



MEADOW HEIGHTS
EDUCATION CENTRE
REGISTERED TRAINING ORGANISATION (R.T.O 3940)

Human Resources
Policy and Procedure Manual

What We Do

At Meadow Heights Education Centre we provide the following products and services to our clients as a:

- Registered Training Organisation (TOID 3940)
- Melbourne AMEP Provider
- ACFE - Learn Local Provider (North-Western)
- Neighbourhood House
- Homework Club
- Occasional Care (SE-00015731)
- Registered Charity with ACNC
- Incorporated Association (Reg A0029457W)

Our mission, vision and values

Mission Statement:

The Learning Shop aims to improve quality of life through adult education for the community, in a safe nonthreatening environment, in the areas of education, recreation, leisure and children's services. Known for high quality outcomes

Our Aims and Objectives:

- Meet the needs of our culturally, linguistically and socio economically diverse community
- Provide accessible vocational education and training
- Provide youth, recreation and leisure programs
- Provide community development services and support
- Provide free services to those experiencing financial hardship or challenging circumstances
- Engage the local community in learning to develop fundraising and income raising activities

Your employment

Your employment with Meadow Heights Education Centre is essentially governed by your contract of employment, Meadow Heights Education Centre Policies, in conjunction with this Manual and the Neighbourhood Houses and Adult Community Education Centres Collective Agreement. 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 Wednesday to Tuesday over a two-week period and pays are processed on Tuesdays, fortnightly and timesheets need to be emailed to accountsmanager@mhec.vic.edu.au by no later than 12pm on that day or your pay will not be processed till the following pay cycle. Depending on which bank you use, some people may be able to access their pay on Wednesdays because this is the day payroll is actually processed.

Pays will be automatically deposited electronically into the bank account details provided to Meadow Heights Education Centre.

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

Changing Pay Details

Please advise the Accounts & HR 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 Accounts & HR Manager and all requests for changes should be made via email accountsmanager@mhec.vic.edu.au .

Hours of Work

Office/Business hours are generally between 8.30am to 4.30pm Monday to Friday. Your hours of work will depend on business needs and the requirements of the work you are assigned (refer to your contract).

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

Meadow Heights Education Centre adopts a common-sense approach to managing work hours.

Overtime and Additional Hours

Overtime is work which is performed at the direction of your manager and which is more than your contracted hours of work. If you cannot for some reason work reasonable additional or overtime hours you must notify your Manager as soon as practicable with the reasons as to why.

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 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 your 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.

Reimbursement of Expenses

Meadow Heights Education Centre 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 Practice with receipts or other evidence of payment and of the purpose of each expense, in a form reasonably required by the Meadow Heights Education Centre. Employees will also be required to complete the Expense Reimbursement Form which is included in the Office Forms section of this Manual.

Travel

Pre-approved reasonable travelling expenses, where incurred in the performance of an employee's duties, will be reimbursed, provided that all claims are made on the appropriate form, signed by the appropriate Manager and supported with the necessary substantiating documentation. The payment of expenses is at all times subject to the prior authorisation of, and at the discretion of, the CEO or your direct manager.

Business Environment

Work Areas

As many employees work in an open plan area, it is important that your workstation and or desk remain clean and tidy and free of boxes, papers and magazines. Our expectation is that your workstation will be cleared and tidied at the end of every day. Any items that require storage should be put away, hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops should not be left on desks overnight unless you have your own lockable office.

Security

Entry to the Meadow Heights Education Centre premises during and / or outside of normal business hours will be by way of keys.

It is the responsibility of every Meadow Heights Education Centre employee to ensure that this key is kept in safe custody. It must be returned on demand.

If building keys are lost or misplaced, you must notify your Manager immediately so that they can be recorded and reordered.

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. Personal property is not covered by Company insurance.

Kitchen and Bathrooms

Please keep the kitchen and bathroom areas clean at all times, cleaning up after use. You should be mindful that these are public areas and you should be respectful to others by always cleaning up after yourself. If you use dishes, wash them immediately after use.

If there are any issues with these facilities, you should notify your Manager immediately.

Meeting rooms

If you need to book or use a meeting room, please ensure that you book through the receptionist/office manager/booking system. Please tidy up after meetings, take away your dirty cups, files papers etc. Place chairs back in position and clean all work away.

Printing

Save costs on printing wherever possible by printing on both sides of paper. Please pick up all printed matter off the printer and ensure that the printer is stocked with paper. Colour printing should be kept to a minimum.

Waste Bins

Most individuals will have these under their desk. These bins should be used for any items which are not recyclable e.g.; plastics, metal, a pen, food scraps etc. Please use

your discretion and be mindful of disposing food scraps in the office. Liquids should not be poured/ placed into bins.

Recycling Bins

Please recycle where you can using the appropriate bins. Only paper and cardboard with NO company, client or candidate information is to be placed into these bins. NO general rubbish is to be placed in these bins.

Security Disposal/Shredders

Paperwork with any sensitive or confidential Meadow Heights Education Centre information needs to be disposed of by either being shredded. Documents to be shredded include but are not limited to:

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

The noise factor

Try to avoid shouting at each other across the office or on site at a client and respect people's busy periods or meeting times. Or if someone is engrossed in something at their computer or there are more than two people meeting with someone, it usually means they are busy. Try to talk quietly when you are on the telephone and respect others around you.

Code of Conduct Policy

Purpose

This policy affirms Meadow Heights Education Centre's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that Meadow Heights Education Centre expects of all employees.

Principles

Our employees contribute to the success of our organisation and that of our Clients. Meadow Heights Education Centre 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 a Meadow Heights Education Centre senior manager, any interest which may constitute a conflict of interest
- Promote the interests of Meadow Heights Education Centre
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment with Meadow Heights Education Centre 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.

Meadow Heights Education Centre expects co-operation 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 their direct manager.

This policy will be regularly reviewed by Meadow Heights Education Centre and any necessary changes will be implemented by the CEO.

Dress Code Policy

Meadow Heights Education Centre'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. Because our industry requires the appearance of trusted professionals a standard dress code is necessary for everyone.

All Employees

Employees are expected to dress business casual during work hours. Bottoms may include neat jeans, pants or skirt. Skirts must be knee length or longer. Office employees must dress in a neat and well-presented manner at all times.

Prohibited Clothing

- Sheer, see-through or revealing clothing (including tops with bare back, midriff or strapless tops, tops with shoestring or halter straps, sheer or see through tights/leggings)
- Short (more than 10cm above the knee) or tight skirts and dresses
- Torn or frayed clothing, shirts with potentially offensive words, graphics or logos
- No torn or frayed Jeans, Sweat pants and shorts
- Beach dresses, shoestring or strapless dresses
- Muscle shirts, sleeveless shirts (men)
- Flip Flops or thongs (including dress thongs), ugg boots or slippers

Maintenance

All clothing worn should be clean and neatly pressed at all times.

IT, Internet, Email and Social Media Policies

Internet Use

The internet is provided by Meadow Heights Education Centre for business 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. 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. Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

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. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.

To protect Meadow Heights Education Centre 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 Meadow Heights Education Centre 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 or use another person's computer without permission.

5. Excessive private use, including mass mailing, “reply to all” etc. that are not part of the person’s duties, is not permitted.
6. 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 sub-contractors of Meadow Heights Education Centre 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

Meadow Heights Education Centre 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 sub-contractors of Meadow Heights Education Centre who contribute to or perform duties such as:

- maintaining a profile page for Meadow Heights Education Centre 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 Meadow Heights Education Centre;
- writing or contributing to a blog and/or commenting on other people’s or business’ blog posts for and on behalf of Meadow Heights Education Centre; and/or
- posting comments for and on behalf of Meadow Heights Education Centre on any public and/or private web-based forums or message boards or other internet sites.

Procedure

No employee, contractor or sub-contractor of Meadow Heights Education Centre is to engage in Social Media as a representative or on behalf of Meadow Heights Education Centre unless they first obtain Meadow Heights Education Centre’s written approval.

If any employee, contractor or sub-contractor of Meadow Heights Education Centre 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 Meadow Heights Education Centre.

All employees, contractors and sub-contractors of Meadow Heights Education Centre must ensure they do not communicate any:

- Confidential Information relating to Meadow Heights Education Centre 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 Meadow Heights Education Centre 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 Meadow Heights Education Centre and related bodies, clients or businesses, which is not in the public domain. This includes, but is not limited to information relating to {Insert examples}.

Private / Personal Use of Social Media

Procedure

Meadow Heights Education Centre 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 Meadow Heights Education Centre. However, inappropriate behaviour on such sites has the potential to cause damage to Meadow Heights Education Centre, as well as its employees, clients, business partners and/or suppliers.

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

All employees, contractors and sub-contractors of Meadow Heights Education Centre 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 Meadow Heights Education Centre or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of Meadow Heights Education Centre, or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to Meadow Heights Education Centre, or its clients, business partners or suppliers.

All employees, contractors and sub-contractors of Meadow Heights Education Centre 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 Meadow Heights Education Centre'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

Meadow Heights Education Centre 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

Meadow Heights Education Centre 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:

- introductions
- workplace tour
- OHS procedures and evacuation
- business overview
- who's who
- a working safely plan
- IT system orientation
- copy of the Fair Work Information Statement
- policy and procedural requirements, e.g. equal employment opportunity

Training and Development

Policy

Meadow Heights Education Centre 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.

Meadow Heights Education Centre commits to providing every employee with {X} training days annually.

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 Meadow Heights Education Centre 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

Meadow Heights Education Centre 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, Meadow Heights Education Centre 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, and enforce its use
- 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 their manager
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
- making sure PPE is maintained and working properly

Meadow Heights Education Centre 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 Meadow Heights Education Centre's 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 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.

Injury procedure

If there is an injury:

1. The first priority is medical attention. The injured worker or nearest colleague should contact one of Meadow Heights Education Centre's first aiders. 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. Meadow Heights Education Centre will let the injured employee know in writing that we have received notification of any injury or illness reported in the Register.

The manager must report serious injuries to WorkSafe immediately.

Smoking policy

Meadow Heights Education Centre has a non-smoking policy. Smoking is not permitted on Meadow Heights Education Centre property or in offices at any time.

Smokers who need to take breaks should do so in their allotted breaks (no more than 4 per day in addition to their lunch break). These breaks must be limited to 10 minutes from leaving the workplace to recommencing work. These breaks must not be taken at the entrance to Meadow Heights Education Centre offices. Excessive smoking breaks will be regarded as absenteeism and performance improvement action may be taken.

Alcohol and drugs policy

Meadow Heights Education Centre 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.

Meadow Heights Education Centre will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. Meadow Heights Education Centre 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.

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

Meadow Heights Education Centre, at times, makes alcohol available to staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the employee. 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 including contractors and covers all work-related functions and activities including external training courses sponsored by Meadow Heights Education Centre.

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

The objective of Meadow Heights Education Centre'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

Meadow Heights Education Centre 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.

Meadow Heights Education Centre 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.

Meadow Heights Education Centre 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 Meadow Heights Education Centre 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 Meadow Heights Education Centre 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 Meadow Heights Education Centre 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 Meadow Heights Education Centre 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 Meadow Heights Education Centre
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

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Leave

General leave policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Annual leave policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Personal (sick) leave policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Carer's leave policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Compassionate leave policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Long service leave policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Parental leave policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Time in lieu policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Leave without pay policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Jury duty policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

Emergency services leave policy

Refer to the current Neighbourhood Houses and Adult Community Education Centres Collective Agreement. (Refer to HR Manger for further information)

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

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

Meadow Heights Education Centre 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, Meadow Heights Education Centre 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, Meadow Heights Education Centre 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. Meadow Heights Education Centre 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. Meadow Heights Education Centre will only refuse such requests on reasonable business grounds.

Procedure

1. Meadow Heights Education Centre 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. Meadow Heights Education Centre 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 Meadow Heights Education Centre 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. Meadow Heights Education Centre will send the employee a letter of termination noting brief details.

Grievance complaints

Policy

Meadow Heights Education Centre 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, Meadow Heights Education Centre 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 Meadow Heights Education Centre.

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

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

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 Meadow Heights Education Centre to management
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by Meadow Heights Education Centre 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, Meadow Heights Education Centre 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 Meadow Heights Education Centre 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 Meadow Heights Education Centre. 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 Meadow Heights Education Centre using knowledge and/or materials gained during the course of employment with Meadow Heights Education Centre.

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 Meadow Heights Education Centre, 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 Meadow Heights Education Centre, including discoveries or inventions made in the performance of their duties related in any way to the business of Meadow Heights Education Centre, will remain the property of Meadow Heights Education Centre.

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 Meadow Heights Education Centre.

Employees must not:

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

Employees must act in good faith towards Meadow Heights Education Centre 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 Meadow Heights Education Centre may also pursue monetary damages or other remedies.

Environmental Best Practice

Policy

Meadow Heights Education Centre will comply with all local, state and federal laws and regulations on:

- disposing of hazardous waste (including EPA's list of prescribed industrial waste), trade waste (i.e. waste added to the sewer) and waste water
- safe handling, storage and transport of hazardous waste and dangerous goods
- noise
- land use
- air pollution and carbon emissions

Procedure

Meadow Heights Education Centre will set targets each year to increase energy and water efficiency, and seek opportunities for reducing and recycling waste. To do this, we will:

General

- investigate ways to reduce consumption or recycle waste
- publish monthly energy and water use on the staff notice board including savings made, and report on greenhouse gas emissions
- give preference to maintenance and other contractors using green products

Energy

- buy electrical and lighting systems rated as energy efficient
- use accredited GreenPower, either in part or whole

Water

- buy appliances rated as water efficient
- buy plumbing devices (e.g. taps) with built-in flow restrictors in kitchen and washing up areas, or add these to existing fittings

Waste

- look for opportunities to improve waste management. Sustainability Victoria has tips on [good waste management](#).

Meadow Heights Education Centre - 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 Meadow Heights Education Centre.

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 Meadow Heights Education Centre.

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: _____