opportunity and defamation.
* Be respectful of all individuals and communities with whom/which you interact online.
* Be polite and respectful of others’ opinions.

Permitted posts relating to [Company Name] activities via social media channels will generally be:

* Part of a marketing strategy.
* Part of an overall communication strategy targeting specific stakeholder groups. E.g. a specific targeted client segment.
* Part of an approved approach to communicating information regarding [Company Name] to its clients and wider industry sector community. E.g. updates via Twitter or LinkedIn groups on [Company Name] happenings/initiatives

***Social Media for Personal Purposes***

[Company Name] acknowledges that, generally, activities carried on outside of your employment are your own affair. However, activities that impact on or affect your job performance, the performance of others, or our business interests or reputation or those of our clients are part of this policy.

Accordingly, in your personal use of social media you must follow these guidelines:

* You must not refer to [Company Name] or its employees, agents or volunteers, in a derogatory or negative manner.
* If you cite [Company Name] in your employment or professional profiles you must ensure that the information is accurate and up-to-date.
* You must not ‘tag’ or identify as relating to [Company Name], any images or videos taken at events and social occasions, without prior written approval from the [Insert Position (e.g. CEO/Director/Owner)]. This will include, for example, photographs of client events in which our logo is visible.
* If you have a personal blog and wish to post content referring to [Company Name] or from which [Company Name] could reasonably be identified, you must ensure that the [Insert Position (e.g. CEO/Director/Owner)], approve the content before it is posted.
* You must not represent any social media posts as being the views of [Company Name] without consent from the [Insert Position (e.g. CEO/Director/Owner)].
* You must not engage in conduct online that is likely to bring [Company Name] into disrepute or otherwise damage its interests.
* You must not engage in conduct that would breach any policy of [Company Name] including but not limited to policies proscribing discrimination, ***harassment, and bullying.***

Using social media platforms for personal purposes during work hours must be kept to a reasonable minimum and should only occur during break times.

***What Do I Need to Do?***

You need to review the Social Media Policy and make yourself familiar with the contents of the policy. In the event that you have any questions, make sure you address these to the [Insert Position (e.g. CEO/Director/Owner)].

***What Happens If I Do Not Comply with the Social Media Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name].

Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

The recommendations described in this policy are not intended to be exhaustive, nor do they anticipate every possible use of social media. Employees should contact the [Insert Position (e.g. CEO/Director/Owner)] with any queries relating to appropriate social media use in the first instance.

***Policy and Further Information***

To the extent that the contents of the Social Media Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the policy which is detailed above.

# **Staff Discount Policy**

[Delete After Reading: Adapt ‘Staff Discount Policy’ to suit your Company]

***Overview***

Staff are entitled to a discount of products purchased on your behalf or off floor stock.

The cost will be as follows:

Cost price of the item +25% +GST. Where it is difficult to determine the cost price of a product 25% will be taken off the selling price.

***Staff Accounts***

If you have an account with [Company Name], payment of your account is due 21 days after the end of the monthly statement issued.

***Social Club***

In an organisation as large as ours, not all staff interacts on a direct level. The social club is a means for all staff and management to get to socialise in an informal setting. Membership of the social club is open to all staff and contributions are deducted from your weekly pay. Membership of the club is not compulsory and costs $1.00 per week. [Company Name] matches the one dollar contributed by each staff member.

# **Theft Policy**

[Delete After Reading: Adapt ‘Theft Policy’ to suit your Company]

***Overview***

Theft is considered to be a very serious breach of misconduct. The removal of unauthorised [Company Name] property is considered to be theft and if proven you will need to show cause as to why this should not lead to instant dismissal. The unauthorised use of electronic appliances such as a photocopier/fax is also considered to be theft, approved use of these items MUST be sought prior to use.

# **Use of a Company Vehicle Policy**

[Delete After Reading: Adapt ‘Use of a Company Vehicle Policy’ to suit your Company]

***Driving a Company Vehicle***

You must obtain authorisation to drive a [Company Name] vehicle before commencement of any journey. Under no circumstances may a [Company Name] vehicle (other than a vehicle assigned to a staff member as a private use vehicle) be used for private purposes.

At any time, you are a driver of a vehicle registered to [Company Name] you must obey the following:

* You must hold an acceptable current driver licence.
* You must not leave vehicles unattended with the ignition key in the lock and ensure, when away from the vehicle, that the vehicle is locked.
* Under the Queensland Traffic Act, it is a breach of the Act to drive whilst under the influence of liquor or drugs or with prescribed amounts of alcohol in the blood.
* You are responsible for your actions so any traffic infringements such as parking or speeding tickets that you incur whilst driving a company vehicle will be paid by you.
* You must advise your supervisor of any defects, breakdowns, or other problems immediately on returning the vehicle.
* You must comply with all laws relating to the driving of vehicles in a public place.

***Accident in a Company Car***

When an accident occurs, the driver of a [Company Name] vehicle must:

1. Stop the vehicle.
2. Obtain the
	* + Name(s) and address(es)of the other drivers(s)
		+ Name(s) and address(es)of the owner(s)
		+ Registration number(s) of the other vehicle(a) involved
		+ Sight other drivers licence/licence number
		+ Names and addresses of any witnesses to the accident (if possible)
3. **Do not admit liability for the accident**, even if you think it was your fault.
4. Report details to the QLD police in person as soon as practicable as and no later than 24 hours, even in the event of a minor accident.
5. When any person has been injured and/or when vehicles have suffered significant damage, the police must be called to the scene.
6. Do **not** move the vehicle in these circumstances until authorised by the police.

*Nevertheless, drivers’, vehicles and insurance details must be exchanged in all cases. Where damage is estimated to be in excess of $1000, the incident should be reported as soon as possible (in any case within 24 hours) on a collision report form, availability at all police stations.*

1. If anyone has been injured or if a vehicle is on fire, phone emergency ‘000’.
2. Report the circumstances to your supervisor.

#

# **WHS General Policy**

[Delete After Reading: Adapt ‘WHS General Policy’ to suit your Company]

***Overview***

[Company Name] is committed to providing a safe and healthy working environment for all workers, and other persons, so far as reasonably practicable. This will be achieved by management and employees working together, following a program of health and safety activities and procedures which are monitored, reviewed, and audited to achieve best practice.

[Company Name] undertakes to regularly review this policy to take account of changes in legislation, activities, services, and products. As a result of this review, changes may be made to this policy from time to time and all employees and contractors are required to comply with those changes.

***[Company Name] Health and Safety System***

The OHS/WHS system relates to all aspects of health and safety including (without limitation):

* OHS/WHS Strategy Plan
* Defined OHS/WHS responsibilities
* Exercising due diligence
* Health and safety training and education
* Adopting a risk management approach to manage health and safety risks
* Consultation with Persons Carrying on a Business or Undertaking and employees on matters related to health and safety
* Emergency procedures and drills
* Workplace inspections
* Incident/accident reporting
* Management of injured employees

***[Company Name] Health and Safety Objectives***

* To provide a safe and healthy work environment for all our employees, contractors, and other persons.
* To provide safe and healthy methods of work.
* To provide programs of health and safety activities and procedures which are continually updated and effectively carried out.
* To identify and eliminate or reduce hazards and risks to health and safety.
* To continually monitor and improve work health and safety.
* To provide education and training resources; and
* To comply with all relevant laws, rules, standards, and codes of practice.

A safe workplace is the shared responsibility of employer and employee. Our work environment promotes the health and wellbeing of our staff and any other party working for us.

Our goal is an injury-free workplace, one that assures that we will return home just as healthy as wellbeing of our staff and any other party working for us.

Our goal is an injury-free workplace, one that assures that we will return home just as healthy as we were when we left.

[Company Name] will not compromise accident or injury prevention for the sake of production or profit. Safety – for oneself and for others – is the first priority of everyone’s job. Each employee has a responsibility to prevent accidents and promote safety consciousness among fellow employees and outside contractors.

We are responsible for:

* Protecting ourselves
* Working according to established safety procedures and
* Extending our concern to the personal safety of co-workers

You are actively encouraged to point out safety breaches, either directly to the party involved, or to your immediate supervisor. You are encouraged, also, to actively recommend improvements in safety procedures.

***Please Follow These Safety Rules:***

[Delete After Reading: Adapt ‘Safety Rules’ to suit your Company, these are suggestions only]

1. Get help when lifting heavy or bulky objects
2. Keep floors clean and dry at all times
3. Keep washrooms, bathrooms, and kitchen clean and sanitary
4. Always follow safe procedures when dealing with chemicals
5. Report any unsafe conditions
6. Know the firefighting equipment, its location, proper use, and position of fire exits
7. Do not participate in practical jokes and horseplay
8. Use the correct tool for the job
9. Know where the First-Aid box is located, and what it contains
10. Do not use equipment that you are not trained to use
11. Under no circumstance accept liability if an accident occurs to a customer. You should offer them your assistance, call an ambulance if necessary and take their particulars e.g., name, address, license details, injuries sustained

***Safety Checklist
(employee to complete confirming their competency/knowledge)***

Fire Extinguishers Location ( )

 Types ( )

 Operation ( )

 Selection of extinguisher type ( )

Entry/Exits – Building Location ( )

 Normal & Emergency Operations ( )

 Limitations ( )

 Importance of Clear Access ( )

First Aid Location of First Aid Kits ( )

 Use of First Aid Kit ( )

 Document new staff qualifications ( )

 Advise new staff of qualifications ( )

Evacuation Procedure Location of Written Evacuation Plan ( )

 Evacuation Procedure ( )

 Responsibility ( )

 Identify Fire Warden ( )

Spillage Importance of cleaning up spills quicky ( )

 Resources available to clean spills ( )

Electrical Main Switch Location ( )

 Operation ( )

 Reason for Use ( )

***Management Responsibilities***

All officers, managers and team leaders/supervisors are responsible and accountable for the safety of employees, contractors, and company property under their control so far as reasonably practicable. Managers and team leaders/supervisors are responsible for ensuring all policies, procedures, safe work practices and safe work procedures are followed at all times.

***Employee Responsibilities***

All employees are required to comply with health and safety legislation and [Company Name]’s policies and procedures by taking reasonable care that their acts or omissions do not adversely affect their health or safety both themselves and that of other persons. Employees must report all hazards and incidents to their supervisors as soon as practically possible to ensure their own health and safety and the health and safety of others in our workplace, including contractors and third parties.

***Contractors***

All contractors engaged to perform work for [Company Name] are required to comply with the health and safety legislation as amended from time to time, the policy, programs and procedures of [Company Name] as they relate to work health and safety and to observe all directions on health and safety given by management. Failure to comply or observe a direction will be considered a breach of the contract and sufficient grounds for termination of the contract.

***Volunteers***

All volunteers are required to comply with health and safety legislation and ’s policies and procedures by taking reasonable care that their acts or omissions do not adversely affect their health or safety both themselves and that of other persons. Volunteers must report all hazards and incidents to their supervisors as soon as practically possible to ensure their own health and safety and the health and safety of others in the workplace, including employees, contractors and third parties.

***Injury & Accident Form***

To enable [Company Name] to meet their obligations, all work caused illness, work injuries or dangerous events (near miss) must be recorded. Injury & Accident Forms are kept with your Supervisor, information is to be supplied by a witness of the accident and the injured (if possible).

***Fire, Evacuation, Emergency Procedures***

In the event of a fire necessary evacuation procedures need to be taken.

**Before fire or emergency**

All employees should make themselves familiar with the emergency evacuation procedures, the location of fire exits, fire extinguishers and assembly areas. Notices are located on each floor.

These notices consist of the following:

* Floor plan showing location of
* Fire extinguishers
* Fire exits
* Evacuation paths
* Outdoor assembly for the building
* Name address and telephone number of this building’s locations for reference when ringing the fire brigade
* Whistle for sounding alarm

**Procedure in the event of a fire or other emergency evacuation procedures**

1. Alert all other people in the vicinity and department managers. If safe close any doors to contain the fire
2. Notify the fire brigade, CALL ‘000’
3. Evacuate the building if necessary
4. If safe, confine the fire or other source of danger
5. On hearing the fire alarm or when instructed by the Manager/Supervisor of your department, walk quietly and quickly to the nearest exit point, and proceed to the outdoor assembly point outside the building to await further instructions. Follow instructions by your Manager/Supervisors, do not panic, do not run, push, or overtake.
6. Evacuation point is [Insert Primary Evacuation Meeting Point Address]. Should this not be a safe meeting place, proceed to [Insert Secondary Evacuation Meeting Point Address].
7. The primary duty of staff in a fire is to ensure safe evacuation of members of the public, other staff, and themselves. Members of the public should be instructed by staff to the nearest safest exits and repeating in a loud but calm voice “this way out please” or similar.
8. If it is safe to do and only when evacuation has commenced, use the fire extinguisher to put out the fire. Remember that fire fighting must always be secondary to life safety, safe evacuation must be the primary concern.
9. Do not return to the building until the all clear is given by the attending fire brigade or the building is deemed safe or by either your department manager or other person’s in charge.

**Placement of fire escape posters**

Door leading out into the bindery, under each fire extinguisher, upstairs and two downstairs, door leading to second floor front area.

***First Aid Facilities***

First aid facilities are situated in [Insert First Aid location/s]. For any injury, report to your Supervisor who will seek the appropriate medical treatment. Remember to always complete an Incident Report form.

***Fitness for Duty***

If you are returning to work after suffering an illness or injury, you will be required to present a certificate of fitness for duty.

If a certificate of fitness is required and you fail to provide a fitness certificate at the time of returning to work, [Company Name] may delay your return to work until the fitness for duty certificate is provided.

***Armed Robbery***

In case of a hold up:

* Keep calm
* Try to ignore any weapons
* Look the person in the eye and remain polite
* Hand over any money demanded
* Try to memorise as much of the following as possible:
	+ Height
	+ Colour of eyes and hair
	+ His/her build
	+ Any distinctive marks e.g. tattoo, scars etc.
	+ Voice accent
	+ Mannerisms

*Do not under any circumstances give chase. If possible, try to get a good description of the vehicle involved. Remember whatever you do keep calm and do not panic.*

***Visitors in the Workplace***

To provide for the safety and security of our employees and the facilities at [Company Name], only authorised visitors are allowed in the workplace. Restricting unauthorised visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter [Company Name] through the front shop. Authorised visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. If an unauthorised individual is observed on [Company Name] premises, you should immediately notify your supervisor.

***Definitions***

In this policy:

‘**Person Carrying on a Business or Undertaking’** means an individual or organisation that arranges, directs, or influences work to be done or contributes something towards the work being done. It can include partners in partnerships, sole traders, trustees of trusts or committee members of unincorporated associations, public or private companies and incorporated associations.

***Variations***

[Company Name] reserves the right to vary, replace or terminate this policy from time to time.

***Policy and further information***

To the extent that the contents of this Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. Management is available to assist with any queries you have relating to the Policy which is detailed above.

# **Working from Home Policy**

[Delete After Reading: Adapt ‘Working from Home Policy’ to suit your Company]

***Overview***

[Company Name] has implemented a Working from Home Policy. The Policy takes effect immediately. This Policy has been developed to manage requests to work from home made by an employee and also covers [Company Name] requesting an employee or group of employees to work from home both during the current COVID-19 outbreak or at another time.

Under the model Work Health and Safety laws, [Company Name] has a duty of care for the health and safety of our employees and others at the workplace. These laws apply even if employees are required to work somewhere other than their usual workplace, for example, from home.

Employees also have a duty to take reasonable care of their own health and safety, and to not adversely affect the health and safety of others. This policy seeks to explain procedures for managing Working from Home and wherever possible, implement appropriate controls while following government directions.

For the safety of employees and others in the workplace, this policy must be followed at all times.

[Company Name] sets guidelines and policies in the workplace as follows. We believe it is important to clearly communicate our expectations of all employees. It is every employee’s responsibility to act in accordance with this Policy.

This Policy contains a procedure that describes how to request, assess, and implement and monitor a working from home agreement.

***Eligibility***

All [Company Name] are eligible to request a work from home arrangement and will be considered on a case by case basis.

During the COVID-19 outbreak, [Company Name] may request that some or all employees work from home. This will generally be to prevent exposure to the risk of contracting COVID-19.

When working at home, [Company Name] require the worker to perform at the same standard as they would in the office.

[Company Name] will require employees can demonstrate that the home-based work environment meets our work from home requirements.

***Procedure***

***Request to Work From Home***

* during the COVID-19 outbreak, the [Insert Position (e.g. CEO/Director/Owner)], may request for an employee, or a group of employees to work from home, when necessary or needed
* employees may request to work from home too. Such requests should be directed to the [Insert Position (e.g. CEO/Director/Owner)]

***Consultation***

When a request is made to work from home, the employee and the [Insert Position (e.g. CEO/Director/Owner)] will consult on the following matters:

* whether the employee’s role is suited to a work from home arrangement
* the hours and type of work to be performed from home
* the workstation and equipment required to perform the tasks and the work safely
* effective means of communication to ensure the employee can access assistance from emergency services
* access to adequate facilities including a first aid kit and emergency response equipment
* the process to monitor the agreement and the frequency at which it will be reviewed

***Work from Home Agreement***

Following consultation between the employee and the [Insert Position (e.g. CEO/Director/Owner)], they will complete a **Work from Home Request Form.** The [Insert Position (e.g. CEO/Director/Owner)] will ensure the **Work from Home WHS Evaluation** is satisfied prior to the agreement being made. Following confirmation that the employee’s home environment meets [Company Name] health and safety standards and operational needs, the implementation of the agreement can proceed from the agreed date. Alternatively, if the [Insert Position (e.g. CEO/Director/Owner)] determines that a work from home arrangement is not suitable, they will consult with the employee on the outcome.

***Monitoring the Health of the Worker and Conditions of the Work Environment***

The [Insert Position (e.g. CEO/Director/Owner)] will regularly consult with the worker to discuss the agreement to ensure it continues to meet the needs of both parties. Notes from these discussions will be filed in the appropriate personnel files.

If an employee is unwell and is unable to perform their duties from the home work environment, the employee must notify the [Company Name] in the same manner as if the employee was expected to be working from [Company Name] premises and in accordance with the Leave Policy.

If an employee has been requested by the [Insert Position (e.g. CEO/Director/Owner)] to work from home during the COVID-19 outbreak, the worker must not present to the [Company Name] office or work-related events without first receiving authorisation from the [Insert Position (e.g. CEO/Director/Owner)].

Where the [Insert Position (e.g. CEO/Director/Owner)] and/or the employee identify a need to improve the work from home arrangement (e.g. adequate facilities, health and safety matters, operational requirements), the [Insert Position (e.g. CEO/Director/Owner)] and employee must consult and the [Insert Position (e.g. CEO/Director/Owner)] will inform the employee of a resolution in a timely manner.

***Authorisation Amendment or Termination***

[Company Name] may, at any time, amend or terminate a work from home agreement. This may be a result of:

* + a change in the employees’ role and/or work duties
	+ the worker changing their residential address, or the work environment is altered
	+ a change in agreed working hours
	+ control measures not implemented
	+ operational factors
	+ risks to health and safety

Any amendment to or termination of an agreement will be recorded, and the record filed in the appropriate personnel file.

***COVID-19 Diagnosis or Exposure***

If you begin to display symptoms of the virus, you must follow Government guidance to find out what to do next. You must seek medical attention and notify the [Insert Position (e.g. CEO/Director/Owner)] at the earliest opportunity. **In order to protect your fellow colleagues, you are required to remain absent from the workplace on personal leave and provide us with a medical certificate.** You are required to get a medical clearance from your doctor or provide us with the QLD Health Coronavirus test result confirming a negative result prior to returning to the workplace.

If you have been in contact with someone who has a confirmed case of COVID-19 and you are not unwell, you are required to notify the [Insert Position (e.g. CEO/Director/Owner)] immediately. In order to protect your fellow colleagues, we ask you to seek direction from your health care provider and remain absent from the workplace on unpaid leave (or annual leave with your approval) until you are cleared to return. In this instance, [Company Name] will consider on a case by case basis whether it is possible for you to work remotely from home. Advance authorisation to work remotely is needed in every case.

If you have been in contact with someone who has a suspected case of COVID-19, you are required to notify the [Insert Position (e.g. CEO/Director/Owner)] immediately. We will likely make the decision to send you home and require you not to attend work as a safety precaution until results have been obtained. In these circumstances, we may require you to work remotely if possible. Advance authorisation to work remotely is needed in every case.

***Self-Isolation***

You must not attend the workplace during any self-isolation period that the Government requires you to undertake.

If you are unwell during this self-isolation period, you should follow the usual procedure to notify [Company Name] that you require personal leave and obtain a medical certificate in support of your leave. You are required to get a medical clearance from your doctor prior to returning to the workplace.

If you are well during this period of isolation, [Company Name] will also consider on a case-by-case basis whether it is possible for you to work remotely. If you are unwell during this period of isolation, [Company Name] will consider any available type of leave that may be taken to cover the absence. If there are no forms of accrued paid leave available, the absence will be unpaid.

***Some Important Points to Consider***

As you are an important part of the [Company Name] team, your wellbeing and that of our fellow workers is fundamental to you fulfilling your workplace obligations to [Company Name]. It is our policy that employees should follow these guidelines, communicate proactively with the [Insert Position (e.g. CEO/Director/Owner)] and comply with government directions.

***What Do I Need to Do?***

You need to review the Working from Home Policy and make yourself familiar with the contents of the policy. In the event that you have any questions, make sure you address these to the [Insert Position (e.g. CEO/Director/Owner)].

***What Happens If I Do Not Comply with the Working from Home Policy?***

The consequences of a breach of this policy will vary depending on the type and seriousness of the breach and will be at the discretion of [Company Name]. Depending on the circumstances, [Company Name] may take disciplinary action up to and including termination of employment.

***Policy and Further Information***

To the extent that the contents of the Working from Home Policy refers to obligations on [Company Name], they are guidelines for management or summaries of applicable legislative requirements only and are not contractual terms, conditions or representations on which a staff member may rely. [Insert Position (e.g. CEO/Director/Owner)] is available to assist with any queries you have relating to the policy which is detailed above.

Refer to the COVID-19 and Workplace Health & Safety Policies for further information and guidelines.

***Acknowledgement***

Please sign this acknowledgement form confirming you have read and understood the contents of this Employee Handbook.

By signing the acknowledgment form attached, you are making a declaration that you have read, understood, and agree to abide by the information provided as an employee/agent/contractor of [Company Name].

Please return this acknowledgement form to [Insert Position (e.g. CEO/Director/Owner)] as soon as you have signed it. This will be filed in your personnel file.

Of course, if you have any questions at all, please discuss those with [Insert Position (e.g. CEO/Director/Owner)] prior to signing this acknowledgement.

Thank You!

…………………………………………………………… ………………………………….

Signature Date

……………………………………………………………

Full Name