

Revision history: 20 April 2022

# HUMAN RESOURCES POLICY

| Version Number | Changes made | Person responsible | Date updated |
|----------------|--------------|--------------------|--------------|
|                |              |                    |              |

## Communication strategy

| Manager/staff | Type of communication                                            | Person responsible | Frequency     |
|---------------|------------------------------------------------------------------|--------------------|---------------|
|               | <i>Dealing with difficult customers to be added to HR or OHS</i> |                    |               |
|               | <i>Update list of ICT</i>                                        | <i>Trish</i>       | <i>annual</i> |
|               |                                                                  |                    |               |

## Contents

|                                                                |    |
|----------------------------------------------------------------|----|
| 1.0 Code of Conduct .....                                      | 2  |
| 2.0 Recruitment and Selection .....                            | 3  |
| 3.0 Employee and Volunteer Orientation.....                    | 3  |
| 3.1 Fair Work Information Statement.....                       | 3  |
| 4.0 Employee Records.....                                      | 4  |
| 5.0 Probation .....                                            | 5  |
| 6.0 Employee and Volunteer Leave .....                         | 5  |
| 7.0 Continuous Improvement .....                               | 6  |
| 8.0 Training and Development .....                             | 6  |
| 9.0 Information Communication Technology (ICT) .....           | 6  |
| 9.0 Dress Code Policy .....                                    | 9  |
| 10.0 Drug and Alcohol Use and Smoking.....                     | 10 |
| 11.0 Equal Employment Opportunity (EEO) and Anti Bullying..... | 10 |
| 12.0 Serious Misconduct.....                                   | 11 |
| 13.0 Complaints .....                                          | 12 |
| 14.0 Conflict of Interest .....                                | 13 |
| 15.0 Intellectual Property and Security.....                   | 13 |
| Appendix.....                                                  | 14 |

## 1.0 Code of Conduct

This Code of Conduct Policy affirms that Mount Beauty Neighbourhood Centre Inc. (MBNCI) believe in responsible social and ethical behaviour from all employees and volunteers. This policy clarifies the high standards and integrity of behaviour that MBNCI expects of all employees and volunteers.

Our Code of Conduct policy applies to all employees and volunteers and provides the framework of principles for conducting the organisation, dealing with other employees and volunteers, 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 that all persons engaged with the Centre operations and services:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of MBNCI 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 and volunteers, clients, and suppliers.
- Avoid apparent conflict of interests, promptly disclosing to the MBNCI Manager, anything which may constitute a conflict of interest.
- Promote the interests of MBNCI.
- Perform duties with skill, honesty, care, and diligence.
- Abide by policies, procedures and lawful directions that relate to employment / engagement with MBNCI and/or MBNCI clients.
- Avoid the perception that any organisation transaction may be influenced by offering or accepting gifts.
- Under no circumstances may employees and volunteers offer or accept money that is not an approved financial exchange for services by the MBNCI Manager.
- Any employee or volunteer, 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.

MBNCI expects co-operation from all employees and volunteers in conducting themselves in a professional, ethical, and socially acceptable manner of the highest standards.

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

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

## **2.0 Recruitment and Selection**

It is the goal of the MBNCI to obtain the best qualified person to fill a vacancy. To maintain consistent procedures for recruiting and selecting applicants, MBNCI recruits and selects the most qualified applicants for available positions, in compliance with all applicable Federal and state laws and regulations and with the organisation's commitment to Equal Employment Opportunity.

To be considered for a paid or volunteer role with MBNCI, all applicants will be considered based on their job-related merits in relation to the position. For positions filled through internal recruitment, consideration shall also be given to past performance evaluations.

The selection process shall include determination prior to the closing date of the number of applicants to interview, screening and ranking of applications, interviews, and reference checks which can include contacting current and previous employers and/or supervisors, requesting proof of relevant clearance (Police Checks, Working with Children etc).

The MBNCI Manager shall ensure that an applicant selected to fill a vacancy meets the requirements as stated on the vacancy announcement and role description.

## **3.0 Employee and Volunteer Orientation**

New employees and volunteers will be introduced to MBNCI's vision, objectives, and values. This includes the scope of services and location, and an employee or volunteers expected contribution in the accomplishment of those organisations' objectives. All newly hired employees and volunteers are required to participate in an Employee Orientation Program.

This includes the MBNCI providing:

- A workplace health and safety and emergency evacuation induction
- Each new employee or volunteers with orientation specific to his or her workplace prior to commencing any activities.
- On-the-job training needed for new employees and volunteers to assume their responsibilities.

New Employees and Volunteers Responsibilities are to:

- Participate in appropriate orientation processes.
- Seek information to enhance his or her orientation process.
- Complete and return appropriate personnel forms.

## **3.1 Fair Work Information Statement**

Under the national workplace relations system, the organisation is required to provide all new employees with a copy of the current [Fair Work Information Statement](#) (FWIS).

The statement has basic information for workers on their rights as an employee, issues that will affect their employment and where they can find out more on terms and conditions of employment

## 4.0 Employee Records

Keeping good employment records has many benefits, including making sure employees are paid correctly and the organisation abides by their tax and legal obligations.

Under the Fair Work Act 2009 the organisation must:

- Keep records of the dates and hours of employees work and their remuneration.
- Provide employees regular payslips with these details, in either hard copy or electronic form.

The organisation is required to provide each employee with:

- Employment start and end date or their contract end date
- The award, workplace agreement or contract that covers their employment
- Start and finish times of overtime hours worked (if they're entitled to overtime penalty rates or loadings)
- Relevant leave accruals such as annual leave and personal leave
- Fair Work Information Statement

New employees are required to provide the organisation with their:

- Contact information
- Emergency contact details in case of emergency while at work
- Bank account details for payroll
- Tax file number declaration form
- Superannuation choice form

The MBNCI Manager will maintain a separate confidential file for each employee and volunteer which includes the following information:

- Employment application (or résumé and cover letter)
- Job title and description including remuneration details where applicable
- Letter of Engagement (signed acceptance by employee / volunteer); contracts, if applicable
- Employee signature acknowledging review of MBNCI's policies and receipt of Employee / Volunteer Orientation handbook
- Copies of relevant certificates, clearances, and qualifications
- Bank authorisation form approving direct deposit if applicable
- Personal contact and emergency contact details
- Performance appraisals, recognition, awards
- Salary history
- Records of attendance or completion of training programs
- Disciplinary action (if applicable)

Detailed personnel information will not be released to anyone outside the organisation without prior written consent by the employee or volunteer. Exceptions will only be made as required by law.

## **5.0 Probation**

The agreed probationary period will be determined by the MBNCI Manager with the employee or volunteer. This allows the organisation to assess suitability, fit and competency within a role. During this period, the MBNCI commits to reviewing employee / volunteer performance and at the end of this time ongoing employment or volunteer engagement will be confirmed.

The MBNCI Manager or appointed Board member will:

- Provide at least one informal appraisal before the end of the probation period.
- At the end of the probation period, complete a final probation appraisal and advise the employee / volunteer of the result.

## **6.0 Employee and Volunteer Leave**

Employee and volunteer leave entitlements are outlined in individual employment agreements / contracts.

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

All planned leave must be mutually agreed upon and take into account to workloads and MBNCI needs. Leave must be approved in advance, except when the employee cannot anticipate the absence.

### **Leave without pay**

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

### **Jury duty**

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. MBNCI 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**

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.

- MBNCI will support such activities wherever possible, as an important community service.
- MBNCI may require evidence of these activities at its discretion.

## **7.0 Continuous Improvement**

The focus of continuous improvement is to understand our performance in relation to meeting organisational goals. It consists of creating a regular feedback loop between leaders and team members to informally, and formally, review our role responsibilities, and performance as a team.

This involves providing a self-assessment form to guide the process.

## **8.0 Training and Development**

MBNCI will provide employees and volunteers with adequate training to do their job safely and competently. Our organisation believes training is a two-way process. We encourage employees and volunteers to participate and to highlight any gaps in their own skills or knowledge.

## **9.0 Information Communication Technology (ICT)**

This policy outlines the acceptable use of the Information and Communications Technology (ICT) resources of the MBNCI.

The MBNCI Manager is responsible for ensuring the use of MBNCI ICT resources is legal, ethical and consistent with the values and objectives of the MBNCI and its responsibilities to employees, volunteers and students.

All users of MBNCI ICT resources are expected to exercise responsibility, use the resources ethically, respect the rights and privacy of others and operate within the laws of the State and Commonwealth.

### **Internet Use**

The internet is provided by MBNCI for organisation use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g., pornographic, gambling etc.

Management has the right to access the system to check if private use is excessive or inappropriate.

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

## Email Use

Email facilities are provided for formal organisation correspondence.

Employees and volunteers are required to:

- Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
- Limit private use of email so it does not interfere with or distract from an employee's or volunteer's work. Management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
- Be aware that non-essential email, including personal messages will be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion by the current IT Provider
- Ensure that all emails sent must include the approved organisation email signature with disclaimer and logo.

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

- No material is to be sent as email that is defamatory, in breach of copyright or organisation confidentiality, or prejudicial to the good standing of MBNCI in the community or to its relationship with staff, customers, suppliers and any other person or organisation with whom it has a relationship.
- 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.
- The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade, or similar situation. Access in each case will be limited to the minimum needed for the task.
- When using email, a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.

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.



## Organisation related Social Media

This policy also applies to all employees and volunteers, or contracted persons of MBNCI who:

- Have an active profile on a social or organisation networking site such as LinkedIn, Facebook, Instagram, Twitter, and Snapchat.
- Write or maintain a personal or organisation' 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.

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 organisation networking sites (e.g., Facebook, LinkedIn), video and/or photo sharing websites (e.g., YouTube, Instagram), organisation/corporate and personal blogs, micro-blogs (e.g., Twitter), chat rooms and forums and/or Social Media

MBNCI expects its employees and volunteers to maintain a professional standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all employees and volunteers, or contracted persons of MBNCI who contribute to or perform duties such as:

- Maintaining a profile page for MBNCI on any social or organisation networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter, and Snapchat).
- Making comments on such networking sites for and on behalf of MBNCI
- Writing or contributing to a blog and/or commenting on other people's or organisation' blog posts for and on behalf of MBNCI; and/or
- Posting comments for and on behalf of MBNCI on any public and/or private web-based forums or message boards or other internet sites.

No employee, volunteer, or contracted person of MBNCI is to engage in Social Media as a representative or on behalf of MBNCI unless they first obtain MBNCI Manager approval.

If any employee, volunteer, or contracted person of MBNCI is directed to contribute to or participate in any form of Social Media related work, they are to always act in a professional manner and in the best interests of MBNCI. All employees and volunteers, volunteers, or contracted persons of MBNCI must ensure they do not communicate any:

- Confidential Information relating to MBNCI or its clients, organisation 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, organisation partners or suppliers of MBNCI without their prior authorisation or approval to do so; on any social or organisation networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to MBNCI and related bodies, clients, or organisations, which is not in the public domain.

## **Personal Social Media**

MBNCI acknowledges its employees and volunteers, or contracted persons have the right to contribute content to public communications on websites, blogs and organisation or social networking sites not operated by MBNCI. However, inappropriate behaviour on such sites has the potential to cause damage to MBNCI, as well as its employees and volunteers, clients, organisation partners and/or suppliers.

All employees and volunteers, contractors, and sub-contractors of MBNCI must 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 MBNCI or its clients, organisation partners or suppliers.
- Defamatory or could adversely affect the image, reputation, viability, or profitability of MBNCI, or its clients, organisation partners or suppliers; and/or
- Contains any form of Confidential Information relating to MBNCI, or its clients, organisation partners or suppliers.

All employees and volunteers, or contracted persons of MBNCI 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 sub-contractors) 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, suspension from the workplace and/or permanently or temporarily denying access to all or part of MBNCI's computer network.

## **9.0 Dress Code Policy**

A part of MBNCI's 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.

All employees and volunteers are expected to present in practical, clean clothing with appropriate footwear to safely fulfil assigned duties.

## **10.0 Drug and Alcohol Use and Smoking**

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

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

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

When MBNCI hosts events with alcohol it is expected that all employees and volunteers have appropriate responsible service of alcohol certificates and training.

MBNCI has a non-smoking policy. Smoking is not permitted on MBNCI property or in offices at any time.

## **11.0 Equal Employment Opportunity (EEO) and Anti Bullying**

MBNCI is committed to providing a workplace free from discrimination, sexual harassment, and bullying. Behaviour that has been deemed to constitute discrimination, sexual harassment or bullying will not be tolerated and may lead to disciplinary action which may include dismissal.

This policy applies to all employees, contractors, volunteers, and covers all work-related functions and activities including external training courses sponsored by MBNCI.

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

Employees and volunteers must report any behaviour that constitutes sexual harassment, bullying or discrimination to the MBNCI Manager or a Board member.

Employees and volunteers need to feel reassured that they are psychologically and physically safe when raising an issue or making a complaint with the assurance of fair treatment and confidentiality.

### **Reasonable adjustments**

Reasonable adjustments are changes that allow people of all abilities to work safely and productively.

MBNCI will make reasonable adjustments for any person who:

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

When thinking about reasonable adjustments MBNCI 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.

In some cases, MBNCI can discriminate based on 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.

## **12.0 Serious Misconduct**

Fair Work Regulation 1.07 defines serious misconduct as conduct that is wilful or deliberate and that is inconsistent with the continuation of the employment contract. It is also conduct that causes serious and imminent risk to the health and safety of a person or to the reputation, viability, or profitability of the employer's business.

Serious misconduct includes theft, fraud, violence and serious breaches of occupational health and safety procedures [and sexual harassment].

In the case of serious misconduct the MBNCI Manager will investigate the situation. In the case of dismissal, legal advice or contact with an employer association prior to dismissing an employee will be undertaken.

The [Small Organisation Fair Dismissal Code](#) applies to organisations with fewer than 15 employees and volunteers (excluding irregular casuals). If a small organisation follows this code, a dismissal will not be unfair. Although not legally required, MBNCI may use the Small Organisation Fair Dismissal Code Checklist as a guide to the right procedure. Completed copies and records of meetings and discussions will be filed.

## **13.0 Complaints**

MBNCI supports the right of every employee and volunteer to lodge a complaint with their manager if they believe a decision, behaviour or action affecting their employment or volunteer engagement is unfair.

The aim of MBNCI is to resolve complaints promptly and as close to the source as possible. When necessary, MBNCI will escalate a complaint to the required level of authority for more discussion and resolution until it is resolved.

MBNCI Management and the Board will do their utmost to action complaints objectively, discreetly, and promptly.

### **To make a complaint**

- The complainant should speak to the MBNCI Manager as soon as possible after the incident. Where achievable make a written statement or record of the incident(s) using the Complaint Form in the Appendix. The complainant may choose to bring another person to the meeting.
- If it is deemed inappropriate to speak to the MBNCI Manager another employee or Board of Governance member should be contacted for support and guidance.
- When the MBNCI Manager receives a complaint or becomes aware of an incident that may contravene MBNCI EEO Policies, the complaint will be taken seriously and be treated confidentially.
- If an investigation is not requested by the complainant (and the MBNCI Manager is satisfied that the alleged conduct is not in breach of MBNCI EEO policies) then the MBNCI Manager will decide the most appropriate action in consultation with complainant.
- If a complaint is investigated, an internal resolution will be endeavoured to be achieved between the relevant parties, alternatively an external mediation process may be enacted.

If at any point in time an employee or volunteer performance or conduct does not meet expectations, the MBNCI Manager will discuss and agree on a performance improvement plan with the employee / volunteer.

This process is intended to ensure the employee or volunteer understands their responsibilities and the corrective actions required. If the required performance outcomes are not achieved in an agreed time frame, the MBNCI Manager may terminate employment or volunteer engagement through written advice.

## **14.0 Conflict of Interest**

Conflict of interest arises whenever the personal, professional, or organisational interests of an employee are potentially at odds with the best interests of MBNCI.

All employees and volunteers are required to act in good faith towards MBNCI. Employees and volunteers need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of MBNCI. As individuals, employees and volunteers may have private interests that from time-to-time conflict, or appear to conflict, with their employment with MBNCI.

Employees and volunteers should aim to avoid being put in a situation where there may be a conflict between the interests of MBNCI 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 MBNCI will be balanced against the interests of the staff member or volunteer and, unless exceptional circumstances exist, resolved in favour of MBNCI.

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.

Employees and volunteers must declare any potential, actual or perceived conflicts of interest that exist on becoming employed or engaged by MBNCI to management.

## **15.0 Intellectual Property and Security**

All intellectual property developed by employees and volunteers during their employment with MBNCI, including discoveries or inventions made in the performance of their duties related in any way to the organisation of MBNCI, will remain the property of MBNCI.

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

Employees and volunteers must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of MBNCI; 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 MBNCI and related bodies, clients, or organisations, which is not in the public domain.

Employees and volunteers must act in good faith towards MBNCI and must prevent or if impractical, report the unauthorised disclosure of any confidential information.

## Appendix

| Mount Beauty Neighbourhood Centre Inc                                                                                                   |                                   |                                    | COMPLAINT FORM                    |                                |
|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|------------------------------------|-----------------------------------|--------------------------------|
| Your Name:                                                                                                                              |                                   |                                    | Date complaint submitted:         |                                |
| Status:                                                                                                                                 | Employee <input type="checkbox"/> | Volunteer <input type="checkbox"/> | Customer <input type="checkbox"/> | Other <input type="checkbox"/> |
| Your contact details:                                                                                                                   |                                   |                                    |                                   |                                |
| <b>Complaint Information</b>                                                                                                            |                                   |                                    |                                   |                                |
| Date of Incident:                                                                                                                       |                                   | Time of Incident:                  |                                   |                                |
| Location of Incident:                                                                                                                   |                                   |                                    |                                   |                                |
| Please describe the incident in detail:                                                                                                 |                                   |                                    |                                   |                                |
|                                                                                                                                         |                                   |                                    |                                   |                                |
| If there are others who witnessed the incident, please provide their names and phone numbers:                                           |                                   |                                    |                                   |                                |
|                                                                                                                                         |                                   |                                    |                                   |                                |
| Is this the first time you have raised this concern about this issue / person? Yes <input type="checkbox"/> No <input type="checkbox"/> |                                   |                                    |                                   |                                |
| If answered No please detail the outcome of the previous complaint:                                                                     |                                   |                                    |                                   |                                |
|                                                                                                                                         |                                   |                                    |                                   |                                |
| Do you have any suggestions for resolving the complaint? If so, please detail:                                                          |                                   |                                    |                                   |                                |
|                                                                                                                                         |                                   |                                    |                                   |                                |
| Signature:                                                                                                                              |                                   | Print Name:                        |                                   |                                |