

EMPLOYEE HANDBOOK



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1 INTRODUCTION

1.1 WELCOME

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

Pormpur Paanthu is committed and dedicated to improving families' social and emotional wellbeing via a range of empowering place-based services. It takes a lead role in the coordination of services and the delivery of innovative approaches to engagement and community development.

Our guiding principles are:

- to provide a holistic and consultative approach to the delivery of services that will build sustainable social and lifestyle changes for individuals, families and community;
- to provide safe, accessible and reliable services that are culturally appropriate, competent and ethically accountable;
- provision of appropriate preventative health promotion initiatives;
- to coordinate culturally secure activities in partnership with all stakeholders; and
- to create supportive environments.

1.2 PURPOSE OF THE EMPLOYEE HANDBOOK

This Employee Handbook is designed both to introduce you to the Employer and to be of continuing use during your employment.

It sets out the Employer's rules and regulations, the policies relating to your employment and also contains information on some of the benefits that may be available to you. If you require any clarification or additional information please speak to your Manager.

We ask that you read the contents of this Employee Handbook carefully.

1.3 PRINCIPLE OF EQUALITY

Please note that the Employer is committed to providing equal opportunities and the principle of equality in accordance with relevant legislative provisions. We expect your support in implementing these policies.

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

1.4 GENERAL

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

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

2 JOINING THE EMPLOYER

2.1 PROBATIONARY PERIOD

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

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

2.2 POLICE CHECK AND BLUE CARD

You will be required to pass a Police Check and qualify for a Blue Card on starting with PPAC. Your employment can be terminated if you do not pass a Criminal Police Check or qualify for a Blue Card.

2.3 CONDITIONS OF EMPLOYMENT

All employees will receive a detailed statement of their conditions of their employment. Conditions for all employees are specified in this policy handbook and the employee's Employment Contract.

All employment contracts are subject to relevant to funding provisions and Awards

The Manager will explain in detail the employee's remuneration package and entitlements and expectations including:

- lawful direction;
- hours of duty and employee's roster;
- overtime;
- salary and the Award;
- travel expenses;
- Superannuation;
- Annual leave;
- Sick Leave and other leave;

- roster days off;
- Public Holidays; and
- confidentiality.

Each Manager will provide new employees with a detailed orientation which includes work processes that highlight conditions of employment.

2.4 GENERAL TRAINING

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

2.5 FULL TIME EMPLOYEE TRAINING AND STUDY LEAVE

This policy applies to all full time and part time employees.

It is recognised that in order to increase efficiency and productivity of employees a commitment to training and skills development is required.

The Employer is committed to:

- developing a more highly skilled and flexible workforce;
- providing employees with career opportunities through appropriate training to acquire additional skills; and
- removing barriers to the use of skills required.

i) Conference, training and study leave

An employee may attend approved staff training courses, conferences, and seminars during normal working hour, without loss of pay.

Subject to approval an employee shall be entitled to a maximum of 4 hours per week study leave without loss of pay in case of a full time employee, and on a pro rata basis for the part time employees, to attend lectures, seminars, and /or tutorials in courses of study relevant to their work. This leave is not cumulative.

An employee shall also be entitled to leave without loss of pay to attend examinations including time reasonably taken to travel to and from the nearest place where an examination is conducted in courses of study for which leave has been approved by the employer.

In recognition of the additional disadvantages to an employee undertaking an approved distance learning course the employee may utilise up to a maximum of 4 hours per week study leave (in case of a full time employee and on a proportional basis for a part time employees) without loss of pay during working hours to undertake private study in the approved course of study. The following conditions apply:

- the employee has given satisfactory service over the preceding 12 months, and
- an assessment of skills acquired by the employee is required by the employer to utilise new and/ or enhanced skills within the level definition for their position.

Movement to a higher classification shall only occur by way of promotion or reclassification.

ii) Mandatory Qualifications in Current Role

Employees undertaking a course of study for accreditation in current role will be released on pay for required study block periods.

The Chief Executive Officer will determine what courses qualify and must approve all absences for study requirements

iii) General Courses

Employees undertaking approved courses of study will be able to access Study Leave as set out below. In order to qualify for Study leave, the course of study and the method of undertaking such course must be approved by the Chief Executive Officer.

For a Study Leave application to be approved, the course must be directly relevant to the employee's work area and the skills or qualifications acquired have been determined by the Chief Executive Officer as contributing to the skills sets required in that area of work.

Where Study Leave is approved, an employee will be entitled to up to ten (10) days paid Study Leave per annum, for the following purposes:

- for attendance at lectures and such time considered appropriate by management for attendance at compulsory practical training; and /or
- for attendance at examinations held during normal working hours.

Courses fees will not be reimbursed.

iv) Approval Process

Requests for Study leave should be made to the Chief Executive Officer using the Study Leave Application Form indicating the course of study and purpose of the leave.

The application must be approved by the Chief Executive Officer.

2.6 TRAINING AGREEMENT

The Employer has a policy of encouraging its employees to undertake training in order to advance their career to the benefit of both the Employer and the individual.

This includes assisting with costs of the training in accordance with any specific agreement for training (the **Training Agreement**). However, in the event of termination of your employment, for whatever reason, the Employer will seek reimbursement of the costs in line with the Training Agreement. Further details are available separately.

2.7 INDUCTION AND ORIENTATION

The organisation provides an orientation program that enables new employees to learn about the organisation's culture and philosophy. The Induction Program allows employees to gain a full understanding of the requirements of their position, and the legislative and mandatory requirements of the organisation.

The Orientation and Induction Policy applies to all employees, and for casual employees and volunteers who are engaged to be employees for a period longer than three (3) months.

.A separate induction and orientation handbook will be provided on starting employment.

2.8 JOB DESCRIPTION

A Position Description will be supplied to you prior to starting and will outline the expectations and responsibilities of the role.

Amendments may be made to your job description from time to time in relation to the Employer's changing needs and your own ability.

2.9 PERFORMANCE REVIEW AND DEVELOPMENT

The Performance Review and Development Policy will apply to all full time, part time and long term casual employees. An employee who has been absent in excess of 3 months in aggregate shall have the review delayed by the period of absence.

The Performance Review and Development Policy provide a process, which will:

- align individual outputs with the organisation's Annual Action Plan;
- ensure that employees know what is expected of them in their roles;
- plan for the development and training of employees in line with budget controls; and
- contribute to improved performance outcomes.

i) Employee Performance and Development Review

The Employee Performance and Development Review is a formal event that requires, in addition to your normal duties, two weeks preparation by both parties.

Employees should evaluate the objectives of the last Performance Reviews and record objectives met on the Employee Performance and Development Review tools supplied.

The Manager should consider examples of behaviours, and gather performance evidence, for instance completed reports, statistics, feedback from community members local and external service providers, and peers.

The review will be confidential and without limiting the scope, is intended to identify:

- the employee's performance level for the previous six months including achievement of documented objectives (the "what", specified in work plans) and the organisational behaviours (the "how" specified in PD / performance appraisal);
- the new or enhanced skills required by the employer, if any, together with proposed competency levels required where appropriate;
- any development and expansion anticipated by the employer for the employee in their position both in the short term and the longer term;
- current training needs to be undertaken to meet organisation objectives in both the short and long term to enable an employee to meet the standards of their existing position; and
- the employee's performance objectives for the preceding six months.

ii) Steps in the Process

Step 1- Setting Performance Expectations

Using the performance and development review tools provided, at the beginning of the financial year you and your Manager will:

- set high level performance objectives, as per your Position Description;
- develop and record an individual work plan that reflects the organization's Annual Action Plan;
- discuss expected behaviours and any areas of concern;
- commit to and record a Training and Development Plan specific to your training and development needs; and
- sign a copy of the documents and place it on your employee file.

Step 2. - Review actual performance and reset objectives

The Manager and staff member should discuss:

- significant achievements during the review period, areas warranting attention or improvement, together with strategies for addressing same;
- current and emerging issues with potential to impact positively or negatively on work plans, together with strategies for addressing same; and
- record outcomes to inform performance review.

Step 3- Assessment of Performance

The performance Rating is an assessment of the employee's all-round performance (both what and how), based on Rating Scale below.

The Manager will recommend a rating to the Chief Executive Officer for endorsement.

The final rating will then be communicated to staff formally by their Manager.

iii) Annual Employee Development Training Plan

Each employee will have a Development and Training developed in conjunction with their Manager as part of the Performance Review and Development process. The Development and Training Plan will first look to 'fill' any 'gaps' skills and knowledge identified through performance appraisal for the current job role and second look to prepare the staff for transition to their next job role.

The Training plan will identify competencies, training methods and timelines and be reviewed as part of the Performance Appraisal process. Plans and outcomes will be recorded and maintained on the individuals personnel file.

The plan should also provide an indicative budget estimate of training and development to be undertaken. The Chief Executive Officer will make provision in the forward annual operating budget for a realistic expenditure allocation for staff development and training.

iv) Review of Decisions

Any employee is entitled to seek a review of decisions relating to the performance appraisal process. The following process applies:

- the staff member should request that the CEO review the initial decision of the Manager;
- the CEO should review the decision and discuss the outcome with the staff member;
- the outcome of this meeting be will final.

v) Confidentiality and Access

Information contained in the performance Review and Planning Forms and discussions held between the employee and their Manager are confidential. Performance Review and Planning forms are kept in the employee's personnel file, with access to the forms as per the Personnel Records Policy.

Rating		Performance Level
3	Exceeds Expectations	<p>The staff member's performance exceeds the requirements of the position.</p> <p>Performance is all that is expected of a fully qualified and experienced person in the assigned position and goes beyond the accomplishing the agreed deliverables of the job. A score on this level would include high performance BOTH on job objectives as well as corporate behavior</p>
2	Fully Effective	<p>Staff members rated at this level is generally performing satisfactory in the job. They are seen as achieving all the desired results.</p>
1	Improvement Needed	<p>Staff rated at this level, performance has not conformed to the requirements of the position. Staff may be new to the role.</p> <p>The staff member and Supervisor must develop a plan designed to improve performance. The Supervisor must monitor performance closely to assess and support improvement</p> <p>Repeated performance ratings at this level conclude that the employee is not performing at the required standard</p>

2.10 JOB FLEXIBILITY

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

2.11 MOBILITY

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

2.12 EMPLOYMENT STATUS

To meet operational requirements the organisation will employ staff under different employment arrangements. Staff should be aware of the definitions and notice periods relating to their category of employment.

i) Employment Categories

A full time employee works a normal business week. Monday to Friday, in accordance with the hours established between the organisation and that employee, based on no more than 38 hours per week on an annual basis. Such employment shall be for the duration of the contract.

A part time employee is an employee who works regular and continuing work less than 38 hours but more than 20 hours per week, generally based on a set number of hours and times a week. A part time employee shall receive all the appropriate provisions agreed on a pro-rata basis in accordance with the number of ordinary hours. Such employment shall be for the duration of the contract.

A casual employee is hired for specific or limited periods during the year, often based on work requirements. They may work a variety of hours depending on need and agreement.

A contractor or consultant is either a natural person or a registered business/incorporated body formally commissioned by written agreement to provide specified, time-bound services to the organisation in return for specified remuneration. Contractors and consultants must abide by the organisation's Policies and Procedures to the extent that they are not inconsistent with their service agreements.

ii) Employment Term

Staff members are employed on either a fixed term or casual basis. Full time and part time staff will receive employment contracts clearly specifying the commencement and finishing dates for their period of employment.

Notice of the non-renewal of casual/short term employment contracts is to be given to staff at least two weeks prior to the end of their employment period.

2.13 CONVICTIONS AND OFFENCES

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

3 SALARIES AND WAGES

3.1 ADMINISTRATION

i) Payment

For weekly paid staff, wages are paid every second Wednesday.

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

Any pay queries that you may have should be raised with management.

ii) Overpayments

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

iii) Tax

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

3.2 SUPERANNUATION

You will be paid superannuation in accordance with the Employer's statutory obligations.

3.3 HOURS/LATENESS/ABSENTEEISM

All staff members are expected to work hours in accordance with their employment contract. Accurate attendance records and notice of absences will ensure equitable and effective management practices and compliance with all statutory and legal obligations.

i) Ordinary Hours

Staff members are expected to be at work for their full weekly contracted hours. All absences and variations must be accounted for. Full time employees are required to work 38 hours per week. You may also be required to work reasonable additional hours.

The office is open from 8.00am to 5.00pm Monday to Friday across the different services.

Play Group commences at 8.00am. The Integrated Healing Services and Administration commences at 8.30am. The Outside School Hours Care commences at 3.00pm.

Start to Finish times should be determined in conjunction with your Manager and may be varied by the Manager in accordance with the needs of the business. For full time works it usually requires a 7.6 hour day.

ii) Record of Work Attendance

All employees must record their daily hours of work, including lunch breaks. The Team leader will check and approve each employee's Timesheet. The Timesheet is to be used daily to record attendance/times and should be supported by Leave Forms as required.

Timesheets must be submitted to payroll on time or delays in payments should be expected.

iii) Absences from Work

If for any reason an employee is unable to attend work, they should advise their Supervisor or Manager by telephone call as soon as possible but no later than an hour prior to the scheduled start time. This will help to minimise the disruption to other staff members.

If an employee expects to be late reporting for work they should advise their Supervisor or Manager as soon as possible by telephone call.

In the event of any absences, the employer may require substantiation of absence.

The absence of an employee from work for a continuous period exceeding three working days without the consent of the employer and without notification to the employer is evidence that the employee has abandoned their employment.

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

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

3.4 SHORTAGE OF WORK

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment. With your agreement, we may place you on short time working, or alternatively, temporary leave. If you are placed on short time working, your pay will be reduced according to time actually worked. If you are placed on leave, you will receive no pay.

3.5 ALLOWANCES

All allowances will be paid at the rates outlined in the Award unless otherwise stated.

i) Travelling expenses

An employee required to stay away from home overnight shall be reimbursed the cost of reasonable board, lodgings and meals. Reasonable proof of costs so incurred is to be provided by the employee to the employer.

ii) Overtime Meal Allowances

Employees shall receive a meal allowance of in the following circumstances:

- where the employee works overtime in excess of 2 hours on any of the days upon which ordinary hours are worked; or
- where the employee works 5 hours or more on a day which is not an ordinary working day;

A meal allowance will not be paid if the employer provides a reasonable meal.

iii) Sleepovers

Where an employee is required to sleep overnight on the employer's premises for a period not exceeding 8 hours an allowance shall be paid in respect to each instance in addition to any other payments. An employee will be reimbursed for any expenses for board and lodgings in respect of each instance.

An employee on sleepover shall be provided with, or paid for, at least 4 hours' work for each instance where the employee is required. Such work shall be performed immediate before or immediately after the sleep over period. The payment of shall be in addition to the minimum payment prescribed by this clause.

In the event of the employee on sleepover being required to perform work during the sleepover period, the employee shall be paid for the time worked at the prescribed overtime rate with a minimum payment as for one hour worked. Where such work exceeds one hour, payment shall be made at the prescribed overtime rate for the duration of the work.

iv) First Aid Allowance

Where an employer appoints an employee to act as a workplace first aid person, and such employee has undertaken a first aid course and holds a current first aid certificate issued by the St John's Ambulance Association or Australian Red Cross Society or equivalent qualification, the employee shall be paid an allowance.

v) On Call Allowance

An employee rostered to be on-call shall receive an allowance as outlined in the Award for each 24 hour period or part thereof.

When an employee is required to be on-call and the means of contact is to be by telephone the employer shall:

- where the employee does not already have a telephone, reimburse the cost of such installation;
- where the employee pays or contributes towards the payment of the rental of such telephone, reimburse the employee one half of rental costs.

An employee shall be reimbursed the cost of all telephone calls made on behalf of the employer as a result of out of hours contact.

3.6 OVERTIME AND TIME OFF IN LIEU

Employees will be required to work reasonable overtime. Where overtime is worked payment of Time Off in Lieu or payment of Overtime will be as per the Award.

3.7 FLEXI-TIME

Employees are expected to manage their work load within their core hours. However, it is recognised that from time to time the organisation's services, including the Women's Shelter, Healing Centre and Alcohol and Drug Service, may have extraordinary circumstances such as attendance at meetings or in response to a client/resident crisis that will require flexi-time to be available. Flexi-time will work as follows:

- All hours worked in excess of normal work hours will accrue as time in lieu but must be approved by the CEO in consultation with each Service Manager or Coordinator.
- The days on which TOIL is taken must be negotiated with the Service Area Manager and CEO.
- Always inform the Service Manager when an emergency or crisis means an employee works outside of work hours

3.8 FATIGUE BREAKS

An employee who works so much overtime between the termination of that employee's ordinary work on one day and the commencement of the employee's ordinary work on the next day that the employee has not had at least 10 consecutive hours off duty between those times shall be released after the completion of such overtime until the employee has had 10 consecutive hours off duty without loss of pay for ordinary working time occurring during such absence.

This applies to shift workers who rotate from one shift to another as if 8 hours were substituted for 10 hours when overtime is worked:

- for the purpose of changing shift rosters;
- where a shift worker does not report for duty, or
- where a shift is worked by arrangement between the employees themselves.

3.9 SHIFT WORK

Continuous shift work means work done by an employee where the hours of work are regularly rotated through the day, afternoon and night shifts covering a 24 hour per day operation over 7 days of the week and 52 weeks of the year.

The ordinary working hours of continuous shift workers and shift workers whose work is connected with or incidental to any continuous process shall not exceed an average of 38 hours per week, in a work cycle.

Not more than 10 hours shall be worked on any one shift at ordinary rates except where there is agreement. The method of working shift by shift workers shall be mutually agreed between the employer and the employees.

The ordinary hours of work for each employee shall be displayed on a roster in a place conveniently accessible to employees at least 7 days before the commencement of the day on which the roster commences, however that a roster may be altered at any time to enable the service of the organisation to be carried on in an emergency or when another employee is absent from the duty.

A shift shall consist of not more than 10 hours inclusive of meal time however by agreement between the employer and the majority of employees in the work section concerned, ordinary hours not exceeding 12 hours on any day may be worked subject to:

- the employer and the employee concerned being guided by occupational health and safety provisions of the ACTU "Code of Conduct on 12 Hour Shifts";
- proper health monitoring procedures being introduced;
- suitable roster arrangements being made, and
- proper supervision being provided.

3.10 RECALL TO WORK

An employee who is recalled to work overtime after leaving the place of employment, shall be paid for a minimum of 2 hours' work at the appropriate rate for such time recalled, or be granted equivalent time in lieu.

An employee recalled shall not be required to work the full 2 hours if the work to be performed is completed in a shorter period.

Where an employee is recalled for duty on their rostered day off, they shall be entitled to substitute another day for the rostered day off.

Where a part time or full time employee has been given reasonable notice that they will be required to work on their rostered day off due to an emergency, the employee shall be paid at ordinary time for that day and a substitute day off shall be granted.

4 ANNUAL LEAVE ENTITLEMENTS AND CONDITIONS

4.1 ANNUAL HOLIDAYS

You are entitled to annual leave in accordance with the National Employment Standards (**NES**), unless otherwise stated in your contract of employment.

Under no circumstances can Annual Leave be taken in advance.

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

You must complete the annual leave request form at and have it signed by management before you make any firm holiday arrangements.

Annual leave dates will normally be allocated on a "first come, first served" basis but will be subject to operational requirements. Annual leave should not unreasonably affect the operation of the project concerned, but will not be unreasonably withheld. Annual Leave is to be approved by the Chief Executive Officer only.

You should give at least four weeks' notice of your intention to take annual leave of a week or more and one week's notice is required for odd single days.

Your annual leave pay will be at your normal basic pay unless shown otherwise in your contract of employment.

4.2 PUBLIC HOLIDAYS

All employees may be required to work Public Holidays. When an employee is rostered to work on a public holiday award wages applied.

In addition to the Public Holidays that apply in the State of Queensland the Employer will recognise the Fishing Competition, National Sorry Day and Rodeo Show Day as local Public Holidays.

5 PERSONAL LEAVE

5.1 ENTITLEMENTS

You are entitled to be paid for personal leave in accordance with the NES, unless otherwise stated in your contract of employment.

Your entitlement to paid personal leave accrues over the course of your employment.

Full time employees are entitled to ten days of paid personal leave for each year of continuous service. Part time and fixed-term employees are entitled to this entitlement upon a pro-rata basis. Casual employees are not entitled to paid personal leave.

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

You are entitled to take personal leave:

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

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

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

5.2 NOTIFICATION OF PERSONAL (SICK) LEAVE

You must notify the Employer by telephone on the first day of incapacity or at the earliest possible opportunity and, in any case, by no later than 1 hour before your usual start time.

Text messages and e-mails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally to your Manager.

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

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

5.3 EVIDENCE OF INCAPACITY

A doctor's certificate or statutory declaration is required for all personal leave, unless otherwise agreed by the Employer in specific circumstances.

Absences without a doctor's certificate may be subject to formal disciplinary proceedings.

5.4 RETURN TO WORK

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

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

Separate rules relating to infectious diseases and those whose duties may involve handling food are to be found later in this handbook and, if appropriate to your duties, you must familiarise yourself with them.

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

5.5 GENERAL

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

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

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

5.6 ADDITIONAL PERSONAL LEAVE WITHOUT PAY

Where an employee has exhausted all other Personal Leave and Annual Leave entitlements, they may be entitled to take unpaid Personal Leave for themselves or to care for members of their immediate family or household who are sick and require care and support.

Additional Personal Leave without Pay can be approved to a maximum of twelve months and an employee will normally have completed at least two full years of continuous service.

Additional Personal Leave without Pay will be applied at the discretion of the Chief Executive Officer (or nominee), and will be determined on a case-by-case basis having regard to the operational requirements of the organisation.

Additional Personal Leave without Pay may be considered in the following circumstances:

- an individual's property is affected by a natural disaster such as severe storms, flood, fire, hailstorm or mudslides etc;
- other medical grounds, for example, attendance at a medical appointment with an immediate family member;
- in special blood or organ donor circumstances.

Where possible applications must provide four weeks' notice, be made in writing to the Chief Executive Director.

6 OTHER LEAVE

6.1 PARENTAL LEAVE AND PAY

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

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

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

You must give the Employer at least ten weeks prior notice of your intention to take unpaid parental leave. This can be done using the standard leave form.

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

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

6.2 COMPASSIONATE LEAVE

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

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

6.3 LONG SERVICE LEAVE

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

6.4 CEREMONIAL LEAVE

Subject to these guidelines employees may take Ceremonial leave at the discretion of the Chief Executive Officer.

i) Culturally Specific – Ceremonial Paid Leave

Activities and issues which may be approved to take Ceremonial Leave for include:

- Reconciliation Day;
- other designated cultural activities as approved by the Chief Executive Officer; or
- funerals (2 per year x 2 days for each occasion or as approved by CEO).

Ceremonial Leave is taken out of Personal Leave balances.

ii) Ceremonial Unpaid Leave

Activities and issues which staff members may be approved to take unpaid leave for include:

- NAIDOC week;
- traditional practice regarding sorry business and associated travel time; or
- Traditional Land Owner meetings (a maximum of two days per year is approved unless additional approval is negotiated with the Chief Executive Officer, based on the individual circumstances of the application).

Staff in all other instances may seek unpaid Ceremonial Leave which can be authorised at the discretion of the Chief Executive Officer. Ceremonial Leave Forms must be completed and signed by CEO.

iii) Administration

An employee should complete the Leave Application Form and submit it to their Manager, co-signed by the Chief Executive Officer at least four weeks prior to the requested leave date (where possible). An application will be granted based on the following criteria:

- the leave request is legitimate; and
- organisational needs can be met whilst the employee is on leave.

The Manager will notify the employee as soon as possible prior to the requested leave date, of the outcome of the application.

Approved Ceremonial is to be documented on staff timesheets, and signed by the appropriate Manager. Leave granted is to be marked as “Ceremonial Leave” on the timesheet and shall not be taken as sick leave, annual leave or long service leave.

6.5 COMMUNITY SERVICE LEAVE

You are entitled to community service leave in certain circumstances.

Community service leave is for eligible community service activities such as SES, jury service and volunteer fire fighting.

Other than for the first two weeks of jury service leave, where the Employer will top up the pay of a permanent employee, community service leave is unpaid.

6.6 SELF CARE DAY

Employees, at the discretion of the Chief Executive Officer, may take paid time off immediately following Reunion Days and Healing Camps. Events of 3 days may result in a day off being granted. In other cases half day off may be granted.

This time is in recognition of the self-care needs and debriefing of PPAC staff following such events.

6.7 TIME OFF

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

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

7 SAFEGUARDS

7.1 RIGHTS OF SEARCH

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

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

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

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

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

7.2 IT AND COMPUTER POLICY

i) Virus protection

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

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

ii) Use of computer equipment

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

- the introduction of new software must first of all be checked and authorised by management before general use will be permitted;
- only authorised staff are permitted access to the Employer's computer equipment;
- only software that is used for business applications may be used on the Employer's computer equipment;
- no software may be brought onto or taken from the Employer's premises without prior authorisation;

- unauthorised access to computing facilities will result in disciplinary action up to and including dismissal; and
- unauthorised copying and/or removal of computer equipment and/or software will result in disciplinary action up to and including dismissal.

iii) Internet policy

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

Authorised staff are encouraged to make use of the internet as part of their professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Employer's name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence.

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

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

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

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

iv) Email

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

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

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

- comply with Employer communication standards;

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

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

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

v) Monitoring

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

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

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

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

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

7.3 INFORMATION SYSTEMS

Passwords issued to staff must be kept confidential and disclosure of the password access code to other staff members, family, friends, or unauthorised persons is strictly prohibited.

Staff required to log into a computer system must use their own individual security password access code. The use of borrowed or another staff member's security password access code to log in is strictly prohibited.

It is the responsibility of all staff to exit out of the system upon completion of their task. Personal computers or terminals are not to be left unattended when member or staff details are displayed on the screen.

If PPAC believes that staff are behaving unprofessionally and disseminating information PPAC will immediately access staff members' work emails to secure its information.

7.4 SOCIAL MEDIA

Any work related issue or material that could identify an individual who is a client or work colleague, which could adversely affect the Employer, a client/client or the Employer's relationship with any client must not be placed on any social networking site.

This means that, unless otherwise authorised, work related matters must not be placed on any such site at any time either during or outside of working hours and this includes access via any mobile computer equipment, including mobile phone or PDA.

7.5 OUTSIDE OFFICE USE OF EQUIPMENT

Staff wishing to use equipment outside of the office e.g. laptops, projectors; must obtain approval and all details are to be recorded in a Borrowing Register managed by PPAC Admin Staff.

7.6 SURVEILLANCE

The Employer may install and/or use video surveillance (CCTV) in and around the Employer's premises. The purpose of the surveillance is to ensure the safety and security of employees, visitors and property. The Employer reserves the right to review and use the CCTV in disciplinary proceedings.

All cameras are visible and will not be located in change rooms or bathrooms.

8 STANDARDS

8.1 WASTAGE

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

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

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

Further:

- any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
- any loss to the Employer that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work, will render you liable to reimburse to us the full or part of the cost of the loss; and
- in the event of an at fault accident whilst driving one of the Employer's vehicles you may be required to pay the cost of the insurance excess.

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

9 HEALTH, SAFETY AND WELFARE

9.1 SAFETY

You are entitled to a safe workplace. The health and safety of all employees, contractors and visitors are the highest priority and cannot be compromised.

You must not take any action that could threaten the health or safety of yourself, other employees, clients/clients or members of the public. At all times you must comply with any and all state and federal work health and safety laws and hygiene regulations. If you have any concerns about safety or hygiene in the workplace you should raise them directly with management without delay.

Personal protective equipment and clothing may be issued for your protection because of the nature of your job and if issued must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.

You should report all accidents and injuries at work, no matter how minor, via the Employer's incident reporting procedure.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

9.2 REFRESHMENT

The Employer provides refreshment making facilities for your use, which must be kept clean and tidy at all times.

Refreshment making facilities may only be used during authorised breaks.

9.3 DRUGS AND ALCOHOL

The use of drugs or alcohol jeopardises a safe work environment.

The Employer recognises its responsibility under Health and Safety legislation to provide a safe work environment for all employees, contractors and visitors regarding the prohibition of drugs and alcohol.

Non-compliance with this policy and any associated procedure by employees, contractors or visitors, may place the person in non-compliance with the Employer's duty of care provisions for the workplace and such non-compliance may result in disciplinary action up to and including dismissal.

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

Employees, contractors and visitors must not be adversely affected by drugs or alcohol at work or while at work functions, and must at all times be fit to perform their work safely. Employees found to be in breach of this policy will be subject to disciplinary procedures.

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

The Employer may conduct random drug and/or alcohol testing across all levels of employees.

You must submit yourself for drug and/or alcohol testing as soon as reasonably practicable after it has been requested of you. If you are believed to be under the influence of drugs or alcohol at work, you will be required to cease work immediately and sent home. Any resulting time off will be taken either as personal leave or unpaid leave.

9.4 NO SMOKING POLICY

Smoking on the premises or in Employer vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks.

If working off-site you must adhere to all relevant client site-specific policies and procedures regarding smoking.

There must be no smoking in front of clients while on duty.

9.5 HYGIENE

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

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

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

9.6 HYGIENE FOR FOOD HANDLERS

You must ensure that you strictly comply with the Employer's hygiene rules and regulations at all times. These include:

- You must wash your hands immediately before commencing work, after using the toilet, after handling raw foods, chemicals or rubbish, after blowing your nose and after smoking.
- You must not prepare raw and cooked foods in the same area.

- Perishable food and drink must be kept at the appropriate temperature.
- Waste should be disposed of appropriately and safely in line with recycling requirements.
- Fruit and vegetables should be thoroughly washed before use.
- All tools, utensils, and equipment, including non-disposable tea towels, must be kept clean and sanitised and washed between sessions.
- All tools, utensils and equipment including non-disposable tea towels must be stored in a clean, sterile place.
- Any cut or burn on the hand or arm must be covered with an approved visible dressing.
- Head or beard coverings and overalls/uniforms, where provided, must be worn at all times.
- Hair must be tied back at all times when in the kitchen/food handling areas. If required you must wear an appropriate hair covering.
- No jewellery should be worn, other than plain band wedding rings, without the permission of management.
- You should not wear excessive amounts of make-up, perfume or aftershave and nail varnish should not be worn.
- Nails should be kept short and clean.
- You must not chew gum or eat when handling food.
- If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.
- Contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your own doctor before commencing work.

9.7 MANUAL HANDLING

You are required to advise us of any condition which may make you more vulnerable to injury whilst manual handling.

9.8 FITNESS FOR WORK

If you arrive for work and, in the Employer's opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe

manner or may pose a safety risk to others. We may send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

10 GENERAL TERMS AND PROCEDURES

10.1 BREAKS

i) Meal Breaks

Between the fourth and sixth hour from commencement of duty an employee shall take an unpaid meal break of a minimum of 30 minutes and a maximum of one hour. An employee may elect to take a meal break at another designated meal period but will be paid at ordinary rates;

Where an employee is required to work during an unpaid meal break and continuously thereafter, they shall be paid at the rate of time and a half until released from duty for a meal break.

Where an employee is required to work by the employer to have a meal with a client or clients as part of the normal work routine or client program, they will be paid for the duration of the meal period at the ordinary rate of pay

By agreement, a part time employee may forgo their unpaid meal break provided that they must take an unpaid meal break on any day in which they work more than 6 hours continuously.

ii) Rest Pauses

Every employee is entitled to a paid rest pause of 10 minutes duration in the employer's time in the first and second half of the working day. Such rest pauses must be taken at such times as will not interfere with the continuity of work where the continuity is necessary.

Where there is agreement between the employer and the majority of employees concerned, the rest pauses may be combined into one 20 minute rest pause to be taken in the first part of the ordinary working day. The meal break should be arranged in such a way that the ordinary working day is broken up into 3 approximately equal working periods.

10.2 CHANGES IN PERSONAL DETAILS

You must notify the Employer of any change of name, address, telephone number, etc., so that we can maintain accurate records.

10.3 SECONDARY EMPLOYMENT

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

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

You will be notified in writing of the Employer's decision. The Employer may refuse to consent to your request. If you work without consent this could result in the termination of your employment.

If you already have any other employment or are considering any additional employment, you must notify the Employer so that we can discuss any implications arising from such employment, i.e. working time, health and safety issues, or conflicts of interest.

You may not under any circumstances, whether directly or indirectly, undertake any other duties of whatever kind during your hours of work with the Employer or whilst on Employer premises.

10.4 CONFLICT OF INTEREST

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

10.5 BANKING AND EXPENSES

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

You are required to ensure that the use of any Employer card and/or bank accounts is limited to business related expenses and is completed in a safe and secure manner.

10.6 EMPLOYEE'S PROPERTY AND LOST PROPERTY

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

10.7 MOBILE PHONES AND OTHER DEVICES

The Employer's mobile phones, laptops and other tablet devices are to be used for business purposes and incidental reasonable personal use.

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

Personal mobile phones, mp3 players and other personal devices should not be used during work time, other than in emergencies.

10.8 BEHAVIOUR AT WORK

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

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

11 WHISTLE-BLOWERS

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

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

You should in the first instance report your concerns to management who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should bring your concerns to a member of the Board. If you are still not satisfied you should raise the matter with the appropriate organisation or body, e.g. the police or Work Cover.

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

12 CAPABILITY PROCEDURE

12.1 INTRODUCTION

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

12.2 JOB CHANGES/GENERAL CAPABILITY ISSUES

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

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

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

12.3 PERSONAL CIRCUMSTANCE/HEALTH ISSUES

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

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

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

after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role.

12.4 SHORT SERVICE STAFF

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal but you will retain the right to a hearing.

13 DISCIPLINARY PROCEDURE

13.1 INTRODUCTION

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

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

The following rules and procedures should ensure that:

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

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

13.2 DISCIPLINARY RULES

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

13.3 RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

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

- failure to abide by the general health and safety rules and procedures;
- persistent absenteeism and/or lateness;
- unsatisfactory standards or output of work;
- rudeness towards clients/clients, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- unauthorised use of email and internet;
- failure to carry out all reasonable instructions or follow our rules and procedures;
- unauthorised use or negligent damage or loss of our property;
- failure to report immediately any damage to property or premises caused by you;
- use of the Employer's vehicles without approval or the private use of our commercial vehicles without authorisation;
- failure to report any incident whilst driving the Employer's vehicles, whether or not personal injury or vehicle damage occurs;
- if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;
- carrying unauthorised goods or passengers in the Employer's commercial vehicles or the use of the Employer's vehicles for personal gain; and
- loss of driving licence where driving on public roads forms an essential part of the duties of the role.

This list is not exhaustive.

13.4 SERIOUS MISCONDUCT

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

- theft or fraud;
- physical violence or bullying;
- deliberate damage to property;
- deliberate acts of unlawful discrimination or harassment;
- possession, or being under the influence, of illegal drugs at work; and
- breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person;
- conviction of a serious criminal offence including a conviction for of carriage of alcohol into a community that has alcohol restrictions;
- if you refuse to comply with any reasonable instruction or direction including any failure on your behalf to comply with policies and/or procedures and any directions given by management of the Employer.

13.5 DISCIPLINARY PROCEDURE

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

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

We retain discretion in respect of the disciplinary procedures to take account of your length of service and the severity of the misconduct to vary the procedures accordingly. If you have a short amount of

service you may not be in receipt of any warnings before dismissal, but you will retain the right to a disciplinary hearing.

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.

In all cases, warnings will be issued for misconduct, irrespective of the precise matters concerned and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings do not change behaviour.

13.6 DURATION OF WARNINGS

i) Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a six month period.

ii) Written warning

A written warning will normally be disregarded for disciplinary purposes after a 12 month period.

iii) Final written warning

A final written warning will normally be disregarded for disciplinary purposes after an 18 month period.

13.7 GENERAL NOTES

If you are in a Supervisory or Managerial position then demotion to a lower status at the appropriate rate of pay may be considered as an alternative to dismissal, except in cases of serious misconduct.

In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for serious misconduct) may be considered by the person authorised to dismiss.

Serious misconduct offences will result in dismissal without notice.

14 MANAGING UNSATISFACTORY PERFORMANCE

This Policy applies to all full time, part time, casual employees.

i) **Manager's Responsibilities**

The Managers Responsibilities are:

- to identify and address performance issues;
- to provide staff with an opportunity to improve performance;
- to ensure staff act in accordance with Code of Conduct.

Where the unsatisfactory performance persists (despite assistance and warnings) take disciplinary action.

ii) **Employee's Responsibilities**

Employees should recognise that staff are responsible for their conduct and performance at work and while the organisation will assist staff to improve their performance, it is the individual's responsibility to improve performance to the request level;

Where staff have been advised that their performance is below standard. They must genuinely attempt to improve performance to maintain their employment.

Employees must always abide by Code of Conduct and governance structure.

iii) **Performance Improvement Steps**

Stage 1: Notification of Unsatisfactory Performance – This is a verbal conversation where the employee and the immediate Manager will discuss why performance is considered unsatisfactory. Verbally advise of expected improvements and how these can be achieved. Warn of consequences if not achieved. Set a period in which to review performance.

Stage 2: Written performance Improvement Plan – Written Warning: If staff have not achieved the expected performance improvement by the review date then the Manager will:

- formally counsel as to deficiencies in performance;
- develop a written performance improvement plan;
- set a review period of not less than one month, and
- issue a written warning.

Stage 3: Final Written Warning: If not all the required performance standards have been met by the end of the review period (even where there is some improvement) then the Manager will:

- formally counsel as to deficiencies in performance;
- develop an extension to the written performance improvement plan;
- set a final review period of not less than one month, and
- issue a final written warning.

Stage 4: Termination if the required performance standards set in the Final Warning have not been met dismissal or stand down may occur. Documents of reason and action taken will be placed on the staff member's individual personnel file. Director of Services is to issue any Termination Letter.

15 GRIEVANCE PROCEDURE

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

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

i) Principles

With a community comprised of people with different life experiences, values, thoughts and opinions about how to do things, individuals will, on occasion, have grievances relating to issues arising from the workplace. The Grievance Dispute Procedure Policy outlines procedures to be followed when dealing with grievances.

Grievances can be raised on a range of matters including:

- breaches of policy;
- interaction with colleagues;
- employment conditions; and/or
- any other forms of unfair treatment which are perceived to have a detrimental effect on an individual or their work environment.

Not every matter complained about necessitates a grievance. Managers and Supervisors are responsible for resolving concerns and may intervene in instances where inappropriate behaviour or actions have been observed or reported by others. This includes lateral violence and gossiping about authority figures.

The Grievance Dispute Procedure will emphasise and promote the following principles:

- fair and equitable treatment for all staff;
- confidential treatment of all grievances;
- access to grievance resolution for all employees; and
- timely resolution of grievances;

ii) Procedures

All employees must comply with the procedures set out below. Unless there is a valid reason (i.e. the employee's grievance is with the Team leader), it is not acceptable for an employee to lodge a grievance outside of the escalation process (i.e. an employee cannot take a grievance to the CEO unless they have first followed steps 1 and 2). The only way circumstances in which a grievance can be lodged outside this procedure is when an employee has a grievance against the CEO. In such an instance, it is acceptable for the employee to lodge their grievance directly, in writing with the chairperson of the Board of the Board of Directors but a copy of the grievance must be given to the CEO first to see if it can be resolved in house.

Aside from this instance, it is NEVER acceptable for an employee to approach any member of the Board with a grievance. If an employee deliberately acts outside of this procedure, formal disciplinary action will be taken.

iii) General Grievances

If an employee is unable to resolve their grievance on their own (i.e. directly with the person(s) involved), they should discuss the matter with their Manager. The Manager will attempt to resolve the grievance within working days of the employee's grievance being notified. All parties to the grievance should try to solve the grievance using the following problem-solving process:

- **Assess** the situation, **Plan**; **Implement** the plan; and **Evaluate**.

To assist in resolution at this stage, the aggrieved employee should clearly state their concerns, the party/ies involved and the outcome sought. This does have to be in writing preferred to assist in resolution of the grievance and offers transparency. Any concerns raised verbally will be documented by the Manager for review and confirmation by the aggrieved employee.

If the issue is not capable of resolution on the spot, the Manager will establish a process for addressing the employee's concerns. If it is not within the power of the Team Leader to directly resolve the issue that may seek to involve relevant assistance, e.g. mediator and will advise the employee accordingly so they may take the process to the next stage

If the Manager is unable to resolve the matter or it is inappropriate for the employee to approach their Manager, the employee may then approach the Chief Executive Officer. The Grievance must be in writing at this stage

The CEO will attempt to resolve the grievance within ten working days of being notified of the grievance. The Board has no role in the addressing and resolution of issues being managed via this process

The CEO in addressing the issue may access expert internal/external assistance e.g. mediator, OH&S Officer, counsellor, conflict management. Until the grievance is determined:

- Work shall continue normally in accordance with the custom and practice existing before the grievance arose, if practicable.
- no party shall be prejudiced as to the final settlement by the continuance of work;

- Grievances against the CEO are to be provided in writing to the Chairperson of the Board and a copy provided to the CEO. The Chair can appoint a delegate(s) to address the grievance.
- The Chair/delegates will attempt to resolve the grievance within ten working days of being notified of the grievance. The Chair will advise the CEO of the process and any need to visit the complainant in the workplace. (Points 4 and 5 apply)
- All Grievance documentation should be filled on the employees personnel file.

16 BULLYING AND HARASSMENT

16.1 INTRODUCTION

The Employer is committed to promoting a fair, safe and healthy working environment in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

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

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

16.2 HARASSMENT

We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress.

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

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

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

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

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

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of harassment.

16.3 BULLYING

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

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

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

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

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

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying.

16.4 BULLYING AND HARASSMENT COMPLAINT PROCEDURES

i) Informal complaint

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

If you are the victim of minor bullying or harassment you should make it clear to the bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If

you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii) Formal complaint

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

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

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

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

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

16.5 GENERAL NOTES

If the report concludes that the allegation is well founded, the bully or harasser will be liable to disciplinary action in accordance with our disciplinary and disciplinary dismissal procedure.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent; disciplinary action will be taken against you.

17 CONFIDENTIALITY AND PRIVACY POLICY

The Confidentiality and Privacy Policy provides the guidelines for all employees who in the course of performing their duties may be required to handle confidential and / or sensitive material. This includes (but is not limited to) client records, recruitment, selection and separation, payroll, performance management and employee assistance documentation or other information.

17.1 COLLECTION OF PERSONAL INFORMATION

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

Personal information includes information relating to:

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

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

17.2 YOUR RESPONSIBILITIES

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

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

You will not use the confidential information for any purpose other than for the relevant and related Employer processes during or after your employment.

17.3 CONFIDENTIALITY

In order to protect the rights of clients, and employees it is imperative that every member of staff, when dealing with others' details, observe the strictest confidence in discharging their duties and professional responsibilities. Any disclosure or discussion of records or information concerning clients and staff of the organisation, will be regarded as a serious breach of confidentiality and could lead to dismissal. Such information and records would include, but are not exclusive to:

- client records;
- employee records;
- the organisation's documents;
- computer records and passwords;
- staff and Management emails;
- PPAC memos;
- PPAC faxes;
- letters with PPAC logos;
- staff timesheets.

Employees must take care in maintaining the integrity and security of official documents and information for which they are responsible.

Misuse of information includes:

- Accessing information for personal interest, benefit or advantage, or for the interest, benefit or advantage of another person;

- Seeking to take advantage, for any reason, of another person on the basis of information about that person held in official records; or
- Access to other staff emails without prior consent to the staff member; and through controlled process that includes permission from CEO to IT Consultant or records management employee.

It is also a misuse of information to disclose information without proper authority to:

- other employees;
- members of the public;
- Government Departments or Agencies;
- banks or credit agencies;
- the media; or
- private investigators.

All employees / contractors are required to sign a Workplace Confidentiality Agreement prior to commencing with the organisation

17.4 PUBLICITY

No staff member is permitted to make any statement to the media concerning clients or the organisation business or to allow their photograph to be taken in or around the organisation's premises without the express approval of the Chief Executive Officer. The Chief Executive Officer may speak to the media to advocate on behalf of the Organisation and to promote its Business.

17.5 STORAGE, SECURITY AND RELEASE INFORMATION

Information in the possession of the organisation shall only be used for the purpose for which it was acquired.

Employees who use such information for any improper purposes may be guilty of serious and willful misconduct, and their employment terminated in accordance with the Disciplinary Process.

Staff shall take all precautions to ensure that information is securely stored and managed so as to prevent other individuals and unauthorised persons obtaining access to personal information when not authorised to do so.

Under no circumstances may staff remove PPAC files and records from the Office. Documents should not be shredded, destroyed or discarded without the Chief Executive Officer's approval and staff should refer to PPAC Records Management Policy.

Legal Action will be taken against staff who remove, destroy and share PPAC information, and or request other staff to access information inappropriately.

17.6 CLIENT ACCESS TO FILES

The clients file remains the property of PPAC. However, should the client wish to review this information, they are required to submit a written application to the Manager. The client will be advised that it will take up to ten working days to meet this request. A Caseworker has to review the file for release, where necessary deleting third party information, in accordance with Freedom of Information and Privacy Act requirements.

A supervised time to view the file will be arranged by the Manager of relevant Service

17.7 REPORTABLE INCIDENTS

All staff are required to make mandatory notification in relation to all forms if suspected or actual abuse of children, suspected or actual forms of self-harm, and actual or threatened harm to property or person.

Staff needs to advise the person of this obligation and advise the team leader to arrange contact with the relevant authority .e.g. Emergency Services, Police, Medical Authorities.

As part of evidence-based practices all staff must complete Incident Reports so that they can be viewed by the Management Review Committee and a directive decided and solution documented.

The CQI Report will be completed by the Management review Committee Secretary and forwarded to the CEO to present to the Board, and record in Board Minutes.

It is an incident not to report incidents of concern that provides a mechanism for continuous improvement and or Policy development.

17.8 INTELLECTUAL PROPERTY

All material, work, ideas, concepts, designs, inventions and systems developed or produced by the Employee in the course of his/her employment during the currency of this Agreement will be the sole property of the Pormpur Paanthu Aboriginal Corporation Pty Ltd to be used at its discretion in any manner it sees fit in perpetuity.

17.9 BREACH

Any action in breach of this policy may result in disciplinary action being taken.

18 EQUAL OPPORTUNITIES POLICY

18.1 STATEMENT OF POLICY

We recognise that discrimination is unacceptable and, although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

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

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

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

18.2 RECRUITMENT AND SELECTION

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

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

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

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

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

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

Selection decisions will not be influenced by any perceived prejudices of other staff.

18.3 TRAINING AND PROMOTION

Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

All promotion will be in line with this policy.

19 TERMINATION OF EMPLOYMENT

19.1 RESIGNATIONS

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

Permanent employees are required to give a minimum of twenty one days' notice of termination of employment.

To ensure clients are not disadvantaged by staff resignations, casual and voluntary staff are requested to also provide two weeks' notice of termination to enable replacement staff to be appointed and continuity of service to be maintained.

19.2 TERMINATING YOUR EMPLOYMENT WITHOUT NOTICE

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

19.3 RETURN OF EMPLOYER PROPERTY

On the termination of your employment, you must return all Employer property which is in your possession or for which you have responsibility. Failure to return such items within 7 days will result in the cost of the items being deducted from any monies outstanding to you.

All Employer property should be returned to management.

19.4 RETURN OF VEHICLES

On termination of your employment, you must return your Employer vehicle/any Employer vehicle in your possession to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you.

19.5 EMPLOYER TERMINATION

Employees on probation shall be entitled to one days' notice of termination

In order to terminate the employment of an employee the employer shall give to the employee at Levels 1 to 5 and Levels 1-3 the following period of notice:

Years of Service	Required Notice
1 Year or less	1 week
Over 1 Year but not more than 3 years	2 weeks
Over 3 Years but not more than 5 years	3 weeks
Over 5 Years completed service	4 weeks

For employees employed in Levels 6, 7 and 8 at least 4 weeks' notice shall be given.

In addition, employees 45 years and over at the time of giving notice and with not less than 2 years' continuous service, shall be entitled to an additional week's notice.

19.6 EXIT PROCESS

An exit process is to be conducted for all staff members by the Team leader. The Purpose is to recover work items and provide an avenue for the employee to communicate feelings/concerns/views.

The following procedure should be coordinated by the Team leader when an employee leaves the organisation:

- Staff members who are given notice of termination or resign will be provided with certificate of service.
- Ensure that all properties, passwords, tools, keys, relevant documents are recovered.
- Ensure that a letters of resignation or letter of termination is placed on the personnel file.
- Termination payments are to be prepared with ordinary wages due to wages in lieu of notice calculated.
- Annual leave due to the date of termination is to be calculated and paid at the employee's current rate.
- Leave loading in accordance with the employment contract is calculated and paid at the employee's current rate.

- Any pro-rata long service leave entitlements that may be applicable are calculated and paid at the employee's current rate.

The Manager should dedicate time to the employee to discuss:

- the staff members views on PPAC, work procedures and any relevant matters;
- the staff members needs and feelings in regards to moving on to their next chapter, post PPAC.

19.7 GARDEN LEAVE

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

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

20 EXPECTATIONS AND CODE OF CONDUCT

20.1 CODE OF CONDUCT

The Code of Conduct applies to all employees) full time, part time, contract, casual, voluntary and temporary) of PPAC for the duration of their employment.

The Code of Conduct outlines the responsibilities, general standards of work, conduct and behavior expected of PPAC employees.

The purpose of the Code of Conduct is to encourage the commitment, contribution and development of each employee in striving to achieve best practice and an exceptional quality of service to PPAC's clients.

i) Principles

The Code of Conduct is based on the following guiding principles. Employees are expected to:

- abide by the philosophies and values of Pormpur Paanthu Aboriginal Corporation;
- undertake a commitment to provide a quality service to clients at all times;
- observe relevant legislation, Code of Practice, Operational Guidelines, Human Resource Policies and job requirements;
- be fair and equitable in their dealings with clients, other employees and visitors of PPAC;
- maintain safe work practices and a concern for the welfare of other employees;
- be honest and courteous in all contact with patrons other employees and members of the public;
- undertake responsibility for their actions, and be accountable for the consequences;
- uphold the philosophy of continuous improvements and at all times act in the best interest of the organisation and its clients;
- abide by the lawful direction of the Board, Chief Executive Officer and Service Managers;
- respect the confidentiality of clientele and family members;
- attend all meetings and training as per required and participate in all appropriate activities that contributes to service delivery and decision making;
- not promote any negative behavior i.e. discussions on violent activities and negative gossip; or participate in lateral violence;

- follow all grievance procedures;
- not have children, other family members, friends or pets with them while performing their duties;
- not abuse clients, and other staff members;
- treat clients with courtesy, respect and consideration, and act on complaints according to Policy;
- not breach internet policy, remove, copy or forward emails, work documents and or files that belong to the organisation;
- not breach confidentiality when dealing with a grievance issue relating to Management or other staff colleagues during or post investigation;
- not remove or copy work to a USB, iPad, portable hard drive or photograph by phone without prior consent of Manager and or CEO;
- not record staff or client conversations on phones;
- not access social media (that is not related to marketing the Corporation) on work computers.

ii) The Role of Pormpur Paanthu Aboriginal Corporation

PPAC is committed to:

- treating employees fairly and honestly and according to all Industrial, Workplace Health and Safety, and Anti-Discrimination Legislations/Acts;
- providing necessary training and development opportunities to assist employees in completing their assigned tasks;
- abiding by relevant work-related legislation, codes of practice, Operational Guidelines and Human Resource Policies
- providing a safe work environment;
- ensuring employees have access to PPAC policies and relevant industrial instruments;
- providing appropriate recognition and reward for the work performed by employees;
- informing employees of the Code of Conduct and to ensure that it is understood.

iii) The Role of the Employee

In return, PPAC employees are expected to:

- behave honestly and with integrity;
- act with care and diligence;
- treat everyone with respect and courtesy, and without harassment;
- comply with all applicable Australian laws;
- comply with any lawful and reasonable direction given by someone who has authority to give the direction;
- disclose, and take reasonable steps to avoid any conflict of interest, real or apparent;
- use PPAC resources in a proper manner;
- not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's employment;
- not make improper use of inside information, or the employee's duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person;
- behave in a way that upholds the PPAC's Mission and Vision and the integrity and good reputation of Pormpur Paanthu;
- respect Culture and learn from those around you from the community;
- respecting and acknowledging cultural protocols, Elders, sorry business and cultural practices in all areas.

Where an employee believes that a direction given is unlawful, improper, or unsafe they should raise the issue in accordance with the Grievance Dispute Procedure

iv) Use of PPAC resources

Employees are expected to use resources economically and only for work-related purposes. Resources should not be used for private purposes unless there is a written agreement to the contrary.

Personal telephone calls (both incoming and outgoing) must be kept to a minimum and be within reason. Interstate, overseas or mobile phone calls of a personal nature cannot be made without prior approval from the Manager/CEO.

v) Security and Confidentiality

Employees are expected to maintain a high level of confidentiality in regard to the work they undertake and any other client matters they may encounter.

Employees are expected to respect all confidential information they may have access to in the course of their work. Confidential information obtained in the course of employment must not be used or disclosed to any party other than work purposes. Information held in official files must not be used to gain any personal advantage or to be take advantage of others.

Unauthorised access and use of confidential information can severely damage the reputation of the organisation and undermine personal privacy.

Employees should:

- use communication and information devices for officially approved purposes only;
- use these communication and information devices for limited personal use, as long as this does not interfere with their daily duties;
- use the Memo Template at all times, and not make requests via email only;
- not share their password/s with another employee or share another employee's password/s; and
- use internet appropriately and not disclose, share or forward emails from work to private email addresses and or persons not employed by PPAC.

All employees / contractors are required to sign a Workplace Confidentiality Agreement prior to commencing with PPAC

vi) Accepting Gifts and Benefits

Employees should not request or receive any benefits in connection with their work at PPAC other than authorised remuneration entitlements. Employees are expected to disclose to their Manager any gift or benefit offered or suggested to them carrying out their duties.

vii) Dress and Appearance

In accordance with the image PPAC wishes to portray, it is expected that all employees will undertake a standard of dress that is clean, tidy and in accordance with any uniform requirements.

Casual or discrete dress is unacceptable. Uniforms and name tags are supplied and must be worn (where applicable) whilst carrying out duties, whilst travelling to and from work. The corporate uniform shall not be worn whilst carrying out duties not related to PPAC or another employer.

PPAC uniforms shall not be worn when gambling or drinking.

Where an employee wears a PPAC uniform or uniform item in public (i.e. when attending functions, before/after work etc.), the employee is required to act in accordance with the Code of Conduct and demonstrate professional standards of behavior at all times.

Exemplary dress and appearance standards are expected at all times when at work. A guide to what is acceptable is outlined below:

- Jewellery if worn, is to be consistent with workplace health and safety risk assessment standards of the position the individual holds.
- Make up if worn, is to be subtle.
- Hair must be clean and work tidily.
- Nails must be clean neat in appearance and of lacquer is worn it must be pale.
- Shoes must be appropriate to the area in which the employee works. Thongs are not appropriate.
- Clothes should not be overly casual e.g. shorts, tube tops, singlets etc.
- Clothes should not be provocative e.g. bare navels, muscles shirts, transparent blouses, miniskirts and deep necklines.

viii) Dealing with Aggressive Behaviour

Employees are expected to provide high standards of service provision but the organisation does not accept any form of aggressive, threatening or abusive behavior towards its employees by clients, visitors, Board of Directors or community members.

If an employee is unable to calm the person and / or believes the situation places them or other employees in danger, they are to notify their Manager or Chief Executive Officer / Chairperson of the Board. It must be formal and in writing.

Staff are not to go outside and photograph or video arguments and fights in the street of community people or Police. Staff will remain inside and call 000 or local police on 4060 4004.

If people come to staff homes intoxicated, harmed, threatening to harm, self-harm and destroy property staff are to report the matter to the Police and write up an Incident Report and provide it to your Manager.

Any breaches of this may cause harm to you, place staff at risk or others including the person or persons. Allow the Police to contact the clinic.

20.2 BREACHES OF THE CODE OF CONDUCT

Breaches of this Code may be grounds for using Disciplinary Procedures, as outlined in the PPAC Disciplinary Process

21 MOTOR VEHICLES

The purpose of the Motor Vehicle Policy is to provide guidelines for the use of the organisation's Motor Vehicles.

21.1 ALLOWANCES

Should an employee be required to use their vehicle on the employer's business, the employee is to receive a vehicle allowance as outlined in the Award.

An employee required to travel by other means in connection with their work shall be reimbursed all reasonable travelling expenses so incurred with reasonable proof of such expenses to be provided by the employee to the employer.

Where an employee is called out on duty at night or at other times than their normal hours, they shall be reimbursed their fares including taxi fares or, if using their own vehicles to travel between home and work, they shall receive a travelling allowance subject to returning home prior to commencing work.

21.2 MOTOR VEHICLE ACCESS

Motor vehicles are available for use by staff and Directors for business purposes only unless authorised in writing or email.

Approval to access a motor vehicle is at the discretion of the Chief Executive Officer for staff requests, and the Chairperson (in consultation with the CEO) for Board of Directors' requests.

The Chief Executive Officer and Chairperson must be notified if an employee / Board of Directors require a motor vehicle for use outside of the normal business hours. The CEO /Chairperson must determine the necessity of this request when considering approval.

21.3 USING BUSINESS MOTOR VEHICLES

- A current Queensland driver's license is required. This must be shown to the CEO and the photocopy taken and kept on the employee's personnel file. In the case of a Board of Directors member, they must show their license to the Chairperson/ CEO, who will take a photocopy and keep on file.
- The laws require you to report to your Driver License Authority any permanent or long-term illness that is likely to affect your ability to drive safely. Prior to an individual being granted approval to use a Motor Vehicle, the CEO/ Chairperson may require the individual to undertake a Fitness to Drive Medical Assessment.
- Individuals must abide by Queensland traffic regulations, including the use of seat belts and child restraints.

- Motor vehicles are not to be used for private business.
- Smoking is not permitted in any motor vehicle.
- Motor vehicles are to be securely locked when not in use.
- Spare keys of all motor vehicles are kept in the CEO's Office.
- If approval to use a motor vehicle had been granted, the vehicle keys should be collected and returned daily.

21.4 RECORD KEEPING

A log book record is to be maintained for each vehicle on a daily, weekly basis. The Chief Executive Officer will ensure that the log book and any receipts are completed and provided. The CEO will maintain the records and logs of all motor vehicles and delegate the responsibility to Managers and staff to uphold the Policy

Incident reports need to be completed every time any damage or wrong doing is enacted against the vehicle in question and care of driver

21.5 PARKING AND GARAGING OF MOTOR VEHICLES

Motor vehicles, when not being used on official business, are to be parked or garaged at the premises of the organisation. Unless specifically authorized by the CEO / Chairperson, no motor vehicle is to be taken home or garaged at the residence of any employee or Board of Directors members.

Drivers are responsible for the cleanliness of motor vehicles of which they have charge, and will ensure that they are maintained in a proper state, including refueled every Friday and on return.

21.6 ACCESS TO FUEL

Access to fuel and oil for motor vehicles are to be from the service station brand nominated and approved by the Chief Executive Officer. A fuel card for motor vehicles is supplied according to community fuel depot.

Private vehicles or those belonging to other service are not to receive fuel, oil or any other relates expenses as a charge to the organisation.

Fuelling up on long distances required fuel receipts, or purchase orders

21.7 PARKING FINES AND TRAFFIC OFFENCES

Parking fines or traffic offences, involving an employee in charge of a business motor vehicle are the responsibility of the employee or Board of Directors member and will not be accepted or paid by the organisation.

21.8 REIMBURSEMENTS IN RELATION TO MOTOR VEHICLES

Fees paid for parking for legitimate business purposes may be reimbursed on production of a receipt

21.9 INSURANCE

All motor vehicles are covered by an approved insurance policy. In the event of an accident, payment of the excess or repair costs in the event of an accident is the responsibility of the organisation except when the vehicle is being driven by an unauthorised user. Authorised users are approved employees and approved Board members.

21.10 ACCIDENTS

A driver involved in an accident is required to stop and render assistance, regardless of whether on official business or not. The police must be called to the scene of the accident where the following occurs:

- a person injured or killed;
- any of the drivers involved in the accident fail to stop after the accident;
- any of the drivers involved in the accident appear under the influence of alcohol or drugs; or
- a vehicle involved in the accident has to be towed.

In addition the driver should notify the Chief Executive Officer as soon as practicable and ensure that the following information is obtained from the other driver or property owner

- full name and contact details;
- the name of the insurance company;
- the registration number of any other vehicle involved; and
- any other information which is relevant and which may be of assistance

Do not admit to liability or make, nor sign any statement which may be requested by other persons involved.

Any damage to motor vehicles requires the submission of an Incident Report Form to the Chief Executive Officer outlining the details of the accident and/or damage

21.11 BREAKDOWN

Breakdown assistance or instructions are to be requested through authorised mechanic and workshops.

21.12 THEFT, LOSS AND ILLEGAL USE

Theft, loss or illegal use of business motor vehicles, vehicle extras, parts or spares are to be reported immediately to the Police and the Chief Executive Officer.

21.13 REPAIRS AND SERVICING

Should a vehicle require repair, the Chief Executive Officer should be notified. Arrangements for repairs and servicing will be made through the Chief Executive Officer's office.

21.14 FIXTURES, FITTINGS AND MODIFICATIONS

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

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

9.16 Personal liability

Where any damage to an Employer vehicle is due to your negligence or lack of care, we reserve the right to insist on you rectifying the damage at your own expense or paying the excess part of any claim.

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

21.17 GPS

Employer vehicles may be fitted with a GPS tracking device which the Employer may use to monitor the location of the car at any time for the purposes of security and monitoring driver behaviour. Where an Employer vehicle is fitted with a GPS tracking device, it will be clearly identified inside the vehicle. Unless otherwise stated on the notification, GPS data will be collected continuously and on an on-going basis.

21.18 REVERSING

At all times when reversing a truck, loaded van or any other vehicle where, due to load or conditions, clear line of sight from all internal and external rear view mirrors is impeded or obscured in any way, you must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

21.19 BREACH OF POLICY

Any breaches to the Motor Vehicle Policy may result in Disciplinary action including:

- removing an individual's access to motor vehicles;
- formal warning(s); and
- termination of employment

22 ACKNOWLEDGEMENT FORM

I _____ (please print name) hereby acknowledge that I have read and received the Employer's Employee Handbook.

Full
name:

Signed:

Dated: