



Caulfield South Community House

Policy and Process Manual Part B

Employees and Volunteers HR Manual

(including Committee Members)

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Disclaimer: This manual does not claim to be the absolute authority on all aspects of the Neighbourhood House Sector. Rather, it is a starting point for information and should be used in conjunction with other sources of information and existing policies and procedures.

Whilst every effort has been made to ensure that the information is accurate, the House will not accept any liability for any loss or damage, which may be incurred by any person acting in reliance the information.

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Introduction

The Caulfield South Community House Policy and Procedure Manuals have been developed to facilitate the implementation and clearly define the House's policies in respect to all aspects of our programs and service delivery.

The manuals provide processes to be followed in the administration of these policies and assist all employees and volunteers in performing their duties.

The policies are consistent with those of best practice management principles. They have the full support and commitment of the Committee of Management.

The Employees and Volunteers HR Manual has been written with consideration to the National Employment Standards (NES) which, along with the Agreement outlining the terms and conditions of employment which the House must follow.

As an employee or volunteer, you are required to familiarise yourself with the Policies and Processes relevant to your position. This Manual gives an overview of individual responsibilities in relation to the Policies only and does not reflect the full scope of your role and responsibilities.

Any suggestions, recommendations or feedback on the policies and processes specified in this manual are welcome. This should be provided by email to the Manager.

These policies and processes impact on all areas of operations within the House and should be read in conjunction with all the other House manuals which document employees' and volunteers' day-to-day roles and responsibilities.

■ Definitions - General¹

Employee – all paid staff including the House Manager²

Volunteer - anyone who voluntarily performs duties for Caulfield South Community House, including Committee Members

¹ Definitions relating to a specific policy or process are included in that policy or process.

² As the Manager is an employee, the Chairperson, as the supervisor of the Manager, will perform the role of manager to the House Manager.

1. Alcohol and Other Drugs

■ Policy Statement

Caulfield South Community House is committed to creating and maintaining a safe, healthy and productive workplace for all employees and volunteers and providing a safe environment for members, children and the public

■ Application

This Policy applies to all employees and volunteers, including Committee Members, and independent contractors. The House has a zero tolerance to any employee or volunteer being under the influence of alcohol or drugs (prescription or illegal drugs) while on the premises or at any House-related function

■ Process

1. If any employee or volunteer, other than a Committee Member, is concerned that another employee or volunteer is under the influence of alcohol or other drugs, they must bring this matter to the attention of the Manager immediately.
2. If any Committee Member is concerned that another Committee Member is under the influence of alcohol or other drugs, they must bring this matter to the attention of the Chairperson immediately or, if the Chairperson is the individual concerned, to the attention of the Deputy Chairperson.
3. Once notified of such a concern, the Manager, Chairperson or Deputy Chairperson will meet with the individual concerned in private to:
 - a. discuss the importance of maintaining a safe and healthy workplace
 - b. ascertain whether or not the individual is affected by alcohol or drugs or whether their behaviour is due to some other factor
 - c. offer support and advice to the individual in dealing with the behaviour or addiction
 - d. if necessary, request the individual to leave the workplace until they have recovered from the condition
 - e. offer transport to the individual to enable them get home safely.
4. If the individual is hostile, the Manager, Chairperson or Deputy Chairperson should seek the support of another Committee Member or senior employee in approaching the individual.
5. If the individual refuses to co-operate or needs medical attention, the Manager, Chairperson or Deputy Chairperson should request an employee or other Committee Member to call the police or ambulance as appropriate.
6. When the individual returns to the office or Committee, the House Manager, Chairperson or Deputy Chairperson will again meet in private with individual concerned to offer assistance, encouragement and information if there is or appears to be an ongoing problem.
7. The Manager will take disciplinary action against any employee or volunteer, other than a Committee Member, for being under the influence of alcohol or other drugs, as appropriate.
8. Where the Manager or a Committee Member is the individual concerned, the Committee of Management will take disciplinary action against them for being under the influence of alcohol or other drugs, as appropriate.
9. The Manager will bring this policy to the attention of employees and volunteers, including Committee Members, before any official House function or function they might attend as representatives of the House.

2. Attendance for Duty

■ Policy Statement

Employees and volunteers are expected to arrive at work with sufficient time to commence their duties by the start time agreed with the Manager.

■ Application

This Policy applies to all employees and volunteers, including Committee Members in relation to their Committee of Management commitments.

■ Process

1. If an employee or volunteer expects to arrive late, they must notify the Manager or Chairperson, as appropriate, as soon as possible and at least one hour prior to their scheduled arrival.

3. Bullying, Harassment and Discrimination

■ Policy Statement

Caulfield South Community House is committed to ensuring employees and volunteers are treated fairly and equitably in an environment free of bullying and harassment, including sexual harassment, and discrimination. Bullying, harassment and discrimination³ will not be tolerated, may be unlawful, and may result in dismissal.

■ Application

This Policy applies to all employees and volunteers in their treatment of other employees and volunteers, and members, and vice versa. It is expected that every employee and volunteer will respect the reasonable limits set by others and avoid language or behaviour that could be reasonably expected to offend or embarrass others.

Definitions and Explanations

- Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.
- Indirect Discrimination occurs when a rule seems neutral but has a discriminatory impact on certain people.
- Personal characteristics protected under State legislation include: eg.
 - age
 - breastfeeding
 - carer status
 - disability
 - employment activity
 - gender identity
 - marital status
 - parental status
 - physical features
 - political activity/belief
 - race
 - religious activity/belief
- Reasonable adjustments are changes that allow people with a disability to work safely and productively and may include:
 - reviewing and, if necessary, adjusting the performance requirements of the job
 - arranging flexibility in work hours (see 'Flexible work arrangements')
 - approving more regular breaks for people with chronic pain or fatigue
 - buying desks with adjustable heights for people using a wheelchair.
- Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated.
- Workplace bullying may include behaviour that is directed toward an employee or volunteer, or group of employees or volunteers, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals.

³ In some cases, the House is permitted to discriminate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the position even if the adjustments were made.

■ Process

1. If an employee or volunteer believes they are being, or have been, discriminated against or bullied or harassed, they should:
 - a. if they feel comfortable in approaching the other person directly, tell the offender the behaviour is offensive, unwelcome and against House policy and should stop.
 - b. keep a written record of the incident(s).
 - c. if the behaviour continues, or if they are not comfortable approaching the other person directly, lodge a complaint with the Manager or the Chairperson of the Committee of Management, providing full details of the alleged discrimination, bullying or harassment. The employee or volunteer may also lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, or the Australian Human Rights Commission, or take action under the *Fair Work Act 2009*.
2. The recipient of the complaint will:
 - a. treat the complaint seriously and confidentially.
 - b. allow the complainant to bring another person to the interview if they choose to.
 - c. ask the complainant for the full story, including what happened, step by step.
 - d. take notes, using the complainant's own words.
 - e. ask the complainant to check the notes of the meeting to ensure the record of the conversation is accurate.
 - f. explain and agree on the next action with the complainant.
3. If an investigation is required, the Manager or Chairperson of the CoM as appropriate, will:
 - a. not assume guilt.
 - b. advise the complainant on the potential outcomes of the investigation if the allegations are substantiated.
 - c. interview all directly concerned separately and keep records of statements
 - d. ensure confidentiality by minimising disclosure to those who need to know.
 - e. decide the appropriate action based on the investigation and the evidence collected.
 - f. if resolution is not immediately possible, refer the complainant to the CoM.
4. Possible outcomes where a complaint is found to be justified, following investigation, may include:
 - a. disciplinary action against the perpetrator (counselling, warning or dismissal)
 - b. additional training for the perpetrator or all employees and volunteers
 - c. counselling for the complainant
 - d. an apology (with the details to be agreed between all involved).

Employees and volunteers will not be victimised or treated unfairly for raising an issue or making a complaint which will, as far as possible, be treated as confidential.

4. Code of Conduct

■ Policy Statement

The Committee of Management, staff and volunteers of Caulfield South Community have a legal and moral responsibility to manage the organisation in the best interests of the community it serves.

■ Application

Committee, staff and volunteers will demonstrate professional ethical behaviour at all times – in their responsibility to the organisation, in their professional relationships with each other and in their professional service to the community – and will be required to adhere to this code of conduct

■ Process

- To ensure that staff, COM members and volunteers act with integrity when representing and/or working with clients and one another
 - Treating all people with honesty, courtesy and respect
 - Appreciating individual differences
 - Working to the best of your ability
 - Maintaining confidentiality
 - Using CSCH resources for the benefit of CSCH
- To ensure that the behaviours and attitudes reflect the overall principles and values of the Caulfield South Community House, supporting and abiding by all policies and procedures
 - Understanding and supporting the mission, vision and values
 - Being responsible and accountable
 - Disclosing and avoiding conflicts of interest
 - Obeying the law
- To ensure that staff, COM members and volunteers support the safety, participation, wellbeing and empowerment of children and observe child safe principles and expectations for appropriate behaviour towards and in the company of children
 - Adhering to the commitment of Child Safety at all times
 - Taking all reasonable steps to protect children from abuse
 - Listening and responding to the views and concerns of children (particularly if they are telling you that they or another child has been abused and/or are worried about their safety)
 - Promoting the cultural safety, participation and empowerment of all children, including Aboriginal children, children with cultural diverse backgrounds and children with a disability
 - Ensuring as far as practicable that adults are not left alone with a child
 - Reporting any allegations of child abuse to the Manager
 - Ensure any allegation is reported to the police or child protection
 - Reporting any child safety concerns to the Manager
 - Encouraging children to 'have a say' and participate in all relevant organisational activities where possible

5. Conflict of Interest

■ Policy Statement

Employees and volunteers may have other business interests and activities outside of Caulfield South Community House which may give rise to real or perceived conflicts of interest with the House's objectives and future activities. In such circumstances, employees and volunteers need to ensure that they declare these conflicts of interest.

■ Application

This Policy applies to all employees and volunteers and their other business interests and activities outside Caulfield South Community House

■ Process

Conflict of Interest Declarations

1. Where an employee or volunteer has a direct or indirect pecuniary interest in a contract with the Association:
 - a. they must disclose the nature and extent of the interest to the House Manager in writing; and
 - b. must not take part in any decision in regard to the contract.
2. Where a Conflict of Interest arises during the course of their work the employee or volunteer must:
 - a. declare the Conflict of Interest immediately to the Manager
 - b. not initiate or take part in any discussion or decision in regard to the matter (either with other employees or volunteers, including Committee Members), unless expressly invited to do so by the Manager or the Chairperson.
3. If an employee or volunteer believes another an employee or volunteer has an undeclared Conflict of Interest, they should write to the Manager specifying the basis of the alleged potential conflict.

Recording Conflicts of Interest

4. The Manager will record the details of all Conflicts of Interest in the House Conflicts of Interest Register.

Management Review of Conflicts of Interest

5. On receipt of notification of an employee's or volunteer's Conflict of Interest, the Manager will:
 - a. notify the Chairperson in writing before any decision on the matter
 - b. determine how to address the Conflict of Interest to remove or mitigate the risk, if necessary in consultation with the Chairperson.
6. The Committee of Management will review the House Conflicts of Interest Register at least annually.
7. If an employee or volunteer alleges that another an employee or volunteer has a Conflict of Interest, whether existing or potential, the Manager will recommend a course of action to the next Committee of Management meeting in an attempt to resolve the matter.

Reporting Conflicts of Interest

8. The Treasurer will:
 - a. report any direct or indirect pecuniary interest in a contract with the CSCH accountant

6. Dress Code

■ Policy Statement

Caulfield South Community House aims to establish a safe and comfortable environment for all employees and volunteers and to project an image that is in keeping with the needs of members and other stakeholders.

■ Application

This Policy applies to all employees and volunteers when they are on duty at or representing the House. As a minimum, dress should be clean, neat, and appropriate to the individual's role and responsibilities, including a sun hat when working outside. As a general rule, ripped clothing of any sort, low-cut clothing (eg shirts and jeans), and/or thongs are not acceptable.

■ Process

1. When working outside, all employees and volunteers must wear a hat.
2. If an employee or volunteer presents for duty at the House dressed inappropriately, the Manager will discreetly remind them of the dress code and advise them what they should improve. If necessary, the Manager will request the employee or volunteer to leave the House and return only when their dress standard is appropriate.
3. If an employee or volunteer repeatedly presents dressed inappropriately, the Manager will treat this as a serious breach of their employment/volunteer contract and take appropriate disciplinary action.

7. Employee and Volunteer Recruitment Policy

■ Policy Statement

Caulfield South Community House is committed to providing high quality programs and services to our community through the recruitment of the best employees and volunteers available using fair, efficient, and effective recruitment methods.

■ Application

This Policy applies to the recruitment of all Caulfield South Community House employees and volunteers

■ Process

Pre-recruitment

1. Whenever an employment or volunteer opportunity becomes available, the Manager⁴ will:
 - a. carefully consider the requirements for the position, and the key selection criteria
 - b. review and update the Position Description or create a new one
 - c. refer the Position Description to the Committee of Management for review and approval.
2. Once the Committee of Management has approved the Position Description the Manager will advertise the position.

Screening

3. Once applications have closed, the Manager will:
 - a. screen each applicant based on their résumé against the Position Description
 - b. shortlist the applicants assessed as suitable for the role
 - c. arrange an interview with each shortlisted candidate.

Interviews

4. The Manager and/or Nominated Committee of Management will:
 - a. interview the shortlisted candidates, and review the evidence of their qualifications

Reference and other checks

5. For the one or two most highly rated candidates, the Manager and/or nominated Committee of Management will:
 - a. check the references and contact their previous employers
 - b. validate the transcripts of the candidates' qualifications and other certifications

Conditional offer

6. The Manager will:
 - a. advise the successful candidate to offer them the position
 - b. request that the original or certified copy of the Working with Children Check and, if required, the Police Check be provided within 14 days.

Notifications to unsuccessful candidates

7. Once the successful candidate has started in the position, the Manager will notify all of the other candidates that they have been unsuccessful.

Records management

8. The Manager will ensure that all of the documentation relating to the appointment is stored in the appropriate personnel file.

⁴ Where the Manager position is vacant, the Chair of the Committee of Management will undertake processes assigned to the Manager.

8. Gifts and Gratuities

■ Policy Statement

Caulfield South Community House requires that all gifts and gratuities (money) be declared and registered, and forbids employees and volunteers requesting gifts and gratuities

■ Application

This Policy applies to all employees and volunteers in relation to gifts and gratuities of any nature and to any value

■ Process

1. If an employee or volunteer is offered a gift or gratuity, they must complete the Gift and Gratuity Declaration and submit it to the Manager.
2. The House Manager will record the gift or gratuity on the Gifts/Gratuities Register and the register will be tabled and recorded at the following COM Meeting.

9. Induction

■ Policy Statement

Caulfield South Community House is committed to inducting each new House employee and volunteer to familiarise them with their workplace and help them to settle into their new environment.

■ Application

This Policy applies for all employees and volunteers.

■ Process

1. The Manager will formally welcome each new employee and volunteer to the House, introduce them to the other employees and volunteers, and give them a tour of the site to familiarise them with:
 - a. each room and its designated function and amenities
 - b. the administration area
 - c. the program areas
 - d. the childcare areas
 - e. the location of amenities
 - f. the telephone system, photocopier, computers etc; and tools and other outdoor equipment (if appropriate)
 - g. fire extinguishers and emergency exit locations
 - h. first aid kit location
 - i. the kitchen and tea/coffee making facilities.
2. The Manager will also provide the new employee or volunteer with a copy of:
 - a. Employee:
 - i. the House Policy and Process Manuals
 - ii. the individual's position description
 - iii. the Fair Work Information Sheet
 - b. Volunteer:
 - i. the House Policy and Process Manuals
 - ii. the volunteer's responsibilities and tasks.
3. The Manager will provide an overview of the workplace, its mission statement and the structure and:
 - a. clarify the roles of each person within the Association and the role of the individual's team
 - b. ensure that the new employee or volunteer understands the duties and responsibilities of their position
 - c. discuss the policies, procedures, agreements and legislative requirements that may have an impact on the individual's role
 - d. explain the OH&S evacuation procedure
 - e. explain the duties, hours of work or attendance and the timesheet or attendance recording requirements
 - f. go through the new employee or volunteer paperwork and re-iterate the Code of Conduct
 - g. provide relevant training on workplace IT systems, email and Childcare IT processes (if applicable)

10. Intellectual Property and Security

■ Policy Statement

All intellectual property developed, discoveries or inventions made in the performance of duties related in any way to the business of the House belong to the House; and the House's sensitive information, data, property, including keys to premises or any House property, need to be held securely to maintain the confidence of our stakeholders.

■ Application

This Policy applies to all employees and volunteers and to all House property, including information.

■ Process

1. Each employee and volunteer will do everything necessary to ensure that ownership of such intellectual property is held by the House including, if required, assigning such intellectual property to the House.
2. Each employee and volunteer will store all House data and information appropriately, with advice from the Manager where required, using passwords for documents containing sensitive data.
3. No employee and volunteer will share their passwords with anyone else, except as authorised by the Manager, and will lock their computer when not in use to prevent unauthorised access.
4. Each employee and volunteer will put away all House property, including keys, after use and secure it if appropriate.
5. Any employee or volunteer authorised to take House property, including keys, off the premises will ensure that it is stored securely and not left in an unattended vehicle unless it would be unreasonable to remove it.

11. Planned or Unplanned Leave

■ Policy Statement

All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence.

■ Application

This Policy applies to all planned and unplanned leave, whether paid or unpaid.

The House does not pay out unused personal/carer's leave or compassionate leave.

■ Process

Annual leave

Applications for annual leave should be lodged at least two weeks in advance.

Leave must be approved in advance, except when the employee is unable to plan for the absence. Planned leave must be mutually agreed and take into account the employee's workload and personal needs. Any documents regarding leave will be kept on the employee's personnel file

If an employee is injured while away from work, the House will allow them to exhaust their paid sick leave, accumulated annual leave and long service leave.

Personal (sick) leave

An employee is entitled to a minimum of 10 days of personal/carer's leave every 12 months which all may be taken as carer's leave if required. Carer's leave is available for the care or support of an ill family or household member or if an unexpected emergency affects a family or household member.

We are committed to supporting our employees and volunteers, where possible, to facilitate a return to work (employees) or duties (volunteers).

Compassionate leave

Compassionate leave is paid leave taken by an employee to spend time with a family or household member, who has a personal illness or injury, that poses a serious threat to his or her life, or after the death of a family or household member.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where a family or household member has died, or the employee needs to spend time with a seriously ill family member. Additional unpaid leave maybe granted at management discretion.

Long service leave

Employees are entitled to long service leave in line with Victorian long service leave laws or the *Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016*.

Parental leave

Employees are entitled to parental leave in line with the *Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016*.

Time in lieu

Caulfield South Community House will grant time in lieu to an employee who is required to work outside their normal hours, subject to the prior approval of the Manager. The employee should use their time in lieu balance within a period agreed with the Manager.

Leave without pay

Management has the discretion to approve leave without pay that an employee is not otherwise entitled to.

Jury duty leave

An employee is entitled to paid leave for jury duty in accordance with legislation. Caulfield South Community House will reimburse the employee the difference between the amount the court has paid and their base salary. If an employee is absent because of jury service of more than 10 days in total, the House is only required to pay them for the first ten days of absence.

Emergency services leave

Caulfield South Community House will support emergency services leave wherever possible, as an important community service.

12. Occupational Health and Safety

■ Policy Statement

Management is responsible for working in consultation with employees to ensure ongoing active prevention of injury and illness in the workplace. Employees have a legal duty to take care to protect their own health and safety and to avoid adversely affecting the health and safety of any other person.

■ Application

In the event of an injury arising from their employment or volunteer work, all employees, including part-time, casual, and probationary employees and volunteers, are covered by workers' compensation or Professional Indemnity and Public Liability Insurance.

■ Process

1. Each Employee and volunteer will undergo an orientation/induction program prior to commencing employment or volunteering services
2. Each employee and volunteer will familiarise themselves with the Emergency Management Plan.
3. In the performance of their duties, whether onsite at the House or offsite, employees and volunteers have a responsibility to implement safe work practices, including:
 - a. obeying any reasonable instruction aimed at protecting their health and safety
 - b. using any equipment provided to protect their health and safety while at work
 - c. seeking a colleague's assistance when climbing stepladders or lifting heavy objects
 - d. following correct lifting procedures
 - e. ensuring they are not affected by alcohol or any other drug.
4. Any employee and volunteer who observes a safety incident will:
 - a. if qualified, apply first aid to the affected person immediately or, if unqualified, call for one of the House's qualified first aiders
 - b. if the injury is serious, arrange for an ambulance to be called
 - c. complete an incident report in the Incident Reporting book located in the House office.
5. On receipt of a report of an injury, incident or near miss, the Manager will:
 - a. insert the details in the Register of Injuries, Incidents and Near Misses
 - b. report the incident to WorkSafe and the House's workers and volunteers compensation insurer as appropriate
 - c. report the incident to the CoM:
 - i. if a serious incident, immediately
 - ii. if a non-serious incident, at the next CoM meeting
 - d. take any necessary action to ensure the injured individual receives ongoing care and treatment for their injury as directed by WorkSafe or the insurer.
6. Any employee or volunteer who is injured on the job, or experiences a safety incident or a near miss, must:
 - a. report the incident to the Manager if this has not already been done
 - b. complete an incident report form as soon as possible after the incident.
7. Each employee and volunteer will support the continuous improvement of workplace health and safety by:
 - c. assist in the identification of hazards, the assessment of risks and the implementation of risk control measures

13. Performance Management

■ Policy Statement

Caulfield South Community House is committed to helping all employees and volunteers succeed and excel by being clear about what is expected of them, the extent of their authority, and how they are performing.

■ Application

This Policy applies to all employees and volunteers regardless of their role and responsibilities. This is a two-way ongoing process through informal discussions and formal annual reviews where employees and volunteers can give management feedback on their performance too.

■ Process

1. At least monthly, the Manager will meet with administration and childcare staff and agenda discussions will include updates and information sharing on all requirements and regulations around Childcare Subsidy - Family Assistant Law.
2. At least twice a year, the Manager will meet with each employee and volunteer to discuss their workload and performance and seek feedback on their role and responsibilities and any difficulties they are facing.
3. At least annually, the Manager will arrange a formal performance plan review with each **employee**:
 - a. At least one month before the review, the Manager will provide the Performance Plan listing the individual's responsibilities and KPIs to the individual
 - b. At least one week before the review meeting, the individual will return the Performance Plan to the Manager with their comments on their performance against each KPI.
 - c. The Manager will then insert their responses to the individual's comments.
 - d. At the review meeting, the Manager and the individual will discuss:
 - i. the individual's and the Manager's responses
 - ii. the individual's concerns about achieving the KPIs or any other matter
 - iii. opportunities for improvement
 - iv. any training or other professional development which might assist in the achievement of the KPIs.
 - e. After the review meeting, the House Manager will:
 - i. revise their comments to reflect the discussion and add details of any recommended training or professional development
 - ii. provide a copy of the final Performance Plan to the individual for their signature, confirming that the review meeting has occurred

14. Phone, Email and Internet Usage

■ Policy Statement

Limited private use of House phones, emails and the internet is permitted if the private use does not interfere with a person's work, is within the law, and does not bring the House into disrepute.

Email has legal status as a document and is accepted as evidence in a court of law. Even when it is used for private purposes, the House may be held responsible for the contents of email messages, including any attachments. Access to emails can be demanded as part of legal action in some circumstances.

■ Application

This Policy applies to all employees and volunteers accessing the House phones, emails and the internet when they are at the House or elsewhere, and includes employees' and volunteers' activities on:

- social or business networking sites such as LinkedIn, Facebook, and Twitter
- personal or business blogs
- public and private web-based forums or message boards or any other internet sites.

■ Process

1. All employees and volunteers will ensure that the content of their emails:
 - a. is not defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of the House in the community or to its relationships with any person or business
 - b. is not gossip about a colleague or colleagues
 - c. could not be considered offensive, demeaning, persistently irritating, threatening or discriminatory
 - d. does not involve the harassment of others or concern personal relationships.
2. No employee or volunteer, except the Manager or person authorised by the Manager who is engaged in ensuring compliance with this policy, or authorised employee who has been requested to attend to a fault, upgrade or similar situation, will access the email records of another person. Access in each case will be limited to the minimum required to complete the task.
3. When using email, no employee or volunteer will pretend to be another person or use another person's computer without the House Manager's permission.
4. When using the House internet, no employee or volunteer will:
 - a. attend to personal activities of a business nature
 - b. view sites of incoming emails portraying obscene, violent, defamatory and unlawful material and material that could cause the House to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially; or download or print material as described above; or show to others, or allow others to see, such items
 - c. download software from the internet or from unauthorised disks and CD ROMs on to the internal network.

15. Privacy and Confidentiality

■ Policy Statement

Caulfield South Community House is committed to:

- responsible and secure collection and handling of personal information
- protecting the privacy of the personal information of everyone involved with the House
- ensuring individuals are fully informed regarding the collection, storage, use, disclosure and disposal of their personal information, and *their* access to that information.
- allowing any person to have access to their own personal records.

■ Application

This Policy applies to all employees and volunteers and all personal information collected, used, disclosed and disposed of by the House.

Caulfield South Community House will not release personal details such as home addresses and phone numbers of any member. If contact is required, it should be made via the House Manager who can contact the member on the enquirer's behalf. This ensures private lives are kept separate from individuals' involvement with the House.

■ Process

1. When collecting information, each employee and volunteer will:
 - a. only collect information which relates to an individual's personal affairs for lawful purposes only
 - b. only gain information with the knowledge and consent of the person concerned
 - c. tell the person the reason the information is required, whether it is required by law, and who will have access to that information.
2. When using personal information, each employee and volunteer will check that the information is correct before using it and use the information only for the purpose it was intended unless:
 - a. the person has consented to its use for this additional purpose
 - b. its use is essential to the life or health of the member.
3. When using information other than for its original purpose, each employee and volunteer will keep a record of this additional use.
4. Each employee and volunteer will:
 - a. only keep relevant and up-to-date information.
 - b. keep sensitive or confidential information in a secure, locked place which is only accessible to authorised employees or volunteers.
5. If an individual, requests access to their own personal records, an employee or volunteer will provide access to the records, ensuring that other records remain confidential.

16. Resignation and Retirement Policy

■ Policy Statement

Caulfield South Community House is committed to:

- creating a working environment that encourages employees to remain with the House for long periods
- paying employees who resign or retire from the House their accrued but unused annual leave and long service leave entitlements
- inviting resigning or retiring employees to provide feedback on their employment with the House.

■ Application

This Policy applies to all Caulfield South Community House employees, except casual employees, unless otherwise specified.

■ Process

1. An employee wishing to resign or retire must:
 - a. provide notice of their intention in writing to the Manager stating the proposed date of resignation or retirement, within the period prescribed in their contract of employment or applicable industrial instrument
 - b. return all Caulfield South Community House property on or before their final day of employment at the House.
2. Whenever an employee submits a notice of resignation or retirement, the Manager will:
 - a. add the resignation/retirement notice to the employee's personal file
 - b. provide the appropriate documentation to the employee for completion
 - c. complete the necessary paperwork to ensure the employee receives their correct entitlements on their departure
 - d. prepare a letter to be signed by the Chair of the Committee of Management accepting the employee's resignation or retirement and recognising the employee's contribution to the House
 - e. on or before the employee's final day:
 - i. conduct an exit interview with the employee to obtain valuable information on the House and the way it is managed
 - ii. present a letter to a retiring employee recognising their contribution to the House
 - iii. if requested and appropriate provide a reference and/or certificate of service to the employee
 - iv. retrieve all Caulfield South Community House property held by the employee.
 - f. add the report of the exit interview to the employee's personal file.
3. After the employee's final day, the Manager will arrange for the removal of their access to all House technology and facilities.

17. Smoke-free Workplace

■ Policy Statement

Caulfield South Community House is a smoke-free workplace. CSCH is committed to providing and maintaining a healthy work environment for the wellbeing of employees, volunteers, contractors, visitors and members of the public, including a smoke-free workplace.

■ Application

This Policy applies to all employees and volunteers when on duty either at the House, including all outdoor areas, or offsite. Smoking is only permitted during designated breaks and only outside the House grounds.

■ Process

1. The Manager will provide support to employees and volunteers who wish to quit or reduce their smoking by making health information on smoking available.
2. Any employee or volunteer who is aware of a breach of this Policy, must report the breach to the Manager as soon as possible.
3. If an employee or volunteer breaches this Policy, the Manager will:
 - a. approach the individual and ask them to refrain from smoking in that area, and remind them of the Policy
 - b. if the employee or volunteer continues to offend:
 - i. advise them that if they again breach the Policy, they will be asked to leave their employment or volunteer role
 - ii. provide the advice in writing within 24 hours
 - c. if the employee or volunteer offends again, give them notice in writing that their services are no longer required.

18. Working with Children and Police Checks

■ Policy Statement

Prior to commencement of duties, all employees, volunteers and contractors must present proof that they have a current Working with Children Check and, if required, have undergone a Police Check at their own expense.

■ Application

This Policy applies to all employees, volunteers and contractors nominated for positions and duties at the House.

Caulfield South Community House applies a professional approach to recruitment and selection of employees, volunteers and contractors to attract and appoint individuals with the necessary skills and attributes to fulfil meet the House's aims. Whilst all appointments are made on the principle of merit, to comply with all relevant Legislation,

Caulfield South Community House shall not be liable for any loss of income or consequential damages arising from the issue of the Negative Notice or any lawful actions the House takes to comply with the Working with Children legislation.

■ Process

1. Prior to advertising any position or contract, the Manager will review the Position Description or contract to ensure that it includes any necessary requirement for candidates or tenderers to hold a Working with Children Check and, if required, have undergone a Police Check.
2. When notifying a candidate of their successful selection, the Manager will request that the original or certified copy of the Working with Children Check and, if required, the Police Check be provided within 14 days of the notification.
3. If the successful candidate does not provide an original or certified copy of the Working with Children Check and, where required, the Police Check within the required period, or provide an acceptable excuse for not providing the information, the Manager will notify them in writing that the offer has been withdrawn.
4. In the event the Department of Justice notifies the Manager with a Negative Notice, or if at any time, the employee is issued with a Negative Notice, the Manager must take the following necessary steps:
 - a. reallocate all duties which would involve working in direct contact with children.
 - b. meet with the employee and issue a notice to the employee directing that they no longer be involved in House activities that involve working in direct contact with children.

Appendix A: Forms and Templates

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| • Employee and Volunteer Contact Details form |
| • Employee and Volunteer Incident Report form |
| • Employee and Volunteer Induction Checklist |
| • Have Your Say Forms/suggestion box |
| • Position Description |
| • Accident, Injury, Illness and Incident Register TEMPLATE |
| • Annual & Long Service Leave Application TEMPLATE |
| • Conflict of Interest Declaration TEMPLATE |
| • Employee Engagement Letter Casual TEMPLATE |
| • Employee Engagement Letter Full-time Part-time TEMPLATE |
| • Gifts and Gratuities Declaration Form TEMPLATE |
| • Performance Plan Form TEMPLATE |
| • Personal Leave Application Form TEMPLATE |
| • Privacy and Confidentiality Employee & Volunteer Acknowledgement TEMPLATE |
| • Volunteer Agreement Letter TEMPLATE |