

Policies and Procedures Handbook:



Effective from March 2022

Version 1

This document has been altered based on the sample developed by Volunteering WA Policies and Procedures produced in 2019

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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 are not tolerated in *Culture Care WA*'s workplace or in any venue where its services are 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*

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 *Administrative Procedures Handbook*. All employees and volunteers **must** familiarize themselves with these procedures where applicable to their duties.

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: Personal Accident insurance
Employees: Workers Compensation 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).

For insurance cover when using *Culture Care WA's* cars please see *position title*.

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 Chief Executive Officer or their Senior Manager

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 is to be turned on prior to the office being closed. *Telephone procedures are included in the Administrative Procedures Handbook and the telephone instruction booklet.*

1.4.2 *Personal Mobile Phone Use*

When using personal mobile phones in the office, staff members are requested to 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 *position title*, 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 Vehicles (NOT APPLICABLE)

Pool vehicles are **NOT** available when staff members are required to travel on behalf of Culture Care WA.

1.7 Travel

Insert information on travel procedures such as: request to travel, approval requirements, expenses and reimbursements.

1.8 Internal Grievance Resolution

If any volunteers or employees feel they have cause for complaint regarding their treatment within Culture Care WA, they may seek resolution via the formal grievance process. Every effort should be made to solve problems cooperatively and informally before escalating them to a Senior Manager.

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 Senior Manager. This may be either their own or another Senior Manager or the Chairperson 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.	Staff member to raise the issue

Trigger	Action	Responsibility
Initial discussion results in agreement that the Senior Manager will seek to resolve the issue.	Senior Manager 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.	Senior Manager
Issue is resolved satisfactorily	Senior Manager to note for the record that the grievance has been resolved.	Senior Manager
Issue is not resolved to the satisfaction of the staff member	Employee or volunteer to make a formal, written complaint to the Chairperson.	Staff member
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.	CEO or Board of Directors, as applicable
Formal resolution is not satisfactory to the employee	If a paid employee is not satisfied with the decision of the CEO or Board of Directors, they may consult with the relevant union	Employee

Section 2. General Procedures

2.1 Work Health and Safety

2.1.1 Safety in the Workplace

Workplace health and safety is important in ensuring the work place environment is both safe and encourages sound health practices. *Culture Care WA* is committed to ensuring a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to regard 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 *Secretary* 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 *Secretary* who will ensure that appropriate action is taken.

If an illness requires medical attention suitable arrangements will be made to provide transport to either a doctor or hospital. Any staff member who has a medical issue which may require urgent medical treatment should make their Manager aware of the possible action required.

2.1.2 First Aid

Culture Care WA encourages staff members to hold a current first aid certificate. On request the *Secretary* will arrange for staff members to attend an appropriate first aid course.

2.1.3 Emergency Procedures

Follow the emergency procedures of event or community activity or program premises.

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 if it is appropriate to waiver this policy.

2.2 Communications & Marketing

2.2.1 Promotional Material

All promotional material is to be approved by the Secretary 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 of determining what media interviews and other promotional opportunities are undertaken on behalf of *Culture Care WA*.

Should a staff member be approached with a media or promotional opportunity they should immediately advise the *Secretary* to determine if the request is appropriate and who should speak on behalf of *Culture Care WA*. Should the *Chairperson* not be available the Secretary have the delegated authority to determine urgent requests.

2.2.3 Press Releases

All draft press releases must be submitted to the *Chairperson* for approval prior to release. Should the *Chairperson* not be available the Secretary has the delegated authority to approve urgent press releases.

2.2.4 Social Media

Social media and external communications will be timely, 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 on request by the person or their parent/guardian.
- Only staff authorised by the Chairperson will post to social media platforms.
- Breaches of policy may trigger disciplinary action. Staff should be 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 Chief Executive Officer or a Senior Manager as soon as possible

2.2.5 Managing Client Feedback

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

Four steps to managing client feedback

1. **Listen:** Listen to their story without interruption. To show that you understand their problem, it may be helpful to repeat their issue back to them in your own words.
2. **Apologise:** Acknowledge their issue and apologise for the inconvenience. Don't be defensive, don't over explain and don't assign any blame to the client or other staff. Thank them for their feedback.
3. **Take action:** Tell the client what you are going to do about it to fix the situation for them, or to ensure it doesn't happen again. Take their details, so that they can be contacted later if appropriate (eg: for an apology letter).
4. **Follow Up:** Make sure that the action you have promised the customer is completed.

2.3 Home Based Work

If applicable, insert conditions of Home Based work for your organisation. You may wish to use the examples below

Eg: 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

Eg: 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

Eg: 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 Skype, 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 *Senior Manager Reporting Requirements NOT APPLICABLE*

2.5.4 *Board Reports NOT APPLICABLE*

2.5.5 Annual Reports

Secretary will work together with all Executive Committees to prepare a report at least 30 days before the Annual General Meeting.

2.6 Financial Management

EG:

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 both employees and volunteers and endeavours to accommodate individual 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.

Absence

If for any reason you are running late or unable to come in for an agreed shift, please inform your manager 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 *Secretary*

- 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 *Secretary* as soon as possible. We request that you keep in regular contact with the *Secretary* during extended leave so rosters and workload can be managed.

Time Keeping & Reimbursement

Insert details of the timesheet requirements if applicable. Eg: 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 a 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 reviewed 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. The volunteer will be paid any outstanding reimbursements due and property of *Culture Care WA* must be returned 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 a *Secretary*
- 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 Volunteer's Manager/ *Secretary* would jointly advise the volunteer.
- The volunteer may wish to include the presence of a support person of their choosing.
- A written report is to be supplied to *Secretary*.
- A copy of the report is kept on the volunteer's file securely.
- 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 *Secretary*, 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. Eg: 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 Probation Period

As a condition of employment all *Culture Care WA*'s staff will be subject to probationary period of *four months* for long term employees. Short term or casual employees should see their contract for any probationary conditions

During the probationary period the staff member or *Culture Care WA* may terminate a contract of employment by giving *one working week notice or by the forfeiture or payment, as the case may be, of one week's pay in lieu of notice.*

The probation period may be extended but will not exceed *six months in total.*

Probation & Review Process

Step	Trigger	Action	Responsibility
1	Employee commences	Employee to be provided with access to: <ul style="list-style-type: none">• Position description• Policies & Procedures handbook• Administrative Procedures handbook	Senior Manager
2		Probation Review scheduled for 2 months after commencement	Senior Manager
3	First Probation Review (2 months)	Senior Manager and employee meet to assess performance to date. Review will consider: <ul style="list-style-type: none">• Effectiveness and appropriateness of training and induction provided• Employee performance against position description• Employee performance against Code of Conduct• Other factors which may have an impact on employee performance Review outcomes will be documented. Note that both the employee and the Senior Manager should prepare for the Probation Review Meeting to ensure that the discussion is both focused and useful.	Senior Manager & Employee
4	Probationer's performance is satisfactory	A successful Probation report is recorded. Final Probation Review is scheduled for the completion of the probation period.	Senior Manager

Step	Trigger	Action	Responsibility
5	Probationer's performance is not satisfactory	<p>Probationer is given a clear understanding of:</p> <ul style="list-style-type: none"> • the areas for improvement, • the expected behaviour or standards, • a timeframe for improvement and • the possible consequences of continued poor performance, including extension of probation and possible termination of employment. <p>The outcomes of the review are documented and provided in writing to the employee.</p> <p>Second Probation Review is scheduled to occur in two months.</p>	Senior Manager
6	Probation Review (4 months)	<p>Senior Manager and employee meet to assess performance to date as per 2 month review.</p> <p>If the probationer had an unsatisfactory assessment at the 2 monthly review, the assessment will include the performance improvement outcomes documented at that review.</p>	Senior Manager & Employee
7	Probationer's performance is satisfactory	The probation period is completed, and the employment will continue until the expiry date of the staff member's contract, unless terminated for other causes.	
8	Probationer's performance is not satisfactory	<p>Probation may be extended by a further 2 months (to a maximum period of 6 months probation). <i>See step 9</i></p> <p>OR</p> <p>Employment may be terminated with one week's notice or payment in lieu.</p>	Senior Manager
9	Probation is extended	<p>If probation is extended, Steps 5 to 8 are repeated, with a final Probation Review scheduled to occur after 6 months employment.</p> <p>If the employee's performance is unsatisfactory after 6 months probation, then employment will be terminated.</p>	

4.6 Performance Agreement

Annual Performance Agreement and Mid-Year Performance Review

Following successful completion of probation, a formal review processes will be undertaken annually with each employee:

Annual Performance Agreement and Mid-Year Performance Process

Event	Description	Responsibility
Mid year Performance Review Scheduled Or Annual Performance Review scheduled	<ul style="list-style-type: none"> Meeting time and venue booked. Two weeks notice of the meeting provided to employee. Employee provided with <i>Mid-Year Performance Review Form</i> or <i>Annual Performance Review Form</i> 	Senior Manager
Preparation for review meeting	Complete <i>Mid-Year Performance Review Form</i> or <i>Annual Performance Agreement Form</i> as applicable	Employee
Performance Review meeting	<p>Employee and Senior Manager to:</p> <ul style="list-style-type: none"> Review the job description and update as needed Identify achievements (past 6 months) Discuss goals, career opportunities and aspirations Identify training or development needs and/or opportunities Discuss overall performance of the employee <p>And, for an Annual Performance Review:</p> <ul style="list-style-type: none"> Review the Performance Agreement as needed. 	Senior Manager Employee
Meeting Outcomes – performance satisfactory	<ul style="list-style-type: none"> Provide a brief summary of the discussion, and any agreed actions or outcomes. Update the Performance Agreement as needed 	Senior Manager
Meeting Outcomes – performance not satisfactory	Refer to the Performance Management Process below	Senior Manager

4.7 Performance Management

4.7.1 Performance Management Process

Performance issues arising during an employee's probation will be addressed during the probation period as outlined in section 4.1.4. After the employee's appointment has been confirmed, the following procedures will apply for any performance issues which do not involve serious misconduct.

Performance Management Process

Trigger	Action	Description
Performance issue identified	Verbal warning by Senior Manager Warning to be recorded by Senior Manager	Senior Manager to discuss performance issue and suggest ways for improvement. Employee to be advised that if poor performance continues, there will be a formal warning and performance monitoring will be undertaken.
Performance issue continues for one month or more after verbal warning	First formal warning: Senior Manager, CEO and employee meeting.	One week's notice of meeting to be provided. Employee may have support person present. Meeting to be documented including the agreed performance improvement strategy or plan and timeframes for improvement.
Performance management monitoring	Senior Manager to monitor employee performance	In accordance with the outcome of the formal warning.
Performance Monitoring period ends: Performance improvement OR	Senior Manager determines that performance is now satisfactory.	If performance is now satisfactory, advise employee and CEO that the performance issue is resolved
Performance Monitoring period ends: No performance improvement or performance remains unsatisfactory	Senior Manager determines that performance remains unsatisfactory	Senior Manager schedules a Performance Management meeting with employee. One week's notice of meeting to be provided. Employee may have support person present.
	Senior Manager, CEO and employee meeting to review the poor performance issue	CEO to consider the employee's response, and: a) If they deem it unsatisfactory may terminate employment with notice. The relevant period of notice is set out in the Award as described in the contract of employment with the employee or b) If CEO accepts the employee's response, the performance monitoring may be extended.

4.7.2 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 Senior Manager or the Chief Executive Officer
- Falsification of any of *Culture Care WA*'s records for personal gain or on behalf of any other employee

4.8 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.

4.9 Other Employment

Insert details, for example:

A paid employee of Culture Care WA is not permitted to work for any other employer, consultant or offer their services for payment to any other person without first receiving the written consent of the Secretary.

4.10 Leave Entitlements

Annual leave

Culture Care WA's fulltime employees are entitled to *four* weeks annual leave for each completed year of service. Annual leave accrues pro rata on a weekly basis. Part time staff are entitled to leave in proportion to the hours worked (i.e. pro rata).

Applications for leave must be made on the *Leave Application Form* and approved by the staff member's *Manager*. Approval of annual leave will consider the operational requirements of *Culture Care WA*, and may occasionally need to be negotiated.

Annual leave may be taken at a time mutually agreed between you and *Culture Care WA*, provided that where no agreement is reached, *Culture Care WA* may direct you to take annual leave. Annual leave should not be accumulated beyond two years. *Culture Care WA's* employees who

accrue annual leave beyond two years may be directed to take outstanding leave at a time mutually agreed or if no agreement is reached at a time convenient to *Culture Care WA*.

The *Leave Application Form* is available at:

[Insert location of application form](#)

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.

Personal leave

- Staff members are entitled to *10 days (75 hours) (pro rata) paid personal/carers* leave per year in accordance with the *Fair Work Act (Commonwealth) 2009*. For example this may be for personal illness or injury, or for the purposes of caring for an immediate family or household member who is sick or in a state of emergency and requires care or support (carers leave) as defined in the *Fair Work Act (Commonwealth) 2009*.
- *Culture Care WA* may require reasonable proof of sickness, which may include a medical certificate, if personal ill health is given as a reason for absence from work.
- Employees are required to advise their *Secretary* if they are ill and unable to undertake their duties.
- On return to work the employee member is required to complete the *Leave Application Form*.
- Personal leave not taken in any year shall accumulate from year to year but will not be paid out upon cessation or termination of employment.

Bereavement leave

- Full time employees are entitled to use up to three days paid bereavement leave on each occasion and on presentation of satisfactory evidence, of death of an immediate family or household member inside Australia, or outside Australia if the employee travels to attend the funeral.
- Part-time employees are entitled to bereavement leave on the same basis for days that would normally be worked.
- Bereavement Leave does not accumulate from year to year.
- Applications must be made on the *Leave Application Form*.

Long Service Leave

All employees are entitled to paid long service leave in accordance with the legislation applying in the *Fair Work Act (Commonwealth) 2009* and *Long Service Leave Act (WA) 1958*.

Parental and Other Leave

As provided by the *Fair Work Act (Commonwealth) 2009* employees are entitled to up to 52 weeks unpaid parental leave in accordance with the minimum terms and conditions of employment through the *National Employment Standards*

Extension beyond the 12 month entitlement is possible by negotiation and agreement by both parties. In line with the terms and conditions of the *Australian Paid Parental Leave Scheme 2011*, *Culture Care WA* will provide any required assistance to eligible employees to access this scheme.

Other types of leave as are provided in the *Fair Work Act (Commonwealth) 2009* and the employee's contract of employment.

4.11 Salary Packaging

Not available

4.12 Superannuation

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

4.13 Termination of Employment

4.13.1 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.

During the probationary period, this period is one week (five working days) or by the forfeiture or payment, as the case may be, of one week of pay in lieu of notice.

After the probationary period, the contract of employment may be terminated by you or *Culture Care WA* giving *two weeks* notice or, by the forfeiture or payment, as the case may be, of an equivalent amount of pay in lieu of 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*.

4.13.2 Redundancy and Severance Pay

If applicable, entitlements will be paid in accordance with the *National Employment Standards* as provided by the *Fair Work Act (Commonwealth) 2009*, applicable Award and the employee's contract of employment.

4.13.3 *Exit Interview*

When an employee terminates their employment with *Culture Care WA* their direct Senior Manager 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.