

Human Resources

Policy and Procedure Manual

Contents

| | |
|--|----|
| Human Resources Policy and Procedure Manual | 1 |
| Welcome | 3 |
| Our Company History | 4 |
| What We Do | 5 |
| Our Clients | 6 |
| Our mission, vision and values | 7 |
| Your employment | 8 |
| Business Environment | 10 |
| Code of Conduct Policy | 11 |
| Dress Code Policy | 13 |
| IT, Internet, Email and Social Media Policies | 14 |
| Recruitment | 18 |
| Induction | 19 |
| Training and Development | 20 |
| Probation | 21 |
| Occupational Health and Safety | 22 |
| Equal Employment Opportunity (EEO) and Anti Bullying | 25 |
| Pregnancy at Work | 31 |
| Flexible Working Arrangements | 33 |
| Leave | 35 |

| | |
|--|----|
| Performance Management | 43 |
| Performance improvement | 44 |
| Grievance complaints | 47 |
| Conflict of Interest | 48 |
| Intellectual Property and Security | 50 |
| Better Help Gippsland - Policies and Declaration | 52 |

Welcome

Congratulations on your appointment and welcome to the team at Better Help Gippsland! We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Our business is primarily about delivering exceptional customer service to NDIS participants. You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other Better Help Gippsland employees and our customers will reflect the value that Better Help Gippsland places customer service, facilitation of lifelong learning and capacity building.

The purpose of this Manual is to introduce you to Better Help Gippsland, give you some information about our history, our clients and what we do. You will also find information about your terms and conditions and employment, our expectations around your behavior and our policies and procedures. This manual should be read in conjunction with your Contract of Employment.

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur. If you have any questions about the content please do not hesitate to contact the Operations Manager on 0408 978 111.

Our Company History

Wanting to continue to support others, Better Help Gippsland's founder and director, David McLaren saw a gap in the NDIS market for quality support services for clients and a supportive working environment for support workers. There was a need for more pragmatic, service focused providers who were willing to partner and grow with businesses and take on the role of a trusted service provider.

Better Help Gippsland aims to create trusted engagement with the community to provide caring, quality support workers for those members of our community who require assistance through the NDIS. Better Help Gippsland aims to always maintain the utmost levels of service for our clients and strives to place itself at the forefront of Disability Support Services within the NDIS industry.

What We Do

At Better Help Gippsland we provide the following services to our clients:

- Personal Care
- Home Care
- Respite
- Community Access
- Transportation
- Case Management
- Supported Holidays

Our Clients

At Better Help Gippsland we service many clients from across all local areas including Latrobe, Baw Baw and Wellington shires. Our services are provided to NDIS participants with capacity in their budgets for supported activities. Clients of all ages and abilities can participate in daily activities aimed at reaching their goals with the assistance of an enthusiastic support worker.

Our mission, vision and values

Mission Statement:

To support low to medium needs NDIS participants across Gippsland to fully participate in their local communities and provide support to ensure they can thrive in their day-to-day lives.

Vision Statement:

Our aim is to be:

- Known for high quality outcomes for clients and employees
- Known for supporting our clients and employees
- Known for providing high quality care for our clients and supporting their needs

Values:

- Respected
- Support
- Care
- Compassion

Your employment

Your employment with Better Help Gippsland is essentially governed by your contract of employment, Better Help Gippsland Policies, in conjunction with this Manual. The following section provides general information regarding your pay, conditions, and our expectations of you.

Payroll

Your pay cycle is Fortnightly. Our pay cycle runs from Monday to Sunday over a two-week period and pays are processed on Tuesdays, fortnightly. Depending on which bank you use, some people may be able to access their pay on Thursdays because this is the day payroll is processed.

Pays will be automatically deposited electronically into the bank account details provided Better Help Gippsland.

Taxation payments are automatically deducted from your salary. Superannuation payments are paid into your nominated fund.

Changing Pay Details

Please advise the Operations Manager via email should you wish to change any pay details like changing or closing your bank account. Please ensure you notify us prior to the date you wish for the change to be effective by. Your payroll contact is betterhelpgippsland@gmail.com and all requests for changes should be made via email.

Hours of Work

Office/Business hours are generally between 9am to 5pm Monday to Friday. Your hours of work will depend on client needs and the requirements of the work you are assigned.

Operations Manager will work with you to establish your standard hours of work and break times.

Better Help Gippsland adopts a common-sense approach to managing work hours.

Lateness for work

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to the Operations Manager as soon as practicable (and prior to your normal

starting time wherever possible). If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.

Subsequent to this, you must keep Operations Manager informed of your progress.

Wherever possible you should make dental, medical, business or other appointments outside your normal working hours.

It is essential that you are ready to commence work at your normal commencement time as other employees and the business depend upon you and your contribution.

Travel

Reasonable travelling expenses, where incurred in the performance of an employee's duties, will be reimbursed, provided that all claims are made on a client timesheet and provided to the Operations Manager on time for payment. The payment of expenses is at all times subject to the prior authorisation of, and at the discretion of, the Practice. Travel is reimbursed at the NDIS rate.

Business Environment

Work Areas

Support workers will be required to work across specific Local Government Areas (LGA's). Work will take place in the homes of our clients and in the community. All reasonable requests made by the client in their home should be followed as to their own 'house rules'. If unsure or uncomfortable with a request from a client, all Employees should contact the Operations Manager to discuss their concerns. Support Worker vehicles must be kept clean and tidy when transporting clients and free from any pet hair.

Security

Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured in your car when working. Personal property is not covered by Company insurance.

If at any time you feel threatened or unsafe, you must call 000 and then inform the Operations Manager. Mobile phones should be kept with you during your shift but must not be used for any personal reasons such as texting or making/taking calls whilst working with your client.

Security Disposal/Shredders

Paperwork with any sensitive or confidential Better Help Gippsland information needs to be disposed of by being shredded. Documents to be given to the Operations Manager to be shredded include but are not limited to:

- Company Information
- Client information
- Forms
- Terms and conditions
- Policies

Code of Conduct Policy

Purpose

This policy affirms Better Help Gippsland belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that Better Help Gippsland expects of all employees.

Principles

Our employees contribute to the success of our organisation and that of our clients. Better Help Gippsland fully endorse that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the Business, our clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

Policy

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, clients, and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism.
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities.
- Be considerate and respectful of the environment and others.
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers.
- Avoid apparent conflict of interests, promptly disclosing to the Operations Manager, any interest which may constitute a conflict of interest.
- Promote the interests of Better Help Gippsland.
- Perform duties with skill, honesty, care and diligence.

- Abide by policies, procedures and lawful directions that relate to your employment with Better Help Gippsland and/or our clients.
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts.
- Under no circumstances may employees offer or accept money.
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Better Help Gippsland expects cooperation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the Operations Manager.

This policy will be regularly reviewed by Better Help Gippsland and any necessary changes will be implemented by the Operations Manager.

Dress Code Policy

Better Help Gippsland objective in establishing a safe and comfortable environment includes setting some standards for workplace dress code. This is to enable all people to project a professional image that is in keeping with the needs of our clients and customers to trust us. Because our industry requires the appearance of trusted support workers, a casual dress code is necessary for everyone.

Office Employees

Office employees are expected to dress business casual during work hours. Bottoms may include neat jeans, slacks or skirt. Skirts must be knee length or longer.

Support Workers

Support workers are the face of our business. As such, are required to be always neat and tidy. Clothing should be consistent with the activity that is being attended. Clothing should be clean and free of any stains or holes. Support workers should wear comfortable closed toed shoes with good grip.

Prohibited Clothing

Employees should not wear ripped clothing of any sort, low cut clothing such as jeans and shirts, Inappropriate clothing with offensive graphics or slogans or thongs or open toed shoes.

Maintenance

All clothing worn, including any uniform, should be clean and neatly pressed at all times.

Personal Hygiene

All staff are to maintain high levels of personal hygiene. This includes not smelling of smoke, having brushed teeth, well kept hair and no body odour. Personal grooming is very important, especially since you will be entering client homes. You are representing Better Help Gippsland and we want to make a good impression as well as not making our clients uncomfortable. Anyone not adhering to this policy will meet with the Operations Manager to discuss improvements required or our termination policy may be followed in extreme cases.

IT, Internet, Email and Social Media Policies

Phone Use

Employees must not make or receive any personal calls, SMS or emails whilst working with a client. You should keep your phone with you during your shift for safety reasons but it should not be used for personal use. Complaints from clients about personal phone use will be taken seriously. Employees should never access social media whilst working with a client. Under no circumstances should any employee share their personal number with a client. All requests for contact information should be supplied with the Better Help Gippsland business number. Phones should never be used to take photos of clients without discussion with the Operations Manager.

Failure to comply with these instructions is a breach of Better Help Gippsland's policies and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Employees need to be aware that some forms of internet conduct may lead to criminal prosecution.

To protect Better Help Gippsland from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Better Help Gippsland in the community or to its relationship with Employees, customers, suppliers and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
3. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
4. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

This policy also applies to all employees, contractors and subcontractors of Better Help Gippsland who:
have an active profile on a social or business networking site such as LinkedIn, Facebook, Instagram, Twitter and Snapchat;

Write or maintain a personal or business' blog; and/or

Post comments on public and/or private web-based forums or message boards or any other internet sites.

This policy does not form part of an employee's contract of employment. Nor does it form part of any contractor or sub-contractor's contract for service.

Professional Use of Social Media

Better Help Gippsland expects its employees to maintain a certain standard of behaviour when using social media for work or personal purposes.

This policy applies to all employees, contractors and subcontractors of Better Help Gippsland who contribute to or perform duties such as:

- maintaining a profile page for Better Help Gippsland on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter and Snapchat);
- making comments on such networking sites for and on behalf of Better Help Gippsland.
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of Better Help Gippsland; and/or
- posting comments for and on behalf of Better Help Gippsland on any public and/or private web-based forums or message boards or other internet sites.

Procedure

No employee, contractor or subcontractor of Better Help Gippsland is to engage in social media as a representative or on behalf of Better Help Gippsland unless they first obtain Better Help Gippsland's written approval.

If any employee, contractor or sub-contractor of Better Help Gippsland is directed to contribute to or participate in any form of social media related work, they are to act in a professional manner at all times and in the best interests of Better Help Gippsland.

All employees, contractors and subcontractors of Better Help Gippsland must ensure they do not communicate any:

- Confidential Information relating to Better Help Gippsland or its clients, business partners or suppliers.
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of Better Help Gippsland without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to Better Help Gippsland and related bodies, clients or businesses, which is not in the public domain. This includes but is not limited to information relating to client information.

Private / Personal Use of Social Media

Procedure

Better Help Gippsland acknowledges its employees, contractors and subcontractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by Better Help Gippsland. However, inappropriate behaviour on such sites has the potential to cause damage to Better Help Gippsland, as well as its employees, clients, business partners and/or suppliers.

For this reason, all employees, contractors, and sub-contractors of Better Help Gippsland must agree to not publish any material, in any form, which identifies themselves as being associated with Better Help Gippsland or its clients, business partners or suppliers.

All employees, contractors and sub-contractors of Better Help Gippsland must also refrain from posting, sending, forwarding, or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to Better Help Gippsland or its clients, business partners or suppliers.

- is defamatory or could adversely affect the image, reputation, viability or profitability of Better Help Gippsland, or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to Better Help Gippsland, or its clients, business partners or suppliers.

All employees, contractors and subcontractors of Better Help Gippsland must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and subcontractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training and/or suspension from the workplace.

For the purposes of this policy, the following definitions apply:

Social Media includes all internet-based publishing technologies. Most forms of social media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (e.g. Facebook, LinkedIn), video and/or photo sharing websites (e.g.. YouTube, Instagram), business/corporate and personal blogs, micro-blogs (e.g. Twitter), chat rooms and forums and/or Social Media:

Recruitment

Policy

Better Help Gippsland recognises a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our business goals.

All appointments should be made on the Principle of Merit, compliance with all relevant Federal and State Legislation and adherence to this policy and related processes.

Our business recruits people via the following methods:

- Internal
- External
- Employee Referred

Procedure

1. Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables, and safety considerations. When advertising, avoid discriminatory language e.g. young person. Target the requirements of the job e.g. we seek an energetic person.
2. The recruitment process may include some or all of these: an application form, interviews, practical testing, reference checks, right to work in Australia checks. If undertaking an interview ensure there are no possible discriminatory requests for information, for example *Do you plan to have a family in the near future?*
3. Give the successful candidate a contract of employment setting out clear terms and conditions. This includes the nature of employment e.g. permanent part time, casual. The contract should include a welcome note and start details.
4. Once the candidate has accepted, contact the unsuccessful candidates as a matter of courtesy.

Induction

Policy

Better Help Gippsland will make sure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process which this manual forms part of.

Procedure

Complete an induction plan for each new starter with details of:

- copy of the Fair Work Information Statement
- Code of Conduct declaration
- Tax File Number (TFN) form
- Superannuation form
- NDIS eLearning modules. Complete here <https://training.ndiscommission.gov.au/>
- Letter of offer
- Car registration form
- Availability form
- Contact details
- This manual

Training and Development

Policy

Better Help Gippsland will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses. Safety training takes precedence.

Better Help Gippsland will also provide employees with First Aid training.

Probation

Policy

The 3-month probationary period is a time for both the employee and the business to assess suitability, fit and competency within a role. During this period the Better Help Gippsland commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed.

Procedure

1. Use system to track and monitor probationary periods.
2. Managers to give informal and formal appraisal during the probation period.
3. Give at least one formal appraisal four weeks before the end of probation.
4. At the end of the probation period, complete a final probation appraisal and advise the employee of the result via a formal written letter.

Occupational Health and Safety

Policy

Better Help Gippsland will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors and members of the public who may be affected by our work.

To do this, Better Help Gippsland will:

- develop and maintain safe systems of work, and a safe working environment.
- consult with employees and health and safety reps on safety.
- provide protective clothing and equipment where necessary.
- provide information and training for employees.
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks.
- remove unacceptable risks to safety.
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas).

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace.

All persons responsible for the work activities of other employees are accountable for:

- identifying practices and conditions that could injure employees, clients, members of the public or the environment.
- controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to the Operations Manager.
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly.
- making sure PPE is maintained and working properly,

Better Help Gippsland demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

Manual handling policy

It is Better Help Gippsland policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all Employees, all employees must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

If client manual handling is required, please speak with Operations Manager as on the job training will be required. If any staff member is not qualified and has not completed Manual Handling as part of any previous education, further training may be required in the employees own time and at their own expense.

Workers' compensation policy

All employees may be eligible for workers' compensation benefits if injured while at work.

Injury procedure

If there is an injury:

1. The first priority is medical attention. The injured worker or nearest colleague should contact the Operations Manager as soon as possible. For a serious injury also call an ambulance.
2. Any employee who is injured on the job, experiences a safety incident or a near miss, must report the incident to their manager.
3. The manager must write a report in the Register of Injuries, Incidents and Near Misses. This standard report must include:
 - employee's name and job details
 - time and date of injury
 - exact location the injury/incident occurred
 - how the injury/incident happened
 - details of the injury/illness and the part/s of the body injured
 - names of any witnesses

- name of the person entering details in the Register
 - date the employer was notified
4. Better Help Gippsland will let the injured employee know in writing that we have received notification of any injury or illness reported in the Register.

The Operations Manager must report serious injuries to WorkSafe immediately.

Smoking policy

Better Help Gippsland has a non-smoking policy. Smoking is not permitted on Better Help Gippsland property or in offices at any time. Smoking is not permitted in or near a client's home, your personal car when transporting a client or when with them in the community

Smokers who need to take breaks should do so between client visits. These breaks must not be taken at the entrance to Better Help Gippsland offices. Excessive smoking breaks will be regarded as absenteeism and performance improvement action may be taken.

Alcohol and drugs policy

Better Help Gippsland is concerned by factors affecting an employee's ability to safely and effectively do their work to a satisfactory standard. The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

Better Help Gippsland will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. Better Help Gippsland has a zero-tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business related premises (e.g. clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

Better Help Gippsland does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

Equal Employment Opportunity (EEO) and Anti Bullying

Policy

This policy applies to all Employees including contractors and covers all work-related functions and activities including external training courses sponsored by Better Help Gippsland.

It also applies for all recruitment, selection and promotion decisions.

The objective of Better Help Gippsland Equal Opportunity Policy is to improve business success by:

- attracting and retaining the best possible employees
- providing a safe, respectful and flexible work environment
- delivering our services in a safe, respectful and reasonably flexible way

Discrimination, Sexual Harassment and Bullying

Better Help Gippsland is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

Discrimination:

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. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

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 a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

Better Help Gippsland provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

Under State legislation they include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

Reasonable adjustments

Reasonable adjustments are changes that allow people with a disability to work safely and productively.

Better Help Gippsland will make reasonable adjustments for a person with a disability who:

- applies for a job, is offered employment, or is an employee, and
- requires the adjustments in order to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

Examples of reasonable adjustments can include:

- reviewing and, if necessary, adjusting the performance requirements of the job
- arranging flexibility in work hours (see 'flexible work arrangements')
- providing telephone typewriter (TTY) phone access for employees with hearing or speech impairments
- purchasing screen reading software for employees with a vision impairment
- approving more regular breaks for people with chronic pain or fatigue
- buying desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments Better Help Gippsland will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable. Adjustments may not be possible within the client environment. If adjustments are required but not achievable, alternative arrangements such as reassignment may be required.

In some cases Better Help Gippsland can 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 job even if the adjustments were made.

Procedure: To make a complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact the Operations Manager. Employees may also lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, the Australian Human Rights Commission, or take action under the *Fair Work Act 2009*.

Employees should feel confident that any complaint they make is to be treated as confidential as possible.

Procedure: To receive a complaint

When a manager receives a complaint or becomes aware of an incident that may contravene Better Help Gippsland EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of Better Help Gippsland EEO policies) then the manager should:
 - act promptly
 - maintain confidentiality
 - pass any notes on to the manager's manager

If an investigation is requested or is appropriate, follow the next procedure.

Procedure: To investigate a complaint

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt
2. Advise on the potential outcomes of the investigation if the allegations are substantiated
3. Interview all directly concerned, separately
4. Interview witnesses, separately
5. Keep records of interviews and the investigation
6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly what they are being accused of. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision regardless.
7. Listen carefully and record details
8. Ensure confidentiality, minimise disclosure
9. Decide on appropriate action based on investigation and evidence collected
10. Check to ensure the action meets the needs of the complainant and Better Help Gippsland
11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to this manager.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

Possible outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- Employees training
- additional training for the perpetrator or all Employees, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)

Pregnancy at Work

Advising of pregnancy

Better Help Gippsland encourages employees to inform the Operations Manager of their pregnancy as soon as possible. However, we respect that an employee may not wish to advise us of her pregnancy earlier than the minimum notice period.

We also respect an employee's wishes regarding when it is appropriate to tell colleagues about the pregnancy.

See the Parental leave policy on page about requirements for taking unpaid parental leave, including notice periods.

Harassment while pregnant

Better Help Gippsland is committed to ensuring the safety of pregnant employees and considers harassment, bullying and discrimination to be unacceptable behaviour.

(See the Equal Employment Opportunity policy on page 25 for our general policy and procedure on harassment, bullying and discrimination.)

Safety at work

Better Help Gippsland understands pregnancy to be a healthy and normal process and recognises that women have different experiences. When an employee notifies her manager that she is pregnant, the manager will ask the employee to let them know if they experience any changes to their work capacity during the pregnancy. The employee and her manager will then discuss what is needed to keep the employee safe at work and adjustments will be made accordingly where possible.

If it's not safe (due to illness, risks or hazards) for a pregnant employee who is entitled to parental leave to continue in her usual position, she can be transferred to a 'safe job' with no change to terms and conditions.

The employee needs to provide Better Help Gippsland with reasonable evidence that she is fit for work, but it would be inadvisable to continue in her present position. Better Help Gippsland may insist on a medical certificate.

Working until the birth

A pregnant employee may work until the expected date of birth of her child. If she wishes to continue working in the last six weeks of her pregnancy she may be requested to provide a medical certificate within seven days confirming she is fit to work.

If the medical certificate indicates the employee is not fit for work, she may be required to start parental leave or take a period of unpaid leave as soon as practicable. (See the Parental leave policy on page .)

Return to work

If the employee has agreed to contact them during leave, then towards the end of the leave period, the manager should confirm the employee's intention to return on the agreed date. The employee also may want to discuss any requests for flexible work arrangements at this time (see Flexible Working Arrangements policy on page 33).

An employee must provide four weeks' notice if they want to extend their leave beyond the return date that was initially advised (see the Parental leave policy on page 35.)

The employee on parental leave has the right to return to the job they held prior to going on leave, including any promotion. If that position no longer exists, the employee will be given whichever other available position is nearest in status and remuneration to the position they held prior to going on leave.

If an employee was placed in a safe work position prior to leave, the employee is entitled to return to the position they held immediately before the safe work position.

If the pre-parental leave position no longer exists, Better Help Gippsland will follow its redeployment and redundancy procedures to determine if a suitable alternative position is available.

Flexible Working Arrangements

Employees may request flexible working arrangements based on parental and carer responsibilities. Employees are encouraged to put the request in writing.

To comply with the Equal Opportunity Act 2010, Better Help Gippsland will consider this request, and consider all relevant facts and circumstances in deciding whether or not to agree to the request. Such a request will not be refused unless it is reasonable to do so.

Circumstances that may be relevant to determining whether a refusal is or is not reasonable include:

- the nature of the employee's work and parental or carer responsibilities
- the nature and cost of the arrangements required for an employee to fulfil their family or carer responsibilities
- the financial circumstances of the employer
- the size and nature of the workplace and the employer's business
- the effect of the flexible working arrangements on the workplace, including the financial impact on the business
- the consequences for the employer of having the flexible working arrangements
- the consequences for the employee of not having the flexible working arrangements

Other factors that might be relevant in a particular case include:

- when the arrangements are to commence
- how long the arrangements will last
- information that has been provided by the employee about their situation
- the accrued entitlements of the employee, such as personal, carer's or annual leave
- whether any legal or other constraints affect the feasibility of the employer accommodating the responsibilities, such as occupational health and safety laws or award penalty rates.

In addition, under the National Employment Standards, employees who have at least 12 months continuous service, with responsibility for the care of a child under school age, or for care of a child under 18 with a disability have the right to request flexible working arrangements.

Flexible work arrangements will also be considered as a form of reasonable adjustments to allow people with a disability to work safely and productively (see information on reasonable adjustments above).

This right applies to all employees including permanent full-time and part-time employees, as well as casual employees, regardless of role or job function.

Employees must put such a request in writing.

Better Help Gippsland will provide a written response granting or refusing the request within 21 days and will only refuse such requests on reasonable business grounds. These reasons will be detailed in the written refusal.

Options for flexible work practices

Flexible work options which may be considered by Better Help Gippsland include:

- graduated return to work (for employees returning from parental leave), e.g. the employee returns part time and then builds up to full-time work flexible start and finish times for Employees to accommodate child care and school pick-up requirements
- flexible rostering such as working split shifts
- compressed hours – where the employee works additional daily hours to provide for a shorter working week or fortnight

This is not an exhaustive list, and other options may be agreed.

Employees utilising flexible work practices will be treated no less favourably than any other employee.

Flexible working is not a barrier to promotion or supervisory responsibilities.

Leave

General leave policy

Unless specified otherwise, employees referred to in this policy mean permanent full-time or part-time employees.

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

All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept on the employee's personnel file.

Annual leave policy

Leave entitlements are calculated from the date they started work and accrue in accordance with workplace relations legislation or industrial instruments. Annual leave counts towards continuous service (used when calculating long service leave). Applications for annual leave need to be lodged 8 weeks in advance.

An employee is expected to take accrued annual leave for business close down periods. If insufficient leave is accrued, Better Help Gippsland may direct an employee to take unpaid leave.

Better Help Gippsland will decide on a case-by-case basis whether it will agree with an employee to 'cash out' annual leave as permitted by workplace relations legislation or any industrial instrument.

In some circumstances, leave in advance of what leave has accrued may be approved. This is conditional on the employee agreeing to the business deducting any advance in the event of termination, or to the employee accepting leave without pay.

Personal (sick) leave policy

An employee is entitled to a minimum of 10 days of personal/carer's leave every 12 months which can all be taken as carer's leave if required.

An employee should notify his/her manager as soon as possible if they are unable to attend work due to illness or injury. Management, at its discretion, may request evidence such as a medical certificate showing that the employee was entitled to take personal leave during the relevant period.

Carer's leave policy

Carer's leave is available to an employee for the care or support of an ill family or household member or if an unexpected emergency affects a family or household member. It is typically part of personal (sick) leave and is dealt with similarly to above.

Employees including casual employees are entitled to take up to two days unpaid carer's leave for each occasion of family or household member illness or unexpected emergency. An employee cannot take unpaid carer's leave if they could instead take paid carer's leave.

Compassionate leave policy

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

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

Casual employees are entitled to two days unpaid compassionate leave for each occasion.

Long service leave policy

Employees are entitled to long service leave in line with Victorian long service leave laws (or per a relevant Award or Agreement).

Parental leave policy

Unpaid parental leave

Employees (including a de facto or same sex partner, or single person) who are expecting a child or adopting a child are eligible for 52 weeks of unpaid parental leave if they are:

- permanent full-time or part-time with at least 12 months service prior to the expected date of birth or adoption placement
- casual with 12 months regular and systemic service who have a reasonable expectation of continuing regular and systematic work

After birth or adoption, the parent with responsibility for the care of the child is entitled to unpaid parental leave. Employees who are pregnant may commence leave up to six weeks before the expected date.

Employees may request to extend their leave by a further 12 months (for a total of 24 months maximum), to be submitted in writing at least four weeks before the end of the original 12 months unpaid parental leave.

Better Help Gippsland will respond in writing within 21 days and may refuse only on reasonable business grounds. The written response will include details if the request is refused.

Parental Leave types:

Available Parental Leave types at Better Help Gippsland include:

- Parental Leave
- Concurrent Leave
- Special Maternity Leave

Parental Leave

If you are the primary caregiver of your child, you can access up to 52 weeks of Parental Leave. Parental leave is unpaid except in the instances where an employee is eligible for Parental Leave Pay in line with legislation. Parental Leave with Pay is described in full in the following section.

Concurrent Leave

Both employees of an employee couple may take leave at the same time for a maximum period of 8 weeks. This leave must be taken within 12 months of the birth or adoption of a child. The concurrent leave may be taken in separate periods. Each period must be no shorter than 2 weeks unless the employer agrees.

Special Maternity Leave

Unpaid Special Maternity Leave is available to pregnant female employees in the case of pregnancy-related illness or if the pregnancy ends within 28 weeks of the expected date of birth. The duration of this leave should be agreed with the Operations Manager as soon as is practically possible, and any unpaid Special Maternity leave will reduce the amount of Maternity Leave you are entitled to take by the same amount.

Parental Leave Pay

Available Parental Leave Pay types at Better Help Gippsland include:

- Primary Caregiver Pay
- Dad and Partner Pay

Please note that Better Help Gippsland will only make payments in line with the two types of Parental Leave Pay detailed below. Where relevant, Parental Leave Pay will be paid in line with the standard Better Help Gippsland pay cycles.

Primary Caregiver Pay

In line with legislation, eligible employees who are the primary caregiver may be entitled to 18 weeks paid leave, paid at the minimum wage. Please note that a child's primary caregiver is the person who is most meeting the child's physical needs. This will usually be the birth mother of a newborn child or the initial primary caregiver of an adopted child, even if your child is in hospital.

This leave is not in addition to the 52 weeks parental leave mentioned above. Any periods of unpaid and paid Parental leave must not exceed 52 weeks in total.

Employees may take subsequent periods of paid Parental Leave, however, in order to be eligible for this, you must return to work and complete a minimum of 12 months continuous service following your return from any previous paid Parental Leave.

Dad and Partner Pay

If your partner is the primary caregiver of your child, you may be entitled to 2 weeks of Government funded paid Dad and Partner Pay whilst on Concurrent Leave. It is your responsibility to check your entitled to this payment with the Department of Human Services.

Parental leave for partners

Generally, only the parent with responsibility for the care and welfare of the child is entitled to take unpaid parental leave. However, up to three weeks unpaid parental leave may be taken at the same time by both members of an employee couple, with the period of concurrent leave starting on the day of the birth (unless the manager agrees to other arrangements).

Applying for leave

An employee wishing to take unpaid parental leave must provide written notice at least 10 weeks before starting the leave (or as soon as is practicable) including the intended leave start and end dates.

Leave dates or any changes of dates must be confirmed at least four weeks before the leave starts. The manager will confirm the leave and any affected entitlements such as continuous service in writing.

Adoption

Because Better Help Gippsland recognises that the timing of placement for an adopted child may be uncertain, employees should keep their manager informed of any changes to the likely placement date and commencement of leave.

Other Paid leave

Annual leave

If the employee has paid annual leave available, he or she may, in agreement with the manager, take some or all of that leave at the same time as the unpaid parental leave.

Time off for antenatal appointments, adoption interviews or examinations

Personal leave may be available for attendance at medical appointments. Appointment times and the availability of leave should be discussed with the manager.

An employee may take up to two days unpaid pre- adoption leave. Employees must provide notice of the leave including expected leave period as soon as practicable (which may be after the leave has started).

If an employee requires more than two days pre-adoption leave, they should discuss their requirements with their manager.

Leave for pregnancy related illness

If an employee is ill during her pregnancy, she may access her ordinary sick leave entitlements, including any accrued leave.

If an employee experiences extended illness due to pregnancy, she can access unpaid 'special maternity leave' for the period her treating doctor certifies is necessary. Special maternity leave is included in the 52 weeks available unpaid parental leave period.

The employee must make a special maternity leave application as soon as practicable which details the period of leave required. The manager may request a medical certificate and if so, this must be provided by the employee.

Loss of a child while pregnant

If the pregnancy ends within 28 weeks before the due date without a live birth, the employee may take unpaid 'special maternity leave' for the period her treating doctor certifies is necessary. Unpaid parental leave is not available in this situation, instead special maternity leave applies.

The employee must make a special maternity leave application as soon as practicable, specifying the expected leave period and providing a medical certificate, if this is requested by the manager.

Better Help Gippsland will be sensitive to the personal issues associated with this type of leave.

During parental leave

Even though the employee is on leave, they will continue to be protected against discrimination as an employee. See the Equal Employment Opportunity policy on page 35.

Better Help Gippsland respects that some employees do not want any contact while on leave, and others do. The manager should discuss with the employee what sort of communication the employee would like while on leave, and record this agreement.

While an employee is on unpaid parental leave, Better Help Gippsland will ensure that the employee is considered and kept informed of significant changes that may occur in the business.

Where a decision will have a significant effect on the status, pay or location of the pre-parental leave position, the Better Help Gippsland will take all reasonable steps to inform the employee and discuss the effect of the decision. During any restructures, employees on parental leave will be treated no less favourably than other employees and will be kept informed of the process.

If an employee has applied for less than 52 weeks unpaid parental leave, they can extend the period of leave once to take the total leave up to a maximum of 52 weeks. The employee must give at least four weeks' notice prior to the end date of the original leave period. A period of unpaid parental leave may be reduced by agreement between Better Help Gippsland and the employee.

An employee can resign while on parental leave but they must give the required notice of resignation as set out in {insert award/contract/letter of offer}.

Employees should not undertake any activity during leave which is inconsistent with the employment contract, including other employment and they should remain responsible for the care of the child.

The employee's position may be filled on a temporary basis while they are on leave. Better Help Gippsland will notify the replacement employee that their employment in this role is temporary, and that the pregnant employee has the right to return to the position.

Time in lieu policy

Better Help Gippsland will grant time in lieu to an employee who is required to work outside their normal hours. Time worked towards time in lieu must be approved in advance unless exceptional circumstances exist, in which case management will consider granting approval after the time is worked.

Time in lieu will be added to the employee's annual leave. Better Help Gippsland will record time-in-lieu credits and debits. Generally, employees should take time in lieu in the same financial year within which they accrue it. A manager must approve time-in-lieu leave. An employee cannot accrue more than 12 hours of time in lieu.

Leave without pay policy

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

Jury duty policy

An employee is entitled to paid leave for jury duty in accordance with legislation. An employee on jury service should supply the official request to attend, the details of attendance and the amount the court has paid them. Better Help Gippsland will reimburse the employee the difference between this amount and their base salary. If an employee is absent because of jury service of more than 10 days in total, the employer is only required to pay the employee for the first ten days of absence.

Emergency services leave policy

If an employee needs to take temporary absence from work because of voluntary emergency management activities (for example, as a volunteer dealing with an emergency or natural disaster as a member of SES, CFA or Army Reserve) then they should ask management for leave as soon as possible after they become aware of the need to take leave. Better Help Gippsland will support such activities wherever possible, as an important community service.

Performance Management

Policy

The purpose of performance management is to improve performance. It is an ongoing process. It does include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers at least once a year.

Procedure

1. The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The manager and employee will meet and openly and constructively discuss performance over the period.
3. The manager and the employee will agree on any objectives and outcomes for the next appraisal period.
4. Training and development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

Performance improvement

Policy

Where warranted Better Help Gippsland will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, Better Help Gippsland may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

Better Help Gippsland requires a minimum standard of conduct and performance which will be made clear to employees in management appraisals. If an employee does not meet this standard, Better Help Gippsland will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If an employee deliberately breaches business policy or procedure, or engages in misconduct, Better Help Gippsland may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. Better Help Gippsland will give an employee the opportunity to defend themselves before management takes further action.

Note: If employees have a disability that requires reasonable adjustments to be made to the workplace or job to allow you to work safely and productively, they should raise this with their manager. Better Help Gippsland will only refuse such requests on reasonable business grounds.

Procedure

1. Better Help Gippsland will advise the employee of any shortfall in their performance and give them an opportunity to respond.
2. Once they respond, the manager will consider their response and decide if performance improvement action should be taken. Better Help Gippsland will provide support such as training where appropriate.
3. If the employee is given a verbal warning, the manager should make a note of it, date it and sign it.
4. The manager will advise the employee in clear terms what they see as the performance problem or the unacceptable conduct. To highlight the deficiency they should use specific examples, and refer to the correct policy or procedure.

5. The manager will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings.
6. The manager will decide if more action is needed.
7. If a written warning is to follow, the manager is to:
 - document it and give the employee a copy
 - give the employee the opportunity (and their support person the opportunity) to sign the warning
 - keep a copy on file
8. The warning must clearly define:
 - the deficiency
 - a clear explanation of the expected standard
 - by when the employee needs to achieve it
 - how the business will help the employee achieve the improvement required
 - consequences of failing to improve
9. The manager concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions, and put a copy on the employee's personnel file. This should include date, location and time of discussion.
10. They will continue to support the employee and note the support they give, for example, training or counselling.
11. If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps 4–10 above. This document needs to warn the employee in clear terms Better Help Gippsland will terminate their employment if there is not enough improvement, and a sustained improvement in their performance.

Note: some circumstances justify going straight to a second or final warning.

Gross or serious misconduct policy

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

Procedure

1. The manager is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. The manager should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall give genuine consideration to the employee's response and circumstances.
3. If still appropriate, following a thorough investigation, the manager can terminate/dismiss the employee.
4. The manager should keep a file of all evidence collected and action taken in these circumstances.
5. Better Help Gippsland will send the employee a letter of termination noting brief details.

Grievance complaints

Policy

Better Help Gippsland supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Better Help Gippsland will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

Procedure

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

Conflict of Interest

Policy

Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of Better Help Gippsland.

All employees are required to act in good faith towards Better Help Gippsland. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of Better Help Gippsland.

As individuals, employees may have private interests that from time-to-time conflict, or appear to conflict, with their employment with Better Help Gippsland. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of Better Help Gippsland and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of Better Help Gippsland will be balanced against the interests of the Employees member and, unless exceptional circumstances exist, resolved in favour of Better Help Gippsland.

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

Procedure

Employees must:

- declare any potential, actual or perceived conflicts of interest that exist on becoming employed by Better Help Gippsland to management
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by Better Help Gippsland to management
- avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible

If an employee declares such an interest, Better Help Gippsland will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must disclose any other employment that might cause a conflict of interest with Better Help Gippsland to their manager. Where there are external involvements that do not represent a conflict of

interest, these must not affect performance or attendance whilst working at Better Help Gippsland. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with Better Help Gippsland using knowledge and/or materials gained during the course of employment with Better Help Gippsland.

Engaging in other business interests during work hours will result in strong performance improvement action.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with Better Help Gippsland, in a timely manner, may result in performance improvement proceedings including dismissal.

Intellectual Property and Security

All intellectual property developed by employees during their employment with Better Help Gippsland, including discoveries or inventions made in the performance of their duties related in any way to the business of Better Help Gippsland, will remain the property of Better Help Gippsland.

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of Better Help Gippsland.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Better Help Gippsland; or
- authorise or be involved in the improper use or disclosure of confidential information;
- during or after their employment without the Employer's written consent, other than as required by law.

'Confidential information' includes any information in any form relating to Better Help Gippsland and related bodies, clients or businesses, which is not in the public domain.

Employees must act in good faith towards Better Help Gippsland and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and Better Help Gippsland may also pursue monetary damages or other remedies.

Better Help Gippsland - Policies and Declaration

You must read all the policies contained in this document and listed below. Company policies are a part of your employment contract and therefore must be read and understood to ensure you are fully aware of your responsibilities as an employee of Better Help Gippsland. Please read each of the policies listed below and tick where shown to indicate you are aware of the rules and responsibilities you have whilst employed by Better Help Gippsland.

1. Code of Conduct Policy
2. Dress Code Policy
3. IT, Email and Internet Policy
4. Recruitment and Selection Policy
5. Induction Policy
6. Training and Development Policy
7. Probation Policy
8. Occupational Health and Safety Policy
9. EEO and Anti-Bullying Policy
10. Pregnancy at work policy
11. Flexible Work Arrangements Policy
12. Leave Policy
13. Performance Management Policy
14. Performance Improvement Policy
15. Gross and Serious Misconduct Policy
16. Grievance and Complaint Policy
17. Conflict of interest Policy
18. Intellectual Property and Security Policy

Employee Declaration:

I have read and understand the contents of this manual along with the above policies and I agree to the terms of conditions of these documents.

Employee Name:

Employee Signature:

Date:

