



Allinda's Care & Companion Services

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	14
IT, Internet, Email and Social Media Policies.....	15
Recruitment.....	19
Induction.....	20
Training and Development.....	21
Probation.....	22
Occupational Health and Safety	23
Equal Employment Opportunity (EEO) and Anti Bullying	27
Pregnancy at Work	33

Flexible Working Arrangements	34
Performance Management	35
Performance improvement	36
Conflict of Interest	38
Intellectual Property and Security.....	40
Allinda's Care & Companion Service - Policies and Declaration.....	41

Welcome

Congratulations on your appointment and welcome to the team at Allinda's Care & Companion Service! 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 providing professional services to seniors to attend appointments and engage in recreational activities that are fun, engaging and create wonderful memories,

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 Allinda's Care & Companion Service employees and our customers will reflect the value that Allinda's Care & Companion Service places on supporting seniors, teamwork, bottom up management and our commitment to superior customer service.

The purpose of this Manual is to introduce you to the Allinda's Care & Companion Service, 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 Linda Small 0488 989 808.

Our Company History

The story of Allinda's Care & Companion Service starts in 2020 when Linda and her husband Allan saw a need for services that support seniors to access and participate in recreational activities with their families and the wider community. Studies show seniors suffer chronic loneliness and isolation, a factor which has been exacerbated with Covid-19.

Allinda's Care & Companion Service aims to provide care and support for seniors to attend appointments; visit their families and friends; participate in recreational activities of their choice, have day trips and enjoy short holidays.

Allinda's Care & Companion Service aims to at all times maintain the upmost levels of service for our clients and strives to place itself at the forefront of promoting seniors' social, emotional and mental wellbeing by connecting them to family, friends and the community and creating lasting memories of their experiences.

What We Do

At Allinda's Care & Companion Service we provide the following products and services to our clients:

- Pick up, drive and take clients to medical appointments, provide personal care support
- Pick up and drive clients to visit families and friends and provide personal care support
- Pick up and drive clients to attend special functions and provide personal care support
- Pick up and drive clients to participate in day trips and short holidays and provide personal care support

Our Clients

At Allinda's Care & Companion Service our clients are seniors and their families.

Our mission, vision and values

Mission Statement:

Our mission is to provide high quality professional personal care and companion services to seniors, individually or in small groups, to participate in safe, accessible and inclusive activities of their choosing. We will provide support for seniors to attend appointments, visit their families and friends, attend special events, day trips and short holidays to support seniors to engage in the wider community.

Allinda's Care & Companion Service's mission is improve a person's social, emotional and mental wellbeing. Seniors' will be engaged in planning activities of their choice so that they have fun activities to look forward to, engage in and have long lasting memories of their experience.

Vision Statement:

Our aim is to be:

- Known to provide a highly professional level of service
- Seniors' do not feel isolation or endure loneliness.
- Known to provide opportunities for seniors to participate in activities that are safe, fun, engaging and creating wonderful memories

Values:

- Respected
- Trusted
- Experts
- Flexible

Your employment

Your employment with Allinda's Care & Companion Service is essentially governed by your contract of employment, Allinda's Care & Companion Service 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 actually processed. – TO BE DISCUSSED WITH MELLISSA KIRK

Pays will be automatically deposited electronically into the bank account details provided to Allinda's Care & Companion Service.

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

Changing Pay Details

Please advise the 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 the {Insert Position Title} and all requests for changes should be made via email.

Hours of Work

Your hours of work will depend on business needs and the requirements of the work you are assigned.

Your Manager will work with you to establish your availabilities and assignments.

Allinda's Care & Companion Service 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 your supervisor 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 your Manager informed of your progress.

It is essential that you are ready to commence work at your pre-arranged commencement time as clients and the business depend upon you and your contribution.

Reimbursement of Expenses

Allinda's Care & Companion Service will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing the Service with receipts or other evidence of payment and of the purpose of each expense, in a form reasonably required by the Allinda's Care & Companion Service. Employees will also be required to complete the Expense Reimbursement Form which is included in the Office Forms section of this Manual.

Travel

At rate of .80 cents per kilometre will be paid in the performance of an employee's duties. The rate will be calculated when the client is picked up and dropped off from their residence or pre-arranged pick up point.

Business Environment

Work Areas

The business environment refers to the particular location where you have care duties for a client.

This includes driving to appointments, to visit client's family and friends, to a venue, to undertake an activity or set out on a planned holiday.

The environment will vary depending on the particular activity and location.

- You will need to ensure that client's get in and out of cars safely.
- You will need to ensure the environment is safe for ambulating ie using footpaths, ensuring there are no obstacles and ground is even.
- Supervision is required at all times to ensure client's safety is paramount.
- Allinda's Care & Companion Service has a policy of No Lifting. Should a client have a fall and is unable to get up without needing to be lifted, then an ambulance should be called to assist and undertake a complete health check.
- In extreme weather conditions it is not advisable to drive to at risk locations. All weather warnings should be adhered to.

The use of face mask can also be a risk factor in a client's safety as they can obscure vision and the ability to judge distances.

At all times risk management strategies are to be implemented to ensure the safety and wellbeing of clients and employees.

Code of Conduct Policy

Purpose

This policy affirms Allinda's Care & Companion Service's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that Allinda's Care & Companion Service expects of all employees.

Principles

Our employees contribute to the success of our organisation and that of our Clients.

Allinda's Care & Companion Service 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

Professionalism and Integrity

- I will provide services in a safe and ethical manner and with a high standard of professionalism at all times.
- I will never act in a manner that exploits, or be seen to exploit, the power imbalance in staff-client relationship.
- I will not engage in any behaviour that can cause physical, verbal, sexual, psychological or financial abuse, including unwarranted and inappropriate touching.
- I will conduct my duties within the boundaries of my role and in a manner that does not cause reasonably foreseeable damage to ACCS, or to the interests of the clients. This includes conduct on all forms of social media.
- All photographs taken of clients undertaking activities, must be provided to ACCS for client and family use. Photographs of clients are not to be placed on social media platforms.
- I will comply with all policies and procedures.
- I will not give or accept gifts or any benefits that will compromise, or appear to compromise, the integrity of performing my duties.
- I will declare any conflicts of interest, perceived or actual, as soon as they arise.
- I will dress in an appropriate manner to suit the particular activity whilst undertaking my duties. This includes appropriate footwear to ensure the safety of the client.
- I will maintain clear, accurate and timely records as per service requirements.

Application to Duties

- I will perform my duties within the framework of ACCS philosophy, values and goals.
- I will undertake my duties as outlined in my position description, in relevant Federal and State Government legislation and in ACCS policy and procedures.
- I will be punctual, reliable and add value to clients' recreational experiences.
- I will comply with any reasonable, lawful and safe direction given by ACCS authorised personnel.

Respect and Dignity

- I will listen and learn from clients to ensure their self-determination, social inclusion and participation is maximised.
- I will observe and act by the Victorian Charter of Human Rights and Responsibilities Act 2006 when providing a service.
- I will respect the dignity and rights of every individual, or group of individuals, and not discriminate because of illness, identity, culture, gender, sexual orientation, age, ability, beliefs, national origin, marital or family status or political belief.
- I will maintain a respectful, cooperative and courteous manner towards, clients, their families, colleagues and members of the community.

Duty of Care

- I will work in a manner that ensures the safety and care of myself, clients, their families and members of the community.
- I will ensure that I maintain standard procedures for infection control.
- I am committed to the safety, participation and empowerment of the clients I support.
- I have zero tolerance to any form of elder abuse.
- I will report elder abuse allegations and safety concerns relating to clients to my manager and the relevant authorities.

Complaints and Feedback

- I will ensure that all clients and their families are aware of the process to make complaints and provide feedback. I respect their right to do so and provide resources and support to enable them to do this.

Alcohol, Tobacco and Other Drugs

- I will not present for work under the influence of legal or illegal drugs.

Quality, Safety and Risk

- I will act within the constraints of the law.

- I will comply with the requirements of mandatory health and safety laws, policies, procedures and standards.
- I will assess the hazards and risks inherent in each situation to ensure the safety of clients and myself.
- I will report any incident, accident, injury, illness or unsafe condition so that appropriate action can be taken to prevent, correct or control the situation. This includes any financial or reputation risks.

Privacy and Confidentiality

- I will respect the privacy and confidentiality of clients, their families and Aged Care facilities, including having confidential conversations in an inappropriate setting.
- I will only collect, use or disclose information for its original purpose or as required by law.
- I will ensure consent is obtained prior to sharing information or photographs with other parties, unless required to do so by law.

Breach of Code of Conduct

- I understand that a breach of this Code of Conduct will result in disciplinary action being taken and illegal actions reported to the appropriate agency.

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

This policy will be regularly reviewed by Allinda's Care & Companion Service and any necessary changes will be implemented by the Director/Manager.

Dress Code Policy

Allinda's Care & Companion Service'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 to trust us.

- Employees' of Allinda's Care & Companion Service do not need to wear a uniform.
- As the workplace environment varies according to the particular client's "activity", it is expected that the carer/companion should dress accordingly. For example, if you are taking a client to a medical appointment, then neat and tidy dress applies. If you are taking a client fishing, then casual dress is appropriate.
- At all times flat shoes should be worn to ensure client safety.

Prohibited Clothing

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

Email and Social Media Policies

Email Use

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
4. All emails sent must include the approved business disclaimer.

To protect Allinda's Care & Companion Service 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 Allinda's Care & Companion Service in the community or to its relationship with staff, 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. 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.
4. When using email a person must not pretend to be another person. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
5. 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 of Allinda's Care & Companion Service 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.

Professional Use of Social Media

Allinda's Care & Companion Service 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 of Allinda's Care & Companion Service who contribute to or perform duties such as:

- maintaining a profile page for Allinda's Care & Companion Service 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 Allinda's Care & Companion Service;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of Allinda's Care & Companion Service; and/or
- posting comments for and on behalf of Allinda's Care & Companion Service on any public and/or private web-based forums or message boards or other internet sites.

Procedure

No employee of Allinda's Care & Companion Service is to engage in Social Media as a representative or on behalf of Allinda's Care & Companion Service unless they first obtain Allinda's Care & Companion Service's written approval.

If any employee of Allinda's Care & Companion Service 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 Allinda's Care & Companion Service.

All employees of Allinda's Care & Companion Service must ensure they do not communicate any:

- Confidential Information relating to Allinda's Care & Companion Service 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 Allinda's Care & Companion Service 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 Allinda's Care & Companion Service and related bodies, clients or businesses, which is not in the public domain.

Private / Personal Use of Social Media

Procedure

Allinda's Care & Companion Service acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by Allinda's Care & Companion Service. However, inappropriate behaviour on such sites has the potential to cause damage to Allinda's Care & Companion Service, as well as its employees, clients, business partners and/or suppliers.

For this reason, all employees of Allinda's Care & Companion Service must agree to not publish any material, in any form, which identifies themselves as being associated with Allinda's Care & Companion Service or its clients, business partners or suppliers.

All employees of Allinda's Care & Companion Service 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 Allinda's Care & Companion Service or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of Allinda's Care & Companion Service, or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to Allinda's Care & Companion Service, or its clients, business partners or suppliers.

All employees of Allinda's Care & Companion Service 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.

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 Allinda's Care & Companion Service's computer network.

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

Allinda's Care & Companion Service 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. Senior's Carer and Companion support worker. Essential requirements include: minimum Certificate 3 Aged Care and/or Community Care or a minimum of 3 years Disability Services experience.
2. It is also essential to have a broad knowledge of the Health & Aged Care Industry and Aged Care Act (1987); qualifications in Basic Life Support (updated annually); Infection Control Training; National Police Check; Driver's Licence; reliable car and up to date knowledge of Covid-19 requirements.
3. The recruitment process may include some or all of these: an application form, interviews, practical testing, reference checks, right to work in Australia checks.
4. A contract of employment setting out clear terms and conditions will be provided upon gaining successful employment.
5. If a candidate is unsuccessful, they will be contacted as a matter of courtesy.

Induction

Policy

Allinda's Care & Companion Service 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:

- OHS procedures
- business overview
- code of conduct
- copy of the Fair Work Information Statement
- policy and procedural requirements, e.g. equal employment opportunity

Training and Development

Policy

Allinda's Care & Companion Service 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.

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 Allinda's Care & Companion Service commits to reviewing employee performance.

Procedure

1. Use system to track and monitor probationary periods
2. Manager 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

Allinda's Care & Companion Service will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, families and friends, and members of the public who may be affected by our work. It should be noted that the work environment is a diverse environment as the core business is to provide opportunities for seniors to access appointments, visit family and friends, attend special functions, participate on day trips and short holidays. Examples of the work environment includes:

- transporting clients in a car
- attending doctor's surgery or hospital
- attending family and friends homes
- restaurants, theatres, movies, museums, weddings
- fishing spots, picnic areas
- rail or cruise holidays

To do this, Allinda's Care & Companion Service will:

- develop and maintain safe systems of work to ensure a safe working environment. consult with employees on safety
- provide protective equipment, and enforce its use
- provide information and training for employees
- assess all risks before work starts on all areas of operation, and regularly review these risks.

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 their manager
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
- making sure PPE is maintained and working properly

Allinda's Care & Companion Service 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 Allinda's Care & Companion Service's policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks. All staff must have had manual handling training as part of their Aged Care accreditation.

While management is responsible for the health, safety and welfare of all staff, 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.

Workers' compensation policy

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

Incident and Injury procedure

If there is an incident:

1. In the first instance, contact the Manager for all incidents. If the incident is of a medical nature, the first priority is to medical attention.
2. An example of an incident may be: If you attend a client's home to take them on an assignment and the client does not open the door. The first priority is to contact the Manager who will phone the client. If there is no response the Manager will contact the Police to ensure the client is safe
3. Ensure risk minimisation strategies are adhered to
4. All staff are to be aware if the client is "For Resuscitation /NFR"
5. Clients undertaking a holiday will signed a "FR/NFR" form and an "Advanced Care Directives" form, both completed by their Doctor.

If there is an injury:

1. The first priority is medical attention. The injured worker or nearest colleague should contact one of Allinda's Care & Companion Service's manager. 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. Allinda's Care & Companion Service will let the injured employee know in writing that we have received notification of any injury or illness reported in the Register.

COVID-19

- If an employee has had a COVID-19 diagnosis or flu symptoms present, medical clearance should be provided before engagement can recommence.
- If a carer presents to a client or a family who exhibits symptoms they should:

Cease face to face service safely and suggest the person self-isolate;

Call the Coronavirus Health Information Line Victoria (1800 675 398) or if symptoms are severe, 000

Notify the person's emergency contact

Notify Manager by mobile 0488 989 808 or email seniors@allindacare.com.au

Call Coronavirus Health Information Line and discuss if you can access priority COVID-19 TESTING and/or if you should self-isolate.

The manager must report serious injuries to WorkSafe immediately.

Alcohol and drugs policy

Allinda's Care & Companion Service 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.

Allinda's Care & Companion Service will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. Allinda's Care & Companion Service has a zero tolerance policy in regards to the use of illicit drugs in the course of an employee's duties with clients while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

Allinda's Care & Companion Service does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

Driving over the legal limit or under the influence of illicit drugs is illegal.

Equal Employment Opportunity (EEO) and Anti Bullying

Policy

This policy applies to all staff and covers all work-related functions and activities. It also applies for all recruitment, selection and promotion decisions.

The objective of Allinda's Care & Companion Service's 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

Allinda's Care & Companion Service 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.

Allinda's Care & Companion Service 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.

Allinda's Care & Companion Service 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 {Business Name} 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 Allinda's Care & Companion Service 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 another relevant senior 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 far as possible.

Procedure: To receive a complaint

When a manager receives a complaint or becomes aware of an incident that may contravene Allinda's Care & Companion Service's 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 {Business Name} 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 of what they are being accused. 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 {Business Name}
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)
- staff training
- additional training for the perpetrator or all staff, 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

Allinda's Care & Companion Service encourages employees to inform their 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.

Harassment while pregnant

Allinda's Care & Companion Service 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 32 for our general policy and procedure on harassment, bullying and discrimination.)

Safety at work

Allinda's Care & Companion Service's 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.

Options to reduce hours, change of duties, light duties, rotated tasks, provision of a chair and provision of additional breaks are common ways to ensure safety at work, and will be considered on a case-by-case basis.

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.

Flexible Working Arrangements

Employment with Allinda's Care & Companion Service is on a casual basis due to the nature of the work. Employees will be expected to provide their availability for work assignments to suit their work/life balance.

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).

{Business Name} may require evidence of these activities at its discretion.

Performance Management

Policy

The purpose of performance management is to improve performance. It is an ongoing process. It should 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 1 time 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 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

If an employee deliberately breaches business policy or procedure, or engages in misconduct, Allinda's Care & Companion Service may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

An employee must understand their responsibilities set out by the Charter of Human Rights and Responsibilities Act 2006 when providing a service to clients,.

Allinda's Care & Companion Service will give an employee the opportunity to defend themselves before management takes further action.

Procedure

1. Allinda's Care & Companion Service 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.
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 Allinda's Care & Companion Service 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. Allinda's Care & Companion Service will send the employee a letter of termination noting brief details.

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 Allinda's Care & Companion Service

All employees are required to act in good faith towards Allinda's Care & Companion Service. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of Allinda's Care & Companion Service.

As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with Allinda's Care & Companion Service. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of Allinda's Care & Companion Service 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 Allinda's Care & Companion Service will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of Allinda's Care & Companion Service

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 Allinda's Care & Companion Service to management
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by Allinda's Care & Companion Service 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, Allinda's Care & Companion Service will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with Allinda's Care & Companion Service using knowledge and/or materials gained during the course of employment with Allinda's Care & Companion Service.

Intellectual Property and Security

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 Allinda's Care & Companion Service.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Allinda's Care & Companion Service; 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 Allinda's Care & Companion Service and related bodies, clients or businesses, which is not in the public domain.

Employees must act in good faith towards Allinda's Care & Companion Service 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 Allinda's Care & Companion Service may also pursue monetary damages or other remedies.

Allinda's Care & Companion Service - 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 Allinda's Care & Companion Service.

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 {Business Name}.

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
19. Environmental Best Practice

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: