



# **Policies and Procedures Handbook for Employees and Volunteers**

**Effective from October 2024 - Version 1**

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# **Section 1.**

## **General Conditions of Service for Employees and Volunteers**

### **1.1 Code of Conduct**

Culture Care WA is a professional organisation with high standards and expects that all staff will adhere to behaviours that exemplify these standards. This section describes the behaviours and standards which all staff are expected to apply in order to uphold the mission and values of Culture Care WA.

This section applies to both paid employees and volunteers and it is supported by detailed procedures and processes where applicable.

#### **1.1.1 Conduct and Behaviour**

Culture Care WA expects that paid employees and volunteers will behave in a professional manner which upholds the standards and values of Culture Care WA. Staff, both paid and volunteer, will treat others with respect and courtesy at all times, reflecting the objectives of both Culture Care WA's policy and government legislation with regard to access, inclusion and equal opportunity employment.

Staff are expected to behave with integrity in their dealings with others, providing support and assistance to their co-workers and to individuals and organisations to whom they provide services or information.

Harassment and bullying will not be tolerated in Culture Care WA's workplace or in any venue where its services to be delivered. All staff share responsibility for ensuring that Culture Care WA's workplace is free from bullying and harassment and that the appropriate processes are used to deal with any incidents that may arise. Disciplinary action or termination may result from inappropriate behaviour.

#### **1.1.2 Community Care Obligations**

Culture Care WA has a responsibility to the community to provide services which are sensitive to the needs of the community and the individuals within it. During the course of their work, Culture Care WA's staff will come into contact with children and vulnerable members of the community and have a clear duty to protect the rights, safety, financial security and the well-being of these individuals.

To support these responsibilities Culture Care WA's requires that paid employees and volunteers, including the Board of Directors, have a Police Clearance and in some circumstances a Working with Children Clearance Approval.

A paid employee or volunteer will advise the Chairperson immediately if any Authority commences proceedings that may result in either the Police Clearance or Working with Children Clearance being negated.

Culture Care WA will advise paid employees and volunteers of the procedures required to apply for the identified clearance/s and will meet the normal costs associated with obtaining the required clearance/s. Culture Care WA retains the right to require paid employees and volunteer members to renew the required clearance/s every two to three years.

#### **1.1.3 Privacy & Confidentiality**

All staff are required to maintain the confidentiality of all personal and corporate information which they may have access to during their time at Culture Care WA. This information is only for use in the course of your duties at Culture Care WA, and may not be used for other purposes.

Staff must also respect the privacy of individuals who are registered with Culture Care WA and should not use or disclose personal details except when expressly authorised by Culture Care WA. This includes disclosure to any other employee not authorised to receive such information.

Except when expressly authorised by Culture Care WA, a staff member will not:

- Directly or indirectly reveal, or cause to be revealed, to any third party any confidential dealings, finances, transactions or affairs of Culture Care WA or any of its clients which may come to their knowledge during their period of employment.
- Use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to Culture Care WA.

A staff member's obligation in these matters continues to apply after the termination of employment without limits in time.

#### **1.1.4 Conflict of Interest**

Staff must disclose any actual, perceived or potential conflict of interest to the Chairperson at the earliest opportunity. The Chairperson will determine whether the conflict of interest requires the individual to withdraw from participation in an activity or decision

#### **1.1.5 Intellectual Property**

Any changes, innovations and ideas initiated by staff members in the course of employment with Culture Care WA will belong to Culture Care WA and staff must do everything necessary to completely vest ownership of such matters in Culture Care WA.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by staff members in the course of their employment with Culture Care WA must be returned to Culture Care WA on demand or otherwise no later than upon the termination of employment.

A staff member's obligation in these matters continues to apply after the termination of employment without limits in time.

#### **1.1.6 Equal Opportunity Employment**

Culture Care WA recognises that people are its most important resource and is committed to equal employment opportunity for all staff members. It supports the objectives of the Western Australian Equal Employment Opportunity Act (1985) and all Culture Care WA's employees and volunteers are also expected to support these objectives in their behaviour and conduct in Culture Care WA.

#### **1.1.7 Access and Inclusion**

Culture Care WA makes all practicable efforts to ensure and promote access and inclusion, both in the workplace and in the delivery of its services and projects.

Culture Care WA supports the objectives of the all-applicable equal opportunity and employment laws that deal with discrimination and harassment, including:

- *Age Discrimination Act (Commonwealth) 2004*
- *Australian Human Rights Commission Act (Commonwealth) 1986*
- *Disability Discrimination Act (Commonwealth) 1992*
- *Racial Discrimination Act (Commonwealth) 1975*
- *Sexual Discrimination Act (Commonwealth) 1984*

### **1.1.8 Dress Code**

Both paid employees and volunteers are required to demonstrate a neat and presentable standard of dress.

Management reserves the right to raise the issue of dress with individual paid employees and volunteers when considered necessary.

### **1.1.9 Drugs and Alcohol in the Workplace**

Culture Care WA is committed to providing staff and visitors with a smoke, drug and alcohol-free work place during designated work hours and similar commitment and cooperation is required from staff members. Alcohol is permitted to be served at designated staff and Culture Care WA's social occasions.

The unlawful distribution, dispensation, possession or use of a controlled substance in Culture Care WA's offices or shared spaces is prohibited.

The Chairperson must be notified immediately if a staff member is:

- Convicted of a drug or alcohol violation arising out of conduct occurring in the workplace
- Fined, or has their license suspended while driving Culture Care WA's vehicle under the influence of alcohol or other intoxicants.

Any staff member who violates this policy will be subject to discipline up to and including termination.

### **1.1.10 Presentations and Gifts**

Employees and volunteers may on occasion receive presentations and gifts in recognition of services provided by Culture Care WA's.

The Chairperson must be advised when this occurs and a decision will be advised with regard to the future of the presentation or gift.

### **1.1.11 Office and Administrative Procedures**

General office and administrative procedures are detailed in the upcoming to be prepared Administrative Procedures Handbook.

## **1.2 Insurance**

All volunteers and paid employees will be covered by the insurance policies of Culture Care WA as shown below.

**Employees and volunteers: Culture Care WA's Public Liability insurance.**

Volunteers and paid employees can request to see a copy of Culture Care WA's insurance policy.

Paid employees and volunteers are advised to check with their own insurance company that their comprehensive cover for loss/damage to their own vehicle includes cover while driving to and from the place of volunteer work or work (as appropriate).

## **1.3 Internet and Email Access**

The primary purpose for access to the internet and email is to assist Culture Care WA's staff carry out their duties of employment. Staff and volunteers may use the internet and email access provided by Culture Care WA for any work-related purpose. Limited personal use is permitted as described below and staff are also required to comply with the Unacceptable Use restrictions at all times.

### **1.3.1 Personal Use**

Limited personal use is permitted, provided that it is outside of normal working hours, or that staff adjust their hours worked for that day to make up the time spent using the internet. Limited personal use may include access to social networking media, travel or other personal arrangements provided that it:

- Is infrequent and brief.
- Does not interfere with the duties of the employee, work colleagues or with the operation of Culture Care WA.
- Does not compromise the security of Culture Care WA's system or impact on Culture Care WA's electronic storage capacity or network performance.
- Does not incur any additional expense for Culture Care WA.
- Does not violate any laws.
- Does not compromise any confidentiality requirements of Culture Care WA.

### **1.3.2 Unacceptable Use**

A staff member may not use the internet or email (including internal email access) provided by Culture Care WA to:

- Conduct a business.
- Create or exchange messages that are discriminatory, offensive, harassing, bullying, obscene or threatening.
- Knowingly visit websites containing illegal, objectionable (including pornographic), or criminal material
- Create, store or exchange information in violation of copyright laws including the uploading or downloading of commercial software, games, music or movies.
- Use internet-enabling activities such as gambling, gaming or conducting illegal activities.
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email.

### **1.3.3 Permitted Extended Personal Use**

It is recognised that there may be times when a staff member requires the internet or email for extended personal use that may be indirectly related to work. For example when a staff member needs to use the internet to access material related to study they are undertaking.

In these circumstances it is expected that the staff member will advise and negotiate usage with the Chairperson.

## **1.4 Telephones**

### **1.4.1 General**

In many instances the telephone is the first contact made with clients and it is important that telephones are answered promptly, politely and in an efficient manner. All messages received must be emailed immediately to the person concerned. The telephone night switch will be turned on after office hours.

### **1.4.2 Personal Mobile Phone Use**

When using personal mobile phones in the office, staff members must ensure that calls, texts and any other mobile phone usage are of a short duration and the ring tones are at a level that does not adversely impact on the working environment.



Staff members are asked to exercise professionalism and courtesy during defined work time and to restrict external phone calls and limit incoming calls.

### **1.4.3 Personal Use of Work Telephones**

Limited personal use of work telephones is permitted when it is infrequent, brief and does not interfere with the duties of the employee or work colleagues or interfere with the operation of Culture Care WA.

Without the approval of the Chairperson, personal regional intrastate, interstate or international calls may not be made using Culture Care WA telephones.

### **1.5 Care of Personal Property**

Staff and volunteers should take reasonable precautions to ensure the security of personal possessions brought into the workplace to reduce the risk of theft or damage. Culture Care WA does not take responsibility for loss or damage to personal property due to negligence or wilful action on the part of the staff member.

Staff are encouraged to bring to work only items considered essential to their daily needs, whether working in the office or at a temporary work location. Depending on the circumstances, staff may be compensated for loss or damage to personal effects which occurs during the course of, or as a result of, carrying out official duties at the office or at a temporary work location.

### **1.6 Transportation**

Consolidation of transportation for staff can be arranged when permission is granted by the Chairperson.

### **1.7 Travel Between Work Locations**

Travelling between work locations that has been approved by the Chairperson, will be reimbursed with fuel vouchers or travelling allowance accordingly, subject to funding availability.

### **1.8 Internal Grievance Resolution**

If any volunteers or employees encountered any incident(s) / act(s) which is discriminatory, improper and / or unfair within Culture Care WA, they may seek resolution via the formal grievance process. Every effort should be made to solve the problems cooperatively and rationally before escalating them to the Chairperson or the Committee.

All formal avenues for handling of grievances will be fully documented and the employee's (or volunteer's) wishes will be taken into account in the determination of appropriate steps and actions. All complaints will receive thoughtful consideration in a timely manner and will be discussed with the individual who raised them. Discussions held are confidential.

Staff and volunteers are assured they will not be disadvantaged by the use of these procedures whether decisions are found for or against their grievance.

The following process is recommended should a staff member (whether an employee or a volunteer) have a grievance. At any stage the individual may also seek any outside assistance if they wish

## 1.8.1 Grievance and Appeal Process

Trigger	Action	Responsibility
Employee or volunteer is unable to resolve an issue or grievance informally, or would like assistance/support in order to resolve it.	Staff member to discuss with the Chairperson / Committee Members depending on the circumstances.  The content of this discussion is confidential however there will be a record that a discussion has occurred in relation to a grievance.	Employee or volunteer who raises the issue
Initial discussion results in agreement that the Chairperson / Committee Members will seek to resolve the issue.	Chairperson / Committee Members to undertake issue resolution, taking into account both the views of the employee and the well-being of Culture Care WA.  Senior manager to record a brief description of the action they have or will take.	Chairperson / Committee Members
Issue is resolved satisfactorily	Chairperson / Committee Members to note for the record that the grievance has been resolved.	Chairperson / Committee Members
Issue is not resolved to the satisfaction of the employee or volunteer	Employee or volunteer to make a formal, written complaint to the Chairperson.	Employee or volunteer
Formal complaint received	Determination to be made and advised in writing to the individual within 14 days. If applicable the decision will be in line with the relevant Acts of Parliament and Award, contract of employment.	Chairperson / Committee Members, as applicable
Formal resolution is not satisfactory to the employee or volunteer	If a paid employee is not satisfied with the decision of the Chairperson / Committee Members, they may consult with the relevant union.	Employee or volunteer

## **Section 2. General Procedures**

### **2.1 Work Health and Safety**

#### **2.1.1 Safety in the Workplace**

Culture Care WA is committed to provide a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to enforce accident prevention as a collective and individual responsibility.

Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to the responsible personnel to enable immediate action to be taken.

Care should be taken to ensure that, where a professional service is required, no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety.

Should an accident or injury occur it must be immediately reported to the responsible personnel who will ensure that appropriate action is taken.

Any incident that requires medical attention, appropriate arrangement and transportation will be made to seek medical help. Any staff member who has a medical issue which may require urgent medical treatment and / or action should be made known to the Chairperson or the Committee Members.

#### **2.1.2 First Aid**

Culture Care WA encourages all staff members to hold a valid first aid certificate. Upon request, the Chairperson will arrange appropriate first aid course for staff members when it is necessary.

#### **2.1.3 Emergency Procedures**

Follow the emergency procedures of the event(s), community activit(ies) at the respective premise(s).

#### **2.1.4 Professional Support Services**

Culture Care WA has no arrangements with any private provider to provide counselling services at this stage. One can be arranged upon special request.

#### **2.1.5 Children in the Workplace**

Culture Care WA provides a caring work environment for all staff and is supportive of family values but it is not considered appropriate for children to be in the work place for an extended period of time. In exceptional circumstances the Chairperson may determine to exercise her/his discretion and if it is necessary and appropriate.

### **2.2 Communications & Marketing**

#### **2.2.1 Promotional Material**

All promotional material is to be approved by the Chairperson to ensure that the design and content are consistent with Culture Care WA's publications.

## **2.2.2 Media Contact**

The Chairperson and Secretary have responsibility to determine type of media interviews and other promotional opportunities to be undertaken on behalf of Culture Care WA.

Should a staff member to be approached with a media or promotional opportunity, he / she should immediately inform the Chairperson to determine if the request is appropriate and who should speak on behalf of Culture Care WA. The Secretary has the authority to act on behalf of the Chairperson if he/she is absent.

## **2.2.3 Press Releases**

All press releases must be pre-approved by the Chairperson. The Secretary has the authority to act on behalf of the Chairperson if he/she is absent.

## **2.2.4 Social Media**

Social media and external communications should be well informed, relevant and appropriate to the business, image and reputation of Culture Care WA. All postings on social media will be considered as public comment. Staff will ensure that postings are not discriminatory, offensive, inappropriate or liable to bring Culture Care WA into disrepute. All employees and volunteers of Culture Care WA have responsibility to ensure that social media content is aligned with the values and policy of Culture Care WA

- Consent will be obtained in writing prior to posting images of individuals, either from the individual or from parent/guardian when the person is under the age of 18.
- Any information or image/s of a person will be removed upon request by the person or their parent/guardian.
- Only committee member authorised by the Chairperson is allowed to post on Culture Care WA's social media platforms.
- Breaches of policy may trigger disciplinary action. Everybody should aware that cyber bullying may, under certain circumstances, be considered a criminal offence.
- Any postings that are, or appear to be in conflict with this policy or with the values of Culture Care WA should be brought to the attention of the Chairperson and/or the Committee member as soon as possible.

## **2.2.5 Managing Member Feedback**

From time to time, members may feel unhappy with their situation and although this may sometimes be caused by external factors, employees and volunteers are encouraged to assist and support the members accordingly. When members have a complaint or other issue, use the four steps shown below to help in managing the situation.

### **Four steps to manage member feedback**

- 1. Listen:**  
Listen and understand their concern without interruption. If necessary, reconfirm their concern before any escalation.
- 2. Acknowledge:**  
Acknowledge the issue without personal judgment.
- 3. Take action:**  
Inform the member that the concern will be documented. Investigation will be carried out and appropriate action and/or solution will be implemented accordingly when necessary.

#### **4. Follow Up:**

The member will be informed about the feedback and/or solution when the case is closed.

### **2.3 Home-Based Work**

If applicable, insert conditions of home-based work for your organisation. You may wish to use the examples below

E.g.: As part of our commitment to a healthy work/life balance for our staff, Culture Care WA supports home-based work as a way of providing flexible work arrangements. Home based work is by mutual agreement and is not an entitlement. The arrangements must meet the operational needs of Culture Care WA as well as providing a suitable work option for the staff member.

#### **2.3.1 Home based work agreement**

E.g.: Staff may work from home intermittently or on an 'as needs' basis with agreement from their manager. Agreement can be via email but is required in order to maintain insurance and compensation protection for the staff member.

Long term or regular arrangements should be formally agreed with the manager and advised to the Chairperson prior to commencing the arrangements. The agreement should specify the hours to be worked, and the expected outcomes so that home-based work is properly measured and considered in performance assessments, training & development considerations etc.

Where home-based work is all or most of an individual's work time, the agreement should also include mechanisms for communication and reporting, to ensure that the staff member is included in general communication, meetings and social events. The agreement should include details of any equipment or expense reimbursement which is to be provided by Culture Care WA, where applicable.

#### **2.3.2 Access and Security**

E.g.: Staff working from home can access email and electronic records using remote access protocols. Staff must take proper precautions regarding any organisation data which is stored on the home computer. All staff are required to maintain the confidentiality of all personal and corporate information which they may have access to during their time at Culture Care WA and to ensure that this information is secure at all times.

#### **2.3.3 Incident Reporting**

Any incident resulting in injury or damage is to be reported as soon as possible using the Incident Reporting Form.

#### **2.3.4 Work Health & Safety**

For regular home-based work, the employee must do a Work Health and Safety check and confirm that they have suitable facilities and conditions. The checklist is to be provided to their manager prior to commencing the home-based Work Arrangements.

### **2.4 Isolated and Regional Workers**

Culture Care WA recognises that staff working in regional sites may need targeted support to ensure their physical safety and to assist them in remaining effective and satisfied in their work.

### **2.4.1 Work Health and Safety**

Staff must be familiar with the safety and emergency procedures for their work location (see section 2.1.3) and if they are co-located, they should ensure that they know who the appropriate contacts are in their location.

When working alone, or out of hours, staff should take suitable precautions to minimise personal risk, as outlined in the Administration Procedures.

### **2.4.2 Communication**

For example: For staff working in regional areas, it is essential that communication with their manager is maintained at all times. All locations will have suitable phone and computing technology and Culture Care WA will ensure the costs of all work-related contacts are covered. Co-ordinators will document and implement a suitable communication regime for each location, with consideration to:

- Alternative contact numbers, including co-located services where applicable
- Reporting in and out to line manager on work days
- Use of Zoom, teleconference or other interactive technology for inclusion in team meetings and other conversations
- Networking arrangements with other regional staff, and other local contacts
- Training and skills development opportunities

## **2.5 Management Reporting Requirements**

Culture Care WA has a range of formal reporting mechanisms which are described below.

### **2.5.1 Staff Meetings**

Insert details of staff meetings, for example

- frequency of meetings
- attendees
- agenda preparation – who, when, how to add agenda items
- if required to provide update on own work

### **2.5.2 Conference and Training Reports**

Insert details of feedback/reporting requirements for attendance at external events, for example:

- Staff member is required to prepare a report within 14 days of returning from the conference.
- Staff should circulate/share any learning they gain from any training or other sessions that they attend. This may be done informally in person, or by email or via a written report.

### **2.5.3 Annual Reports**

The Chairperson will work together with all Executive Committees to prepare a report at least 42 days before the Annual General Meeting.

## **2.6 Financial Management**

Culture Care WA will provide sound and transparent financial management throughout its operation. All expenditure will be in alignment with the goals and aspirations of Culture Care WA and funds will be used to provide and support Culture Care WA's role in the broader community. All staff are required to comply with the appropriate procedures for approval and reimbursement of expenditure.

Use of corporate resources and facilities will also be managed to ensure alignment with Culture Care WA's goals. Tools, resources and equipment are provided for use in the course of your duties, and staff have a responsibility to ensure that they are used appropriately.

# Section 3.

## Volunteers Conditions and Procedures

### 3.1 Introduction

Volunteers are valued members of Culture Care WA's team and we are committed to providing a supportive and rewarding workplace for both paid employees and volunteers.

This section describes the procedures applying to volunteer staff and our volunteers are required to comply with these.

### 3.2 Volunteer Recruitment and Induction

Volunteers will be recruited based on suitability for the position, and in line with Culture Care WA's recruitment and appointment procedures.

Volunteers will be provided with a job description and orientation is provided to all first time Culture Care WA's volunteers and is aimed at introducing them to the organization and to the policies and procedures governing work practices at Culture Care WA.

During this session the emergency procedures will be explained and volunteers taken on a guided tour showing them the layout of the premises areas including the kitchen, the toilets and the fire extinguisher location. Volunteers will also be introduced to other staff including the fire warden and first aid officers.

### 3.3 Attendance & Leave

#### ***Hours of Duty***

Culture Care WA offers a flexible working environment for all volunteers and endeavours to accommodate individual requirements.

#### ***Work Breaks***

Culture Care WA recognises the importance of staff well-being and encourages all volunteers to work no more than 5 hours without a break. Lunch breaks should be at least 30 minutes.

#### ***Absence***

If for any reason you are running late or unable to come in for an agreed shift, please inform the Chairperson at the earliest possible opportunity. This will enable us to make suitable arrangements to cover your work load on that particular day.

#### ***Taking leave***

- Culture Care WA observes all gazetted Western Australian public holidays. Unless otherwise agreed volunteers are expected to take public holidays as they occur.
- Volunteers are entitled to take leave on request and should notify the Chairperson.
- If the period of leave is more than a few days, you are asked to give reasonable notice to enable them to make arrangements to cover your workload.
- If you need to take unplanned leave, notify the Chairperson as soon as possible. We request that you keep in regular contact with the Chairperson during extended leave so rosters and workload can be managed.

#### ***Time Keeping & Reimbursement***

Insert details of the timesheet requirements if applicable. E.g.: weekly/fortnightly/monthly and any approval or sign off requirements. Include reimbursement procedures if applicable.



### 3.4 Ongoing Support & Development

The Volunteer will be provided with ongoing support and supervision. Volunteers are designated an event manager dependent on their role and tasks undertaken.

#### ***Annual Review***

An annual interview will be held to review performance and determine further training requirements or opportunities.

#### ***Review of Volunteer Job Description***

Job description forms may review during the volunteer's annual review.

#### ***Identified Education and Training Requirements***

Culture Care WA encourages its volunteers to enhance their knowledge of matters relating to their volunteering position. Should training needs be identified during the Annual Review or a volunteer identify an appropriate course or event, consideration will be given as to what level of support may be provided by Culture Care WA.

### 3.5 Termination of Service

#### ***Termination by Volunteer***

Should a volunteer wish to resign from their role they are asked to give Culture Care WA reasonable notice. Property of Culture Care WA must be returned by the volunteer prior to leaving Culture Care WA.

When a volunteer terminates their engagement with Culture Care WA an exit interview will be conducted. A record of the interview will be retained.

Our wish is to obtain information that may help to:

- Establish the reasons for leaving.
- Analyse any trends in the reason for leaving.
- Gain constructive feedback on the volunteer's position and their time at Culture Care WA.

#### ***Termination by Culture Care WA***

Culture Care WA reserves the right to terminate volunteer services in the event that the volunteer is no longer required for reasons such as:

- The volunteer is considered not suitable for the position offered
- The workload changes such that the volunteer is no longer required
- The workload changes such that the volunteer does not have suitable skills for the work available.

#### ***Termination due to Misconduct***

Culture Care WA may terminate a volunteer in the event of misconduct. Misconduct includes breaches of any Culture Care WA's policies which warrant instant dismissal and includes serious misconduct as defined in the Fair Work Act (Cwlth) 2009.

Examples of misconduct include:

- Theft of property or funds from Culture Care WA
- Wilful damage to Culture Care WA property
- Intoxication through alcohol or other prohibited substance whilst volunteering
- Verbal or physical harassment of any other employee, volunteer, board member or any other person particularly in respect of race, sex or religion
- Disclosure of confidential information regarding Culture Care WA to any other party without prior permission from the Chairperson.
- Falsification of any of Culture Care WA's records for personal gain or on behalf of any other employee/volunteer

- Unwillingness or inability to support and further the mission of Culture Care WA and/or the objectives of the programme.

Immediate dismissal would only take place in the most serious of circumstances, and in these instances:

- The Chairperson and Committee Member will formally inform the volunteer in a joint meeting.
- The volunteer may wish to include the presence of a support person of their choosing.
- A written report is to be supplied to the Chairperson.
- A copy of the report will be kept in the volunteer's file.
- All property of Culture Care WA must be returned.

## **Section 4.**

# **Paid Employees Conditions and Procedures**

### **4.1 Introduction**

The procedures outlined in this section apply to all paid employees of Culture Care WA and employees are expected to comply with these at all times.

These procedures are intended to be applied to the extent permitted by law.

### **4.2 Recruitment and Induction of Paid Employees**

Recruitment of paid employees is the responsibility of the Chairperson, who is appointed by the Board of Directors.

New employees will receive induction and orientation on commencement which is designed to introduce them to Culture Care WA and to the policies and procedures governing work practices at Culture Care WA. Staff are also encouraged to familiarise themselves with the information provided via Culture Care WA's website.

Employees will be given a job description and an overview of the probation and performance management processes to ensure they understand their role in those processes. Employees are expected to be proactive in seeking any information, clarification or guidance they may need during the induction and probation period.

### **4.3 Employment of Short-Term Contract Staff or Consultants**

The Terms and Conditions working with Short Term Contract Staff and Consultant will work according to the individual contract.

### **4.4 Timekeeping and Hours of Duty**

#### ***Hours of Duty***

The core hours of operation are individual.

Individual contracts of employment will state the hours of duty per week to be worked by individual paid employees. It is expected that, unless otherwise agreed, hours of work will be completed during Culture Care WA's core hours of operation.

#### ***Time keeping***

Insert details of the timesheet requirements if applicable. E.g.: weekly/fortnightly/monthly and any approval or sign off requirements

#### ***Work Breaks***

Culture Care WA recognises the importance of staff well-being and encourages paid employees and volunteers to work no more than 5 hours without a break. Lunch breaks should be at least 30 minutes in length.

#### ***Absent without Authority***

Should a paid employee be absent from or late for work they must phone Secretary within 30 minutes of their regular commencement time to advise the reason for their absence.

## **4.5 Performance Management**

### **4.5.1 Misconduct and Disciplinary Action**

In the event of misconduct, Culture Care WA may take disciplinary action and in cases of serious misconduct may terminate employment. Misconduct includes breaches of Culture Care WA's Policies and Code of Conduct. Disciplinary action will be determined on a case-by-case basis and may include:

- Financial penalties
- Changes to duties, including demotion
- Restriction of access to Culture Care WA's resources and/or facilities

Serious misconduct, including breaches of any Culture Care WA's policies may be determined to warrant instant dismissal.

Examples of serious misconduct include but are not limited to:

- Theft of property or funds from Culture Care WA
- Wilful damage to Culture Care WA's property
- Intoxication through alcohol or other prohibited substance at work
- Verbal or physical harassment of any other employee, volunteer, Board Member or any other person particularly in respect of race, sex or religion
- Disclosure of confidential information regarding Culture Care WA to any other party without prior permission from the Chairperson.
- Falsification of any of Culture Care WA's records for personal gain or on behalf of any other employee

## **4.6 Professional Development and Training**

This organisation encourages employees to enhance their knowledge of matters relating to volunteering. Should a training need be identified during the formal review process, or a staff member identify an appropriate training course, consideration will be given as to what level of support can be provided by Culture Care WA to enable the staff member to undertake the training. Depending on Culture Care WA's capacity to accommodate requests, professional development leave is or may be available. Any request must be approved by Secretary prior to enrolment.

## **4.7 Leave Entitlements**

### ***Public Holidays***

Culture Care WA observes all gazetted Western Australian public holidays. Unless otherwise agreed, employees are expected to take public holidays as they occur. Part time staff are paid for Public Holidays which occur on a rostered working day (as defined in their Contract of Employment).

Employees may on occasion be required to work on days declared as public holidays in Western Australia. When this occurs staff will be granted a day in lieu to be taken at a time agreed between the staff member and their Senior Manager or with annual leave.

## **4.8 Superannuation**

Culture Care WA makes payments to a staff member's choice of fund in accordance with Government legislation.

## **4.9 Termination of Employment**

### **4.9.1 Termination by Employer or Paid Employee**

In order to terminate employment at Culture Care WA, the staff member or Culture Care WA must give the period of notice as set out in the Fair Work Act (Commonwealth) 2009 and/or as outlined in the contract of employment of the employee.

The contract of employment may be terminated by you or Culture Care WA giving two weeks' notice.

In any case a lesser period of notice may be given without payment or forfeiture of pay by agreement between you and Culture Care WA. Culture Care WA may deduct from your final pay any monies owed by you to Culture Care WA on termination.

Culture Care WA retains the right to terminate a staff member's employment without notice for serious misconduct that warrants summary termination in accordance with the Fair Work Act (Commonwealth) 2009.

### **4.9.2 Exit Interview**

When an employee terminates their employment with *Culture Care WA* the Chairperson will conduct an exit interview. A record of the interview will be retained. During the exit interview arrangements will be made for the return of all *Culture Care WA*'s property including office keys.