

Instant HR Policies & Procedures Sample Policies



Instant HR Policies & Procedures



ABCD HR POLICIES AND PROCEDURES

TABLE OF CONTENTS

Welcome.....	2
What This Manual Is Designed to Do.....	2
What This Manual Cannot Do	2
Other Legislation	3
To Customise Your Manual.....	3
Styles.....	5
Table Of Contents	1
Before Engaging Team Members	1
National Employment Standards.....	1
Industrial Award.....	1
PAYG Taxation.....	2
Fringe Benefits Tax.....	3
Superannuation.....	3
Workers Compensation.....	3
Chapter 1: Recruitment & Selection.....	2
<i>Position Descriptions</i>	3
Content of Position Descriptions	3
<i>Recruitment & Selection</i>	5
Recruitment	5
Right to Work in Australia.....	6
Selection.....	6
After the Decision	7

Option 1: Pre-Employment Safety Screening – Police Check	8
Option 2: Pre-Employment Safety Screening – Police Check & Working With Children Check..	10
Referee Checks by Other Companies.....	13
Unsolicited Applications	13
Privacy Provisions	13
<i>Work Experience & Internships</i>	
<i>Work Trials</i>	16
<i>Induction</i>	17
Before Team Members Commence	17
Casuals & Contractors	17
Managers Guide to Inductions:	17
<i>Probation</i>	19
Probationary Period.....	19
Probation Performance Reviews.....	19
Re-hired Team Members	20
Probation Termination.....	21
Chapter 2: Conditions of Employment	22
Employment Types.....	23
Full-time Team Members.....	23
Part-time Team Members.....	23
Casual Team Members	23
Casual to Permanent Conversion (Small Business Less than 15 Employees)	24
Casual to Permanent Conversion (Businesses More than 15 Employees)	26
Contract Team Members.....	29
Job-Sharing / Permanent Part-time Work	30
<i>Hours of Work & Rosters</i>	31

TABLE OF CONTENTS

Attendance & Punctuality	31
Shift Swapping.....	32
Timesheets / Time Clocks / Hours of Work Records	32
Time Off in Lieu	33
<i>Flexible Working Arrangements.....</i>	<i>34</i>
Options for Flexible Working Arrangements	
Compressed Hours of Work.....	35
Requesting Flexible Working Arrangements	35
<i>Pays & Pay Records.....</i>	<i>37</i>
Tax File Numbers	37
Salary-Sacrifice	37
Payroll Processing.....	38
Payroll Queries	38
Claiming Work-Related Expense.....	38
Records for Team Members (New Work Act Regulations).....	38
Access to Pay Records.....	41
<i>Privacy of Personal Files & Records.....</i>	<i>42</i>
Member Privacy.....	42
Accessing Your Personal Files & Records.....	43
Keeping Your Personnel Files.....	44
Privacy Compliance.....	44
<i>Privacy & Confidentiality.....</i>	<i>45</i>
<i>Intellectual Property.....</i>	<i>47</i>
<i>Outside Employment.....</i>	<i>48</i>
<i>Criminal History Assessments.....</i>	<i>49</i>
<i>Leave.....</i>	<i>51</i>

TABLE OF CONTENTS

Annual Leave.....	51
Cashing Out Annual Leave	51
Personal Leave (Including Sick Leave, Carer’s Leave, etc.)	52
Applying for Leave.....	53
Study Leave.....	54
Compassionate Leave.....	54
Eligible Community Service (Including Jury Duty & Voluntary Emergency Management).....	54
Cultural/Ceremonial Leave.....	55
Leave Without Pay	55
Long-Service Leave.....	56
Public Holidays	56
Christmas Closedowns.....	56
<i>Parental Leave.....</i>	<i>58</i>
Parental Leave (Maternity / Paternity / Adoption leave).....	58
Flexible Unpaid Parental Leave.....	59
Applying for or Varying Parental Leave Applications	59
Where the is a stillbirth or foetal death.....	59
Parental Leave.....	60
Special Maternity Leave.....	60
Parental Leave.....	61
Keeping in Touch Days	63
Parental Leave Pay.....	64
<i>Pregnancy.....</i>	<i>66</i>
Advising of Pregnancy.....	66
Harassment While Pregnant	66
Safety While Pregnant at Work	66

TABLE OF CONTENTS

Transfer to a Safe Job 66

Working Until the Birth 67

Return to Work 67

Breastfeeding at Work 68

Family Friendly Provisions 69

 Friends & Family Visits 69

 Children at The Workplace 69

Disability & Reasonable Adjustment 71

 Recruitment and Selection 71

 Retention 71

 How to Request Reasonable Adjustment 72

Transgender Team Members 73

 If You Are a Transgender Team Member 73

 Privacy & Confidentiality 74

 Names & Pronouns 74

 Personnel Records 75

 Use of Toilets & Facilities 75

 Grooming & Dress Code 75

 Leave 76

 Benefits 76

 Discrimination 76

 Appearance & Uniforms 77

 Uniforms 77

 General Appearance & Hygiene 77

 Tattoos, Piercings, Brandings & Dermal Implants 78

Staff Discount 80

Sample

<i>Car Parking</i>	81
<i>Travel</i>	82
General.....	82
Travel Expenses.....	82
Use of Private Vehicle.....	82
Travel on behalf of Abcd.....	82
Expenses Forms.....	84
Overseas Travel.....	84
<i>Termination of Employment</i>	86
Notice by Abcd.....	87
Notice by the Team Member.....	87
Voluntary Resignation / Retirement.....	88
Team Members Exit Procedures.....	88
Casual Team Members.....	88
Termination of Probationary Employment.....	88
Abandonment of Employment.....	89
Redundancy or Retrenchment.....	89
Dismissal of Team Member.....	89
<i>Certificate of Service</i>	91
Change of Performance, Learning & Development	92
<i>Performance Review</i>	93
Principles of our Performance Review:.....	94
<i>Learning & Development</i>	96
Types of Development.....	96
Training Not Included in the Training Plan.....	96
Roles and Responsibilities.....	97

Managers Guide to Learning and Development:	98
Continuing Professional Development (CPD)	99
<i>Unsatisfactory Work Performance</i>	101
Natural Justice	101
Unsatisfactory Work Processes	102
Dismissal for Unsatisfactory Work Performance (<i>For businesses with less than 15 employees</i>)	103
Managers Guide to Performance Management:	103
Unsatisfactory Work Performance (<i>For businesses with more than 15 employees</i>)	103
Unsatisfactory Work Performance (<i>For businesses with less than 15 employees</i>)	108
Chapter 4: Behaviour & Code of Conduct	111
<i>Code of Conduct</i>	112
<i>Diversity and Inclusion</i>	115
Our Diversity and Inclusion Strategy	115
Responsibilities of Employees	117
Responsibilities of Managers	117
Consequences of Breach of Policy	117
<i>Anti-Discrimination</i>	118
<i>Workplace Bullying & Harassment</i>	120
Definition of Workplace Bullying	120
Definition of Sexual Harassment	121
Actions That are Not Bullying or Harassment	122
Our Strategies to Eliminate Bullying and Harassment	123
Responsibilities of Team Members	123
Responsibilities of Managers	123
Consequences of Breach of Policy	124

<i>Racial Vilification</i>	125
What is Racial Vilification?	125
Consequences of Breach of Policy	126
<i>Alcohol & Drugs</i>	128
Illegal or non-prescription drugs	128
Alcohol and Prescription Medicine	
Out of Work Hours Consumption	128
<i>Smoking</i>	129
<i>Anti-Bribery and Corruption</i>	130
Bribes	130
Gifts and Hospitality.....	130
Facilitation Payments	132
Political Contributions	132
Charitable Contributions.....	133
Insider Trading.....	133
Consequences.....	133
Reporting Corruptions.....	134
Discipline.....	135
Summary Dismissal.....	136
Procedural Matters.....	136
Written Warning.....	137
Final Written Warning.....	138
Suspension.....	138
Summary Dismissal.....	138

Sample

Serious & Wilful Misconduct.....	139
Managers Guide to Discipline & Dismissal:	140
<i>Whistleblowing</i>	143
Whistleblowing Definition	143
Reporting a Matter.....	144
Investigation of Allegations.....	146
Whistle-blower Protection.....	146
Not Acting in Good Faith or False Reporting	146
Management of a Person Against Whom a Report is Made.....	147
Chapter 5: Safety & Security	148
<i>Workplace Health & Safety</i>	149
Managers.....	149
Abcd's Workplace Health and Safety Office.....	150
Employees.....	151
If You Are In An Accident Or Injured	152
<i>Manual Handling</i>	153
<i>Mental Health</i>	155
Responsibilities.....	155
Signs of Depression and Anxiety in a Workplace	156
Work-related Stress	157
Managers Guide to Mental Health.....	157
<i>Fire</i>	160
Procedures in a Fire	160
Fire Wardens	161
<i>First Aid</i>	166
<i>Workplace Rehabilitation</i>	168

The Role of the Injured Employee.....	168
The Role of the Rehabilitation Coordinator.....	169
The Role of Managers / Team Leaders.....	170
The Role of Co-Team Members.....	170
<i>Domestic & Family Violence.....</i>	<i>172</i>
If You Are Experiencing Domestic Violence.....	173
Confidentiality.....	173
Leave.....	173
Requests for Changes to Working Arrangements.....	174
Workplace Safety Plans.....	174
Where the Perpetrator Is a Current Team Member.....	175
Managers Guide to Domestic Violence.....	176
<i>Workplace Violence.....</i>	<i>178</i>
Abusive, threatening, or harassing telephone calls at work.....	178
Verbal assault or threats from employees in our workplace.....	179
Physical assault from employees in our workplace.....	179
Undesirable behaviour from employees in our workplace.....	180
Kidnapping or Hold-up.....	180
Bomb Threats.....	182
Employee Civil Disobedience.....	183
What to do after a violent incident.....	183
<i>Environmental Waste Management.....</i>	<i>185</i>
Environment.....	185
Waste Management.....	185
<i>Safe Disposal of Discarded Needles (Sharps).....</i>	<i>187</i>
What to do if you find a discarded needle or syringe.....	187

Sample

What to do if a needlestick injury occurs	189
<i>Working From Home</i>	190
Safety While Working from Home	191
Security When Working from Home	192
Child Care.....	192
Expenses.....	
Working From Home During a Pandemic	193
<i>Office Security</i>	194
Personal Belongings.....	194
<i>Opening & Closing the Building</i>	195
What to Do in The Event of a Break-In	195
<i>After Hours Access</i>	197
<i>Receiving Goods Loss Prevention</i>	198
Receiving Stock Procedures	198
<i>Workplace Surveillance</i>	199
Consultation.....	200
Security Cameras.....	200
Telephone Cameras.....	201
Computer Surveillance.....	201
Emails, Internet.....	202
Tracking Surveillance.....	202
Access to Surveillance Records.....	203
Access to Surveillance Records.....	203
Team Member Surveillance of Managers or Other Team Members.....	203
<i>Pandemics</i>	204
Our Approach	204

Sample

Planning.....	204
General Response.....	206
<i>Severe Weather and Natural Disasters</i>	<i>210</i>
Our Approach	210
Action to be taken when Severe Weather Forecast.....	210
Weather alerts issued during work	211
Weather alerts issued before work.....	211
Temporary Business Closure	211
Chapter 6 Information Technology	213
<i>Information Technology (IT).....</i>	<i>214</i>
Website Monitoring.....	215
<i>Data Breaches</i>	<i>216</i>
<i>Company Supplied Computers, Smartphones, Tablets, Laptops, Wearables & PDAs</i>	<i>218</i>
Password Protection.....	218
Anti-Virus Software.....	218
Positioning of Computers & Tablets.....	218
Leaving Smartphones, Laptops, Tablets etc.....	218
Computer Backups.....	218
Smartphones & Tablets.....	219
Limitations and Warnings	220
<i>BYOD (Bring Your Own Device) - Private Smartphones, Tablets, Laptops, Wearables & PDAs..</i>	<i>222</i>
Requirements for BYOD approval.....	222
Limitations and Warnings	223
<i>Private Mobile Phones, Instant Messaging, Personal Calls & Personal Mail.....</i>	<i>225</i>
<i>Internet & Social Media.....</i>	<i>226</i>
What Can You Disclose?	226

What Can't You Disclose?	227
<i>Emails</i>	230
Email Signatures	230
Email Security	230
Misuse of Email	230
<i>Printers, Copiers & Faxes</i>	
Chapter 7 Administration & Support	236
<i>Office Appearance</i>	237
Waste Bins	238
Recycling Bins	238
Security Disposal/Shredders	238
<i>Meeting Rooms</i>	240
<i>Serving Clients</i>	241
<i>Client Complaints</i>	243
<i>Media</i>	244
<i>Answering Telephones</i>	245
<i>Expenditure & Purchasing</i>	247
Expenditure Limits	247
Team Member Delegations	247
Purchase Procedures	248
Corporate Credit Cards	248
<i>Motor Vehicles</i>	250
Licensing	250
General Conditions	250
Parking & Traffic Infringements	250
Fuel Cards	251

Sample

TABLE OF CONTENTS

Vehicle Maintenance 251

Insurance Policy 252

Safety & Security 252

Roadside Assistance 252

Accidents 253

Lost Property.....

Sample

Position Descriptions

Position Descriptions are a concise description of the role, duties, knowledge, skills, and abilities needed to perform a job successfully. Every position has a position description to ensure that you are clear on your expected duties and help you perform at your best.

Position descriptions are not a detailed list of your every task and duty but provide you with general guidance in your role.

Writing Style in Position Descriptions

Position descriptions:

- are written in the present tense,
- only include the main, significant, or key duties/responsibilities,
- list the most significant responsibilities in order of importance,
- don't include work undertaken by employees or your superiors,
- don't include short-term/temporary special duties, and
- always include the words "any other tasks as required".

Content of Position Descriptions

Position title

There should be a title that reflects the main duties or the reason it exists.

Date Reviewed

We should use when the position description was last reviewed, so you know how current it is.

Pay rate

In most cases we include the main pay and conditions in the position description.

Background

We tell you more about Abcd and how this position fits into the bigger picture of Abcd.

Hours of Work

Your employment type and hours of work are detailed here.

Reporting Relationships

This tells you who you report to and if any employees report to you.

Primary role

This is a short sentence that summarises the overall role of your position or the reason it exists.

Duties & Responsibilities

Your main duties, tasks and responsibilities are listed in order of importance.

Skills, Knowledge, Abilities & Attitude Required

This section tells you what you need to know, be able to do, and how you need to act to be successful in the role.

Other requirements

Sometimes jobs need additional things such as the ability to drive manual cars, frequent travel, the requirement to use a personal mobile phone or tablet for work-related calls or internet access, or the requirement to drive your personal vehicle for work-related purposes.

If there is a requirement for you to undergo a Criminal History Check (also known as a National Police Certificate check) or hold a current Working With Children Check clearance, these details will be included here.

Selection Criteria

These summarise the main competencies/ skills/ qualifications/attributes listed in the Position Description and are used to shortlist applications and to assess applicants during the interview process.

Team Member signature

You will be asked to sign your Position Description to say that you have read and understood the contents. A copy will be held on your personnel file.

Leave

We understand that you need to have regular breaks throughout the year to keep you refreshed. We also understand that things happen in life, which means you may need to take unexpected time away from work.

Annual Leave

Every employee (other than a casual employee) is entitled to annual leave in full pay as outlined in your relevant Industrial Award or Agreement.

One-month notification, in writing, is required to take annual leave.

Our policy is that we prefer that leave be taken in the year in which it falls due. Annual Leave should not accrue beyond a total of eight weeks (10 weeks for shift workers).

If your manager agrees, you are entitled to access your annual leave in advance of accruing it. However, if you leave Abcd before you have accrued your entitlement back, we will deduct the amount still owing from your final pay.

We will, wherever possible, consider your wishes when determining the times for annual leave. However, if you accrue more than eight weeks of accrued leave, we can require you to take accrued holidays at any time.

In those cases, we will discuss with you to discuss your accrued leave, advise you of the need to take your leave and then agree on a time for you to take some of your annual leave. If we can't agree on a suitable date, we can direct you to take some leave and give you at least four weeks' notice of the start and end of your leave.

You will continue to be paid on the same pay cycle as you currently are paid during your annual leave unless you specifically request payment of your leave up front before your leave starts.

Cashing Annual Leave

If your award or registered agreement allows, you may cash out a portion of your annual leave (be paid the amount you would be entitled to instead of taking the leave). You are only entitled to cash in no more than two weeks leave every 12 months.

To apply, use the *Cash Out Leave Application Form* available from your manager. When applying, you need to ensure that you still have a minimum of four weeks' annual leave leftover after you have cashed in your entitlements.

Personal Leave (Including Sick Leave, Carer's Leave, etc.)

The term 'personal/carer's leave' effectively covers both sick leave and carer's leave. Personal/ Carer's leave is:

- paid leave (Sick Leave) taken by you because you are unable for work because of personal illness, or personal injury affecting you (including pregnancy-related illnesses), or
- paid or unpaid leave (Carer's Leave) taken by you to provide care or support to a member of your immediate family, or a member of your household who requires care or support because of:
 - a personal illness, or personal injury affecting them, or
 - an emergency affecting them

You are entitled to:

- 10 days each year if you are a full-time employee,
- pro rata 10 days each year if you are a part-time employee,
- 2 days unpaid carer's leave per occasion if you are a casual employee.

Your entitlement to paid personal/carer's leave accumulates progressively during your year of service, based on your ordinary hours of work. The entitlement to 10 days of personal/carer's leave is equal to 1/26th of your ordinary hours of work in a year.

Personal/carer's leave accumulates from year to year.

Personal/carer's leave continues to accrue when you take paid personal/carer's leave or paid annual leave. Personal carer's leave and compassionate leave does not accrue on unpaid leave unless it is community service leave or it is provided for in an award or agreement.

Further details of Personal Leave provisions are outlined in the [National Employment Standards](#) or your relevant award.

Applying for Leave

All absences from work must be recorded and submitted on the *Leave Application Form* available from your manager. Applications for leave must be forwarded to the Payroll Officer through your manager in sufficient time to allow for roster coverage if necessary. You must apply for annual leave at least four weeks before taking the leave unless there are special circumstances.

In the event of an urgent matter, you must personally inform your manager by phone no more than one hour after the start of work indicating the reasons and your expected period of absence (e.g., you can't have your mother, father, or friend call unless you are in the hospital). If the leave has been approved, a *Leave Application Form* must be submitted when you return to work.

If it appears that a pattern is developing of your absences falling mostly on Mondays and Fridays, your manager will meet with you to discuss your reasons why your absences seem to occur on those particular days.

Documentary Evidence Required

If Sick Leave either exceeds two (2) working days or is on the day before or after any public holiday, you are required to present either:

- a medical certificate from a registered health practitioner, or
- if it is not reasonable or practicable for you to give your manager a medical certificate – a statutory declaration made by you.

If Sick Leave either exceeds two (2) working days or is on the day before or after any public holiday, you are required to present either:

- if care or support is required because of a personal illness or injury to your immediate family or household, a medical certificate from a registered health practitioner
- if care or support is required because of an emergency affecting your immediate family or household – a statutory declaration made by you.

A *Leave Application Form* must be completed immediately upon your return to work. Failure to provide such documentary evidence may result in the non-payment of the working days in question.

Study Leave

We encourage you to further develop your knowledge and skills and will grant you a maximum of two days' study leave (one day for preparation and one day for examinations) per year for a work-related study that your manager has approved. This leave is fully paid. Any additional leave required must be taken as annual leave.

Compassionate Leave

You are entitled to two days of 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
- sustains a personal injury that poses a serious threat to their life, or
- dies.

You are also entitled to two days of compassionate leave for each occasion if you or your current spouse or de facto partner has a marriage, stillbirth

Compassionate leave is unpaid leave for casuals. For more information, see your relevant Industrial Award or Agreement.

You need to let us know as soon as possible of the expected period of your compassionate leave (which may be after your compassionate leave has started).

We may request evidence about the reason for compassionate leave (for example, a death or funeral notice or statutory declaration). Your award or industrial agreement may also include terms about the kind of evidence that may be required.

Eligible Community Service (Including Jury Duty & Voluntary Emergency Management)

You are allowed leave to attend Jury Duty or when carrying out voluntary emergency management activities (such as the SES or Country Fire Authority) as detailed in the [National Employment Standards](#).

For Jury Duty (and if you are not a casual), you are paid the difference between the jury fees received and your ordinary time earnings as if you were working (capped at ten days).

To be paid, you need to provide proof of:

- your requirement to attend Jury Duty,
- actual attendance, and
- jury fees received for such service.

You are required to give your manager notice of the requirement to attend Jury Duty as soon as practicable after receiving the notification to attend for Jury Duty.

If you are absent due to Voluntary Community Service activity, please phone your manager as soon as you can to let us know where you are and how long you expect to be away. On your return, we will need some form of evidence, such as a note from the St. George's Fire Authority or Country Fire Authority leader.

For more information, see your relevant Industrial Award or Agreement.

Cultural/Ceremonial Leave

(Note: You need to check the relevant award or industrial agreements covering your employees as some have detailed provisions relating to cultural/ceremonial leave paid and unpaid periods).

At Abcd, we have employees from culturally diverse backgrounds. We understand that you may need to meet cultural obligations or otherwise wish to participate in culturally based occasions, ceremonies or activities that need time away from work. Some examples of this could include Greek Anafiotis, Christmas, Ramadan, Eid-ul-Adha (Islamic "Feast of Sacrifice"), Chinese New Year, Chanukkah, the funeral of an Indigenous person's extended family member or respected community representative (e.g., Chairperson, councillor or community leader).

Unless your award or registered agreement otherwise specifies, where possible, we ask that you use your annual leave entitlements to attend to these obligations and occasions. Where you do not have any paid annual leave entitlements remaining, then you may apply for cultural/ceremonial leave without pay which may be granted by your manager depending on operational requirements.

Leave Without Pay

You may request leave without pay. Approval of such leave only occurs in unusual circumstances and is generally of short duration. Generally, you are required to have

exhausted all your other leave entitlements before leave without pay will be granted. Any extended periods of leave without pay are solely at the discretion of your manager.

Long-Service Leave

(Note: Long service leave entitlements come from state laws in each state or territory. Check with your relevant state to find out who is covered (some states cover casuals, and some don't), what the entitlements are and if the long service leave is portable between employers. (In the coal mining, contract cleaning, and building and construction industries long service leave may move with the employee from project to project). ACT – Long Service Leave Act; NSW – NSW Long Service Leave Act; NT – Long Service Leave Act, QLD – Industrial Relations Act; SA – Long Service Leave Act; Tas – Long Service Leave Act; Vic – Victoria Long Service Leave Act; WA – Long Service Leave Act).

Long service leave is a period of paid leave granted to employees to recognise a long period of continuous service with Abcd. You are entitled to long service leave in accordance with the relevant legislation.

Public Holidays

You are entitled to a day off on public holidays and if you would usually have worked on that day, you are entitled to be paid for your ordinary hours of work on that day.

You may be reasonably expected to work on a public holiday. Before we request you to work a public holiday, we will consider the nature of work you perform, your personal circumstances (including family responsibilities) and how much notice we gave you. You are entitled to refuse our request if it is unreasonable or if our reason for refusing your request is unreasonable.

Christmas Closedowns

(Note: Check the relevant awards or industrial agreements covering your employees before including closedowns as there is some variance relating to Christmas Closedowns, and you need to comply with the requirements outlined in the relevant award or agreement).

Abcd closes for the period between Christmas and New Year's Day. All employees will be required to take annual leave during this period. This period of leave will be deducted from your accrued leave entitlement.

If you have not yet accrued sufficient leave to cover the closedown, you can choose to either:

- be credited with annual leave in advance. You will then be required to take the advanced leave during the closedown, or
- take unpaid leave (remembering that you cannot be directed to take unpaid leave).

Where a Public Holiday falls on a day you would ordinarily have worked during the Christmas close, you will not be paid annual leave for that day. Instead, you are entitled to be paid your base rate of pay for ordinary hours that would have been worked.

Sample

Domestic & Family Violence

(This is an emerging WHS issue for businesses and has been included after feedback from businesses. For more information, go to the Human Rights Commission <http://www.humanrights.gov.au/our-work/family-and-domestic-violence/publications/fact-sheet-domestic-and-family-violence-workplace>)

Abcd believes that domestic violence is unacceptable and that everyone has the right to be free from fear, violence, and abuse in any form.

We acknowledge that while mainly women experience domestic violence, this also applies equally to men or women and men in same-sex relationships who need advice or support.

We recognise that domestic violence occurs in every part of our community and may affect employees directly and indirectly in the workplace. Domestic or family violence becomes a workplace issue when it impacts the work performance, productivity or safety of an employee or their co-workers.

During domestic violence, the perpetrator may make it difficult for an employee to get to work; they may harass them at work or when they arrive or leave, or they may target the person at work to get them fired or force them to resign. The most common forms of domestic violence experienced at work are abusive telephone calls, text messages and emails. The perpetrator may also harass or abuse co-workers or have someone else injure, intimidate, harass, or threaten the employee, or damage the employee's property.

Safety & Support

Our top consideration is ensuring our employees' safety, health, and well-being and acting to reduce the potential for domestic violence in the workplace.

Our programs for employees experiencing domestic violence aim to protect confidentiality, provide appropriate support, and prevent employees from being treated less favourably if they tell us what is happening.

We understand that domestic violence issues may be difficult to discuss in the workplace. Managers and colleagues have a responsibility to respond sensitively. Information about domestic violence is considered sensitive personal information. It may only be disclosed by consent of the employee concerned, or as required by law, for example, by a court order or to protect the health and safety of employees or our clients.

Employees experiencing domestic violence, and co-workers affected by their colleagues experiencing domestic violence, can access our Employee Assistance Service for confidential counselling and support.

If You Are Experiencing Domestic Violence

If you are experiencing domestic violence, you have the right to choose whether you disclose details of your personal circumstances and to whom.

Where possible, we encourage you to discuss the matter with your manager as they will usually need to be involved in developing any practical arrangements needed to support you, such as arranging leave, making workplace adjustments, or preparing a workplace safety plan.

Confidentiality

Information that you disclose will be kept confidential.

To support your application for leave or workplace arrangements, we may need to request supporting documentation such as a letter from your doctor, counsellor or support staff or records from police, court, or hospitals.

All written information you produce will be kept in a secure file separate from your personnel file. Access to this information will be on a strict need-to-know basis.

Leave

Employees experiencing domestic violence may access leave to attend medical appointments and counselling, attend legal proceedings, seek safe housing, visit legal advisors, or support agencies, for re-housing or re-organising childcare or for other relevant appointments or matters.

Employees covered by industrial awards are entitled to 5 days unpaid family and domestic violence leave each year, available from their first day of employment with us, under the terms outlined in the award.

You can also take annual leave, sick or carer's leave depending on your situation.

Applications for leave under these provisions will not be unreasonably refused.

If you need to take unpaid domestic and family violence leave, you may need to provide your manager with evidence that the leave was taken for the purpose specified. The type of evidence that is acceptable include:

- Documents issued by the police service.
- Documents issued by a court.
- Family violence support service documents.
- A statutory declaration.

Requests for Changes to Working Arrangements

Employees experiencing domestic violence may request changes to work practices or arrangements, which may include but are not limited to:

- **Working times or patterns** — changes to starting and finishing times, reduced hours, part-time work, working from home, compressed work weeks.
- **Work practice changes** — changes to telephone numbers, email addresses, having calls and emails screened and recorded, removal of details from directories.
- **Work duties changes** — changes to specific duties to avoid potential contact with the perpetrator while they are at work if they are a fellow employee.
- **Temporary relocation** — relocation to another workplace or safer location within the workplace.

Workplace Safety Plans

Employees experiencing domestic violence may identify their individual safety support needs in consultation with their manager. Safety plans may include but are not limited to:

- If the employee is absent, arranging an agreed method of communication for managers to confirm they are safe.
- Identifying a work contact and emergency contact if we become unable to contact the employee.
- Alerting reception and the police if the perpetrator enters or attempts to enter the workplace.

- Confirming the employee's arrangements for safely getting to and from home.
- Reviewing the security of personnel records.
- With consent, providing a copy of any existing family violence intervention order and/or a photograph of the perpetrator to the manager and reception area.
- Providing safety planning for managers and colleagues who the perpetrator may approach.
- Providing an escort to and from their car or public transportation.
- Locking entries and exits and using keys or access cards to access employee-only areas.
- Ensuring visitor sign-in procedures are implemented for all visitors and guests.
- Installation of door chimes to notify employees when someone enters the workplace.
- Installation of personal or fixed alarms (audible or silent).
- Use of CCTV video surveillance and signs alerting visitors to the surveillance.
- Provision of regular security patrols.
- Provision of safe, clear, and well-lit car parking spaces close to the entrance.
- Adjusting landscaping to remove places for people to hide.
- Training of employees and managers in how not to reveal the location and movements of the employee.
- Creating an emergency plan with processes for contacting police in case of an emergency.
- Creating a reporting process for incidents and potential incidents.

Where the Perpetrator Is a Current Team Member

Abcd does not condone or tolerate the behaviour of employees who victimise, humiliate, undermine, threaten, intimidate, stalk, harass or use violence against others, including other employees, regardless of their relationship with that person.

Employees who misuse our resources such as phones, email, mail, and online services to threaten, harass or abuse other people will be dealt with under our Code of Conduct provisions. Their behaviour may also be a criminal offence and/or a domestic violence protection order breach and will be dealt with through the legal system.

Where this behaviour comes to our attention, it will be immediately investigated and the perpetrator subject to disciplinary action, up to and including termination of employment.

Managers Guide to Domestic Violence

Where a Team Member Discloses Domestic Violence to You

- Take the time to listen and talk with your employee, ensuring discussions are in a private area and that you respect the sensitivity of the information.
- Believe what the employee is telling you and understand that it is likely to be very difficult for them to talk about it.
- Respond with care, sensitivity, and sound judgement. Avoid intrusive enquiries.
- Ensure that confidentiality is respected as far as possible.
- Explore what the employee would like to happen and provide information about the available support services. Remember that it is important for the employee to remain as much in control of the process as possible.
- Recognise that the employee may need some time to decide what to do and may try many different options during this process.
- Explain that there may be a need to discuss the information with others if criminal activity or a risk to the health and safety of the workplace is identified.
- A consequence of domestic violence may be deterioration in attendance and/or performance. Be sensitive to the impact of domestic violence when addressing attendance or performance issues.

If You Suspect Domestic Violence

If you suspect an employee may be abused but they have not disclosed information to you, then:

- **Recognise:** Let the employee know what you have observed: "I noticed the bruises you had last week, and you look upset and worried today."
- **Respond:** Express concern that the employee might be abused: "I thought it was possible that someone is hurting you, and I am concerned about you."
- **Refer:** Make a statement of support: "No one deserves to be hurt by someone else. I have some information and resources that may be of help to you."

Sample

Internet & Social Media

With the rise of new media, the ways Abcd employees can communicate are continually evolving. While this creates new opportunities, it also creates new responsibilities.

This policy applies to all Abcd employees and contractors who use the following social media, whether in a private and business capacity:

- Social Networking sites (e.g., Facebook, LinkedIn).
- Micro-blogging sites (e.g., Twitter).
- Video & photo sharing sites (e.g., Instagram, Snapchat, YouTube).
- Weblogs (e.g., Abcd blogs, Tumblr, personal blogs, and those hosted on the media).
- Forums & discussion boards (e.g., Whirlpool, Facebook, Google groups).
- Online encyclopaedias such as Wikipedia.
- Review sites (e.g., Yelp, True Local).

Remember, anything you post is accessible to anyone who browses and is there forever, irrespective of any attempt to delete the content. Treat everything as if it is public (even if you have set your privacy settings to attempt to limit access to the content). Always assume that the person you would least like to see your post (or photograph or video) will see it. Our first and foremost rule is *"Think Before You Post!"*

Under this policy, you agree that Abcd shall not be liable, under any circumstances, for any claims, damages, losses, or damages claimed or incurred due to any of your social media postings.

Please be aware that violation of this policy may result in disciplinary action up to and including termination.

What Can I Disclose?

You can disclose anything already in the public domain – which means that if you've read it in the annual report, strategic plan or in a press release, you can talk about it.

Everything you talk about must be truthful, accurate and able to be substantiated.

What Can't You Disclose?

Generally, common sense and our Code of Conduct is your best guide, but here are a few specifics.

You can't disclose:

- Non-public financial information.
- Non-public technical information.
- Personal information about individuals.
- Confidential information of our customers or suppliers.

You also can't discuss:

- Work-related legal proceedings or controversies.

You can't use:

- Our trademark or copyrighted logos on your personal devices unless authorised to do so.
- Other's materials without their written permission.

Other bits you can't do:

- Post offensive, defamatory, threatening, discriminatory, bullying, inappropriate, false, sexist, derogatory or malicious comments, images, or materials online (including but not limited to Abcd, your workplace, your employees, or your clients). In other words do not threaten or harass anyone.
- Reference Abcd negatively in any online social medium or public forum.
- Post information that is defamatory to the company, its products/services, colleagues and/or customers.
- Suggest simply you are speaking on behalf of Abcd unless you are authorised to do so.
- Work on your personal blog or social media during work hours.
- Online shopping (unless it's work-related).

- Damage your employment relationship, Abcd's reputation or commercial interests, or bring Abcd into disrepute.

It's Not Just What You Say ... It's How You Say It

It is very easy to put people offside in social media as they miss face-to-face social cues. That's why *how* you say what you are going to say is so important.

Remember to:

- Use spell check and proofread each post.
- Disclose you are an Abcd employee and add a disclaimer "the views expressed in this post/blog are mine and do not necessarily reflect the views of Abcd." Unfortunately, disclaimers may not be sufficient legal protection if your posts are found to be defamatory, harassing or in violation of any applicable law – all posts are your legal responsibility.
- Be respectful of all individuals and communities with which you interact online.
- Be polite and respectful of other opinions, even in times of heated discussion and debate.
- Adhere to the Terms of Use of each site and seek to conform to the cultural and behavioural norms of the social media platform being used.
- Understand and comply when the company asks that topics not be discussed for confidentiality or legal reasons.

General Bits & Pieces

- Keep your personal and professional social media accounts separate. Do not use personal accounts for business communications and ensure that you do not imply that Abcd endorses your personal view.
- Don't feel pressured to "*friend*" or "*follow*" co-workers, vendors, or clients unless you want to. If you are uncomfortable with adding a contact – don't add them.
- Ensure your social posting or social video watching does not interfere with your work (particularly the use of Twitter).
- Please don't read personal or non-industry blogs during company time.

- If you leave the employ of Abcd, you are required to delete all Abcd proprietary information, customer, and supplier details from your social media sites.
- If you make a mistake, be upfront about your mistake and correct it quickly. If you choose to modify an earlier post in a blog, make it clear that you have done so. Let your manager know about your mistake.
- If something can only be said on the basis that you are saying it “anonymously” or “privately”, there is a good chance that it should not be said.
- **If it gives you pause ... pause.** If you're about to publish something that makes you even the slightest bit uncomfortable, don't shrug it off and hit “send” Take a minute to review these guidelines and try to figure out what's bothering you. Then fix it. If you're still unsure, discuss it with your manager. Ultimately, when you publish it, you're taking the responsibility. So be sure.

The bottom-line is don't say something online that you wouldn't be prepared to say directly to someone's face.

If you have any questions about these guidelines or any matter related to the internet or social media that these guidelines don't address, please contact your manager.

Sample

New Employee Induction Manual



ABCD NEW EMPLOYEE INDUCTION MANUAL

This Induction Manual has been prepared to help you understand some of the key policies, philosophies and procedures of Abcd.

PLEASE READ IT CAREFULLY.

Once you have read this manual, please sign the statement below and hand it to your manager by the due date.

I, _____ received _____ copy of the Abcd Induction Manual which outlines the goals, key policies, benefits and expectations of Abcd currently in place, as well as my responsibilities as an employee.

By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in this manual. I understand this handbook is not intended to cover every situation that may arise during my employment, but is simply a general guide and may be subject to change.

Employee signature

Please return by: _____

(put date here)

TABLE OF CONTENTS

WELCOME 2

ABCD NEW EMPLOYEE INDUCTION MANUAL..... 2

WELCOME FROM THE MANAGING DIRECTOR 5

GENERAL INTRODUCTION 6

WHAT MAKES ABCD SPECIAL? 6

CORPORATE GOALS..... 6

OUR PEOPLE..... 6

INDUSTRIAL AWARDS AND AGREEMENTS..... 6

HOURS OF WORK, ROSTERS AND TIMESHEETS..... 7

SALARY, PAY, SUPERANNUATION 8

WORK-RELATED EXPENSES..... 9

UNIFORMS 9

General Appearance and Hygiene..... 10

LEAVE ENTITLEMENTS..... 10

Annual Leave 10

Personal leave (includes Sick Leave, Carers Leave etc.)..... 11

Applying for Leave 11

Study leave 12

Other Leave 12

Leave without pay 13

Long service leave..... 13

Christmas Closures..... 13

STAFF DISCOUNT 13

TRAINING AND DEVELOPMENT 13

PROBATION 14

PERFORMANCE 15

PERSONNEL RECORDS..... 15

ANTI-DISCRIMINATION 15

WORKPLACE HARASSMENT, BULLYING AND RACIAL VILIFICATION 17

Definition of Workplace Bullying..... 17

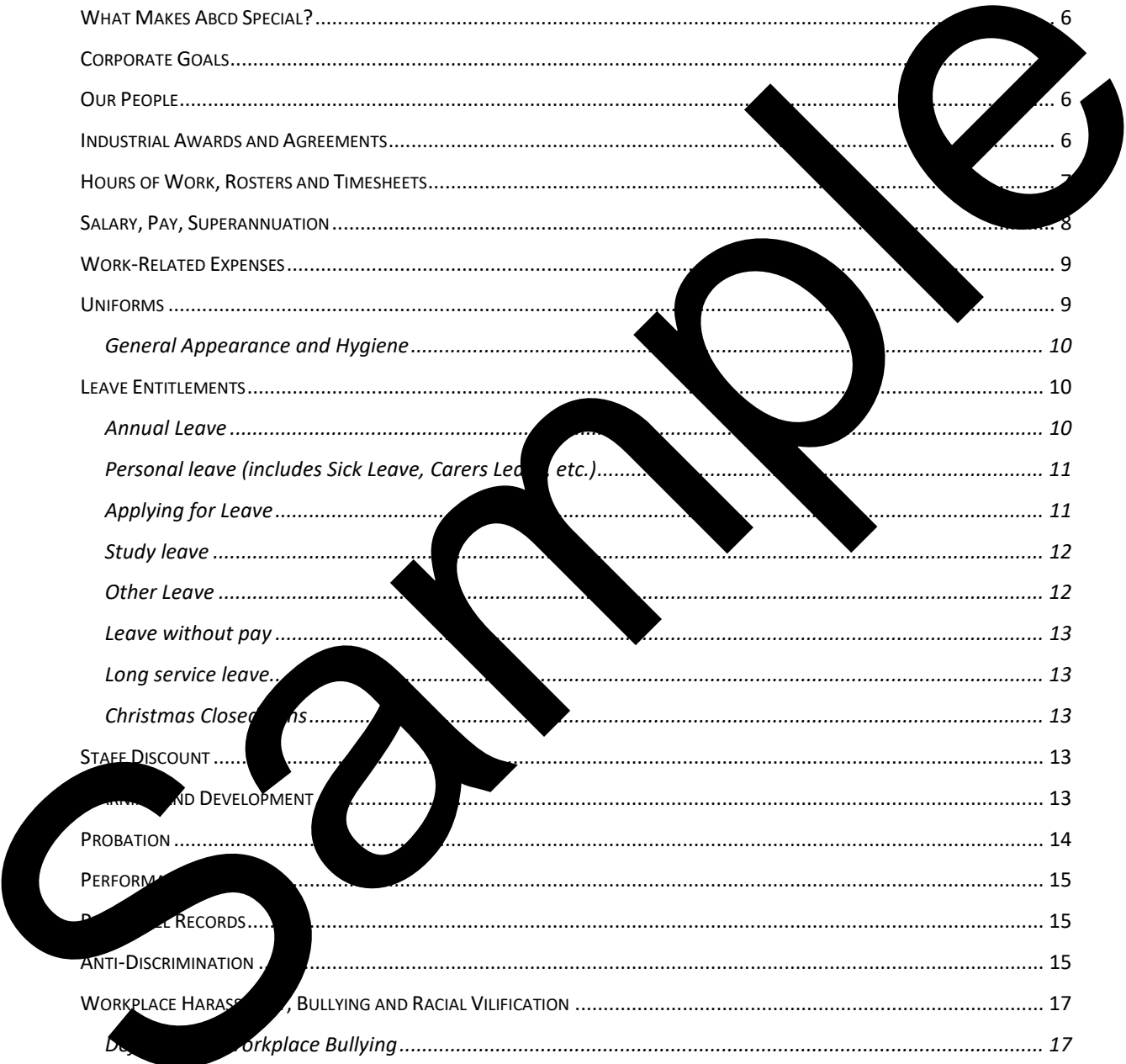
Definition of Sexual Harassment 18

Actions That Are Not Bullying or Harassment 20

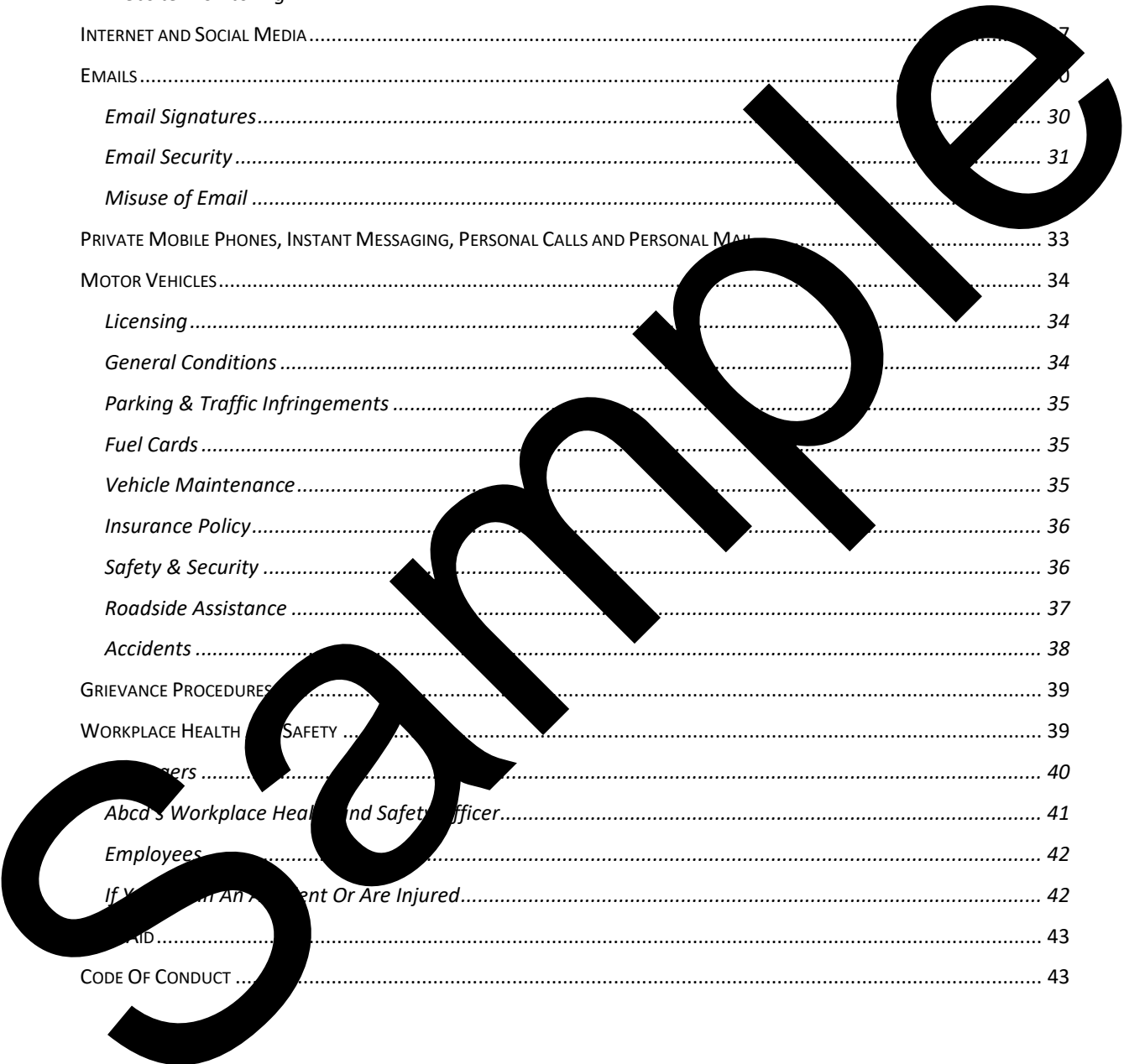
Responsibilities of Employees..... 20

Responsibilities of Managers..... 21

Consequences of Breach of Policy 23



- ALCOHOL AND DRUGS 23
 - Illegal or non-prescription drugs* 23
 - Alcohol and Prescription Medicine* 24
 - Out of Work Hours Consumption* 24
- SMOKING 24
- ANTI-BRIBERY AND CORRUPTION 25
- INFORMATION TECHNOLOGY (IT) 25
 - Website Monitoring* 27
- INTERNET AND SOCIAL MEDIA 27
- EMAILS 30
 - Email Signatures* 30
 - Email Security* 31
 - Misuse of Email* 31
- PRIVATE MOBILE PHONES, INSTANT MESSAGING, PERSONAL CALLS AND PERSONAL MAIL 33
- MOTOR VEHICLES 34
 - Licensing* 34
 - General Conditions* 34
 - Parking & Traffic Infringements* 35
 - Fuel Cards* 35
 - Vehicle Maintenance* 35
 - Insurance Policy* 36
 - Safety & Security* 36
 - Roadside Assistance* 37
 - Accidents* 38
- GRIEVANCE PROCEDURES 39
- WORKPLACE HEALTH AND SAFETY 39
 - Managers* 40
 - Abcd's Workplace Health and Safety Officer* 41
 - Employees* 42
 - If You Have an Accident Or Are Injured* 42
- DISCIPLINARY PROCEDURES 43
- CODE OF CONDUCT 43



HR Forms



HR Forms Bonus

Position Description	4
Privacy Statement for Candidates	6
Recruitment & Selection Checklist	8
Applicant Acknowledgement Letter	9
Applicant Rejection Letter	10
Reference Check	11
Welcome Letter	14
Letter of Appointment (Casual).....	17
Letter of Appointment (Part-Time/ Full Time).....	19
New Employee Checklist.....	23
Paperwork.....	23
Equipment and Technology	24
Communication.....	24
Diary appointments.....	25
Induction Form - General	26
Induction Form – Manager/Supervisor	29
Team Member Details Form.....	33
Payslip Details	35
Hours of Work Assessment / Variation – Full-Time & Part-Time Employees	37
Change of Pay Rate.....	39
Transfer/Promotion (Part-Time/ Full Time)	40
Leave Application Form.....	42
Casual Leave Application Form.....	44
Direction to Take Access Leave	45
Payroll Deduction Form.....	46
Timesheet.....	47
Parental Leave Notification Form	48
Parental Leave – Application to Vary Leave Within the Initial 12 Months.....	50
Parental Leave – Application to Request to Extend Leave Beyond Initial 12 Months.....	52
Parental Leave – Approval of Extension of Parental Leave	54

Parental Leave – Refusal of Extension of Parental Leave	55
Request for Flexible Working Arrangements Form	56
Working from Home Agreement	58
Employee Contact Details	58
Schedule 1: Working From Home Arrangement Self Assessment Checklist	61
Schedule 2: Asset And Equipment List	65
Offer of Casual to Permanent Conversion	68
No Offer of Casual to Permanent Conversion	
Request for Casual to Permanent Conversion	71
Refusal of Casual to Permanent Conversion Request.....	73
Probation Evaluation Form.....	75
Probation Success Letter	80
Unsuccessful Probation Letter.....	81
Performance Appraisal Form.....	82
Christmas Close Down Notice.....	89
Incident Report / Safety Incident Report.....	90
Developing A Transition Plan For Transfer Under Team Members	92
Resignation Acceptance Letter.....	95
Team Members Exit Checklist.....	96
Exit Questions.....	98
Motor Vehicle Incident Report.....	100
Business Form.....	102
Gift and Entertainment Register Form.....	103
Certificate of Appreciation.....	104
Satisfactory Work Performance/Discipline First/Second Warning.....	105
Unsatisfactory Work Performance/Discipline Final Warning	107
Letter of Termination with Notice	109
Letter of Termination – Summary Dismissal/Serious Misconduct	111
Letter of Termination by Reason of Redundancy.....	113

Sample

Position Description

Position Title:

Position Type: Full-time / Part-time / Casual

Location:

Date Reviewed:

Pay Rate & Conditions:

Background

More about ABCD and how this position fits into the bigger picture of ABCD.

Hours of Work

Reporting Relationships

Reports to:

Report to you:

Primary role

Summary of the overall role of the position.

Duties & Responsibilities

Main duties, tasks and responsibilities are listed in order of importance.

Sample

Skills, Knowledge, Abilities & Attitude Required

-
-
-
-

Qualification & Other Requirements

List special other requirements here

Selection Criteria

-
-
-
-

Team member Signature: _____

Printed Name: _____

Date: _____

Sample

Privacy Statement for Candidates

This Privacy Statement applies to ABCD. We understand that your privacy is important to you, and we are committed to protecting your privacy. We are guided by the National Privacy Principles and the Privacy Act 1988 (including the exception for employee records under the Act).

This statement relates specifically to how we handle the personal information of people who apply for a contract or other positions with ABCD.

Information we collect about you

ABCD generally collects all or some of the following personal information about you when you submit your application for a position with us.

- Your name,
- Your address and contact details,
- Your employment history,
- Interview notes and opinions,
- Reference check notes and opinions, and
- Any other information you have supplied on your resume or readily available publicly accessed online profiles.

Consent

By providing us with this information you consent to the collection, use and disclosure of your personal information as outlined in this privacy statement.

Why we collect your information

We use the information about you to:

- Determine your suitability for a position,
- Contact you for an interview, clarify information or to offer you employment,

Use and disclosure of your personal information

Your personal information may be disclosed to team members and external contracting agencies responsible for administering recruitment processes within ABCD.

We will take reasonable steps to ensure that we hold and store your personal information in a secure environment to protect it from loss, unauthorised access, modification, disclosure or other misuse.

How to access, correct or update your information

It is your responsibility to ensure that the personal information we have on you is accurate and up-to-date.

To the extent authorised by the Privacy Act, you can access and amend your personal information held by ABCD.

If you wish to access or update your information, please contact the Payroll Officer on <insert number>.

Sample

New Employee Inductions



Table of Contents

Welcome	2
What Is A New Employee Induction?	7
Why Is Induction Important For New Employees?	8
Why Is Induction Important For Businesses?	8
Induction as a retention strategy	8
Induction as a productivity strategy	9
Induction as a financial strategy	
Induction Checklists	10
What Should You Send to An Employee Before They Start?	10
What Should You Say In The Welcome Letter?	12
Verbal, Electronic or Video Inductions	13
Verbal Inductions	13
Online/Cloud-based Induction	14
Video Inductions	14
Who Should Do The Induction?	14
Things To Prepare Before The Employee Starts	15
Induction Checklist	15
HR forms	15
New Employee Induction Manual	16
Orientation Sheet	16
Contact list	17
Furniture, stationery and equipment	17
Notify employees	18
Plan to balance the orientation tasks	18
Make time available in your diary	19
Arrange Key Meetings	19
Book training	19
What Is An Induction Buddy And Why Do You Need One?	20

Choose induction buddies carefully	20
The Pre-Start Phone Call	21
The New Employee's First Day - Things to Cover in your Employee Induction.....	21
HR Paperwork	21
Company Overview	22
Company Expectations & Processes	22
Position Description	22
Phone and Address Details	23
Technology.....	24
Safety and Security.....	24
Workplace Tour.....	24
Meet and Greet.....	24
Diary Meetings	24
Specific Induction Topics: Harassment and Bullying.....	25
Specific Induction Topics: IT & Cybersecurity	25
Specific Induction Topics: Workplace Health.....	26
Specific Types of Inductions: Site Inductions & Task Inductions for Construction	27
Specific Types of Inductions: Casual/Contract/Work Experience/Volunteer Inductions	28
What to include in a casual, contractor, work experience or volunteer induction	29
Specific Types of Inductions: Manager Inductions	30
First-time supervisors/managers	31
What to include in a manager induction?.....	31
Job performance expectations.....	31
Job constraints	32
Stakeholder relationships	32
Employee culture.....	32
Procedures and policies	32
Specific Types of Inductions: Promotion/Transfer Inductions	33
What To Do After The First Day	34
Probation Reviews	34

Probation Review Process 35

One Month Probationary Period Review 35

Three Month Probationary Period Review (or whatever timeframe you use as your Probationary Period) ... 36

Probations That Go Off the Rails..... 37

Common Induction Problems **38**

Conclusion **38**

Sample

What Is A New Employee Induction?

You have made it through the interview and hiring process, and now have a brand-new employee coming on board with your business. The important part is over, right? Wrong!

New employee induction (also known as orientation or onboarding) is a critical human resource process to help new staff quickly understand their role, delegation and responsibilities, and become a productive and valued part of your team.

It is also the time when your new employee forms opinions about your company, and decisions made as to whether or not to stay with your company long term.

The induction processes you follow dramatically affect your business and can have permanent impacts. Remember, you only get one chance to make an excellent first impression!

Employee induction is the process of introducing a new employee to your business and their new role. It is designed to:

- Take care of administrative procedures required to get the employee on your payroll system.
- Outline your company values, mission and expectations.
- Clarify the duties and work requirements of the new role.
- Introduce the new employee to your team, key stakeholders and clients.
- Take the new employee through essential workplace health and safety training to ensure they can safely perform their duties in the workplace.
- Ensure new employee knows how to operate the technology or machinery required in your business safely.
- Provide support to your new employee so they can perform at their best.