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Plus Education HR Policies & Procedures Manual

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Plus Education HR Policies & Procedures

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Chapter 1: Recruitment & Selection

Recruitment and Selection

At Plus Education, we hire the best available people to perform each job. We select these people based on their skills, knowledge, abilities and attitude and make sure there is no discrimination on grounds unrelated to the requirements of the job.

Recruitment

When a position becomes vacant, and prior to posting an advertisement of the position, the Manager reviews the position, its position description, current wage level and the need for the position.

If the position is necessary, the Manager:

- notifies all team members of the vacancy and provides an opportunity for them to apply for the position, and/or
- advertises the position in appropriate media, and/or
- retains the services of a professional recruitment agency to assist in filling the position, and/or
- creates a selection pool for the position from applications held on file.

The Manager sends an “*Applicant Acknowledgement Letter*” to all applicants for positions.

No candidate will be illegally discriminated against based on their application, during their interview or other selection methodology.

Right to Work in Australia

It is a legal requirement that all team members have the right to work in Australia. If you are invited to an interview, you will need to demonstrate your right to work in Australia by providing an original of one of the following documents:

- Australia Passport,
- Australia Citizenship Certificate,
- a certificate of evidence of Australian Citizenship,
- a full Australian Birth Certificate, (the birth certificate must show that at least one parent was born in Australia. If it does not, and you were born after 20 August 1986, you will also be

required to provide one parent's current Australia Citizenship Certificate or Permanent Residence Visa), or

- a valid visa with permission to work.

All team members from overseas will have their work visas checked through the **Visa Entitlement Verification Online (VEVO) service**. A copy of your right to work document will be retained for your file if you are successful. If you are subsequently found not to have a legal entitlement to work within Australia, you will be instantly dismissed.

If you get a new Visa or become a permanent resident of Australia, you must notify Payroll as soon as possible, and give them evidence of the change.

Selection

The selection process seeks to identify the best candidate on merit. Ideally selection panels at Plus Education have two people on them, with at least one member of each panel trained in appropriate selection techniques. The Manager is part of all selection panels.

Selection panels set the relative importance of selection criteria, assess the merits of candidates against those criteria and assess the candidates' potential or ability to perform other duties.

The selection panel reviews all written applications and determines any applicants that they wish to interview. Panels assess applicant's suitability based on the key selection criteria and the roles and responsibilities set out in the position description. Questions only relate to the requirements of the job. Where there is only one candidate for a position, and they are assessed as being suitable for appointment, then interviewing the candidate is not mandatory.

Interviews may be conducted face-to-face or over the telephone. Where a phone interview results in the best candidate, the Manager will meet with the applicant before confirming the appointment.

Referees are checked for preferred candidate(s), to confirm previous roles and responsibilities and employment dates. Where possible, additional questions based on the key selection criteria are asked of referees.

Where appropriate, a range of selection methods may be used, such as short-listing based on information provided in applications, curricula vitae, resumes and written statements from applicants; structured interviews; role plays; job simulations; work samples; work performance and job knowledge tests; in-tray exercises; group assessment exercises and activities; and case-study presentations. Psychological testing is not used as part of the regular Plus Education selection processes.

The selection panel writes short notes about all interviewed applicants against the selection criteria. The Manager has the final delegation for all appointments at Plus Education.

After the Decision

The Manager contacts the approved candidate:

- offering them the position,
- finalising any contract negotiations,
- checking Immigration Law Compliance (if applicable),
- finalising details for any business cards (if applicable).

One member of the selection panel phones all unsuccessful interviewed candidates to inform them of the decision. The Manager arranges for letters to be sent to all candidates who applied, but were not interviewed.

All notes and files relating to selection processes are returned to the Manager at the completion of selection processes. They will forward all records to the Payroll Officer for appropriate filing and retention for twelve months, after which time they will be destroyed in accordance with Plus Education's Privacy Procedures.

The Manager prepares a contract for the approved candidate and arranges for it to be sent to them for signature before commencing with Plus Education.

The Manager arranges for, IT access, and business cards as appropriate.

Referee Checks by Other Companies

Only the Manager is permitted to respond to reference check requests by another employer or company for an existing or past team member. The Manager will confirm dates of employment, salary range and position held, responsibilities and accountabilities.

Unsolicited Applications

Occasionally people may drop their resumes into Plus Education in case positions become available in the future. Where this happens, please forward the resume to your Manager who will deal with the information in accordance with Plus Education's Privacy Procedures.

Work Experience & Internships

Plus Education offers limited short-term unpaid work experience placements and internships for students undertaking further education. These roles are intended to benefit the individual more than Plus Education, and are one of the ways that Plus Education gives back to our community.

Placements are designed primarily to provide work experience for the individual and are not designed to fill work gaps or to perform duties that would or might otherwise be done by paid team members. The expectations for these placements are that the individual will observe our team members and gain exposure to a work setting.

Individual Expectations

Individuals on a placement are expected to:

- attend the Plus Education workplace on the required days, at times negotiated with their supervisor,
- observe the rules and regulations of Plus Education
- ensure that behaviours do not endanger their own health and safety and that of fellow team members or others,
- wear appropriate safety clothing and abide by Workplace Health & Safety procedures,
- notify their school/ training institution of any grievance or dispute with the placement, and
- notify their school/ training institution and their supervisor of any absence from the workplace before the absence.

Management Expectations

Supervisors of work experience individuals and interns are expected to ensure individuals are:

- always supervised,
- aware of all Workplace Health and Safety risks,
- inducted to Plus Education's expectations and policies prior to commencing their placement,
- fully covered by work experience or intern insurance from their relevant educational institution before commencing their placement with Plus Education, and
- provided with meaningful work that exposes them to a wide range of workplace experiences.

Induction

At Plus Education we invest time and resources to help each new team member learn about us and what we do, so they quickly become high performing team members. There is no second chance at a first impression.

We take seriously our obligation to ensure all our team members understand our systems, procedures and safe system of work. This includes all staff, volunteers, casuals or contractors, even if they are only on-site for one shift.

Prior to Team Members Commencing

The Manager ensures that:

- they notify all team members of the commencement of a new team member,
- if the person is to have a desk, that the desk is clear and stocked with stationery,
- all forms for induction are organised,
- they have time to complete the person's induction on the first day of employment,

Casuals, Volunteers & Contractors

All casuals, volunteers and contractors will receive a brief induction before commencing their first shift.

Probation

Probationary Period

All new team members who are under the high income threshold complete a probationary period of six months at the commencement of their employment.

During this time both you and Plus Education work out if there is a good match for the position, if you are happy in the role, if your performance and conduct is satisfactory and if employment should be continued.

You will accrue sick leave and annual leave during your probationary period. You are entitled to any public holidays that occur during the probationary period (if you are a full-time or part-time team member).

During your probationary period, you will take part in regular Performance Reviews with your Manager. A final Performance Review will be conducted prior to the end of the probation to assess whether you have successfully completed your probation.

Probation Performance Reviews help to:

- ensure you have been given adequate induction information and are familiar with key aspects of Plus Education,
- encourage you to critically appraise your own work and performance,
- give you constructive feedback on your work and performance,
- identify issues that may be impacting on your ability to perform your job,
- clarify your position description,
- determine any development or support needs,
- set clear performance expectations and goals, and
- give both you and Plus Education the opportunity to review your suitability for the position, and if employment should be continued.

Before the Meeting

Before the meeting, both you and your Manager are to:

- re-read your position description and identify any areas for discussion or clarification,
- think about any matter you want to discuss that you haven't already done so, or where you may need further clarification,

At the Meeting

Your Manager will ask you to go through your own assessment of your performance, and then will share with you their perspective of your areas of strength and areas for growth.

You will be given the opportunity to discuss any questions you may have about your role or working with Plus Education.

Re-hired Team Members

If you are re-hired to the same position after a break in service of less than one (1) year, you are not required to serve a new probationary period, unless the break in service occurred during the probationary period of your previous appointment.

If you are hired for a different position after any break in service, or to the same position after a break of one (1) year or longer, you are required to serve a complete probationary period.

Probation Termination

If you are a full-time or part-time team member, at any time during the probationary period your employment relationship can be terminated without cause by either you or Plus Education with notice of one (1) week or one (1) week's pay in lieu of notice.

Chapter 2: Conditions of Employment

Employment Type

All team members within Plus Education are employed as full-time, part-time, volunteers, casual or contract team members. The maximum ordinary hours you will work in any one shift, no matter your employment type, will be ten hours.

For precise definitions of the types of employment, see your relevant Industrial Award or Agreement.

Full-time Team Members

Work an average of a 38-hour week over a four-week period, with reasonable additional hours as required. Although the actual hours of work may vary from week to week, with some weeks greater than 38 hours and other weeks less, you will not work more than 152 ordinary hours in any four-week period.

Part-time Team Members

Work less than 38 hours a week on regular shifts. The ordinary hours of work for a part-time team member are set with you when you are hired, and will be set between six hours per week and 38 hours per week, averaged over a four-week period. This means that your actual hours of work may vary from week to week, with some weeks greater than 38 hours and other weeks less. However, you will not work more than your number of set ordinary hours in a four-week period.

Casual Team Members

Work on an irregular rostered basis, with shifts of no less than 3 hours' duration. Casuals are not guaranteed regular employment and are not entitled to sick leave or annual leave. They are paid an additional loading to compensate them for these disadvantages (with the loading amount specified in the relevant Industrial Award or Agreement). A casual team member will be engaged to work on an hourly basis at any time and on any day of the week up to a maximum of 38 hours per week.

Contract Team Members

Can be either full-time or part-time and are only employed for a fixed time period or project.

Job-Sharing / Permanent Part-time Work

You may be eligible for job-sharing under our job-sharing policy. Job-sharing is a particular kind of permanent part-time work where one full-time job is divided between two or more people, each of whom works an agreed portion of the job and shares responsibility for the total workload. If parties to a job-sharing arrangement cannot reach agreement on hours to be worked, then Plus Education may prescribe the hours.

If you choose to job share, you are a part-time team member and are entitled to all the benefits and conditions available to part-time team members.

The duties and responsibilities for job-sharers may be split either vertically (each job-sharer performing all the duties and responsibilities on a part-time basis), or horizontally (each job-sharer is given defined duties and responsibilities).

Team members sharing a job must be able to work as a team and communicate effectively to ensure the work is performed in an efficient and timely matter.

For the job to be effectively performed, communication between job-sharers, their Manager, and other team members is crucial to ensure that tasks are performed on time and without duplication. Poor communication can result in the arrangement falling apart and may result in poor productivity.

If you are interested in job-sharing, please talk with your Manager to discuss if this is possible, and then both you and your Manager will try to find another interested job-sharer.

Volunteer Team Members

Work on an irregular rostered basis, with shifts of no less than 3 hours' duration. Volunteers are not guaranteed regular employment and are not entitled to sick leave or annual leave. A volunteer team member will be engaged to work on an hourly basis at any time and on any day of the week up to a maximum of 38 hours per week.

Flexible Working Arrangements

We comply with *Division 3 of the National Employment Standards* which allows certain categories of team members the right to request flexible working arrangements.

You are eligible to request flexible working arrangements if you:

- are a parent or guardian of a child who is school age or younger,
- are a carer,
- have a disability,
- are 55 years old or older,
- are experiencing family or domestic violence, or
- are caring for or supporting an immediate family or household member who requires care or support because of family or domestic violence.

You can request changes such as: changes in your hours of work, patterns of work or changes to the location of your work.

Options for Flexible Working Arrangements

Flexible work options which may be considered by Plus Education include:

- permanent part-time work,
- graduated return to work (for team members returning from parental leave), e.g. the team member returns part time and then builds up to full-time work,
- flexible start and finish times for team members to accommodate child care and school pick-up requirements,
- flexible rostering such as working split shifts,
- job-sharing - where two or more team members share one full-time position, each working on a part-time basis,
- working from home,

- purchased leave (48/52 leave) – where team members take an additional four weeks leave per year by adjusting their salary to 48 weeks paid over the full 52 weeks,
- compressed hours – where the team member works additional daily hours to provide for a shorter working week or fortnight.

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

Team members utilising flexible work practices will be treated no less favourably than any other team member. Flexible working is not a barrier to promotion or supervisory responsibilities.

Compressed Hours of Work

Compressed hours of work are flexible working arrangements where you can work your standard fortnightly hours in fewer days and have access to a regular accrued day off. For example, you may work 76 hours over nine days, allowing you to take the tenth day off each fortnight as an accrued day off.

Not all positions are suitable for a compressed hour of work arrangement and factors such as your work unit needs; your personal safety and security when leaving late or arriving early; and your personal family and care responsibilities will be considered before granting any request.

Requesting Flexible Working Arrangements

Flexible working arrangements are assessed on a case by case basis. If you would like to request a flexible working arrangement:

- If you are not a casual team member, you need to have completed at least 12 months' continuous service with us before making your request.
- If you are a casual team member, you need to have been working regular and systematic shifts for at least 12 months before making your request, and have a reasonable expectation of continuing employment with us on a regular and systematic basis.
- You need to make your request in writing, setting out the details of what you are looking for and the reasons for the change.
- We will respond to your request in writing within 21 days, letting you know if we agree or refuse your request on reasonable business grounds. If we refuse, we will include the reasons for our refusal so you know where you stand.

All requests will be handled with the strictest confidence and your personal individual circumstances will not be disclosed to anyone who does not have a specific need to know.

We will conduct regular progress reviews with you to make sure that the arrangement works for both you and our business.

Pays & Pay Records

We know the importance of pays and pay records, so strive to make them 100% accurate, easy to understand and on time, every time.

Wages are paid electronically into your account every fortnight on Tuesday, in arrears. Deductions can be made from your pay to other accounts if you require. Details of your pay appear on your pay-slip which is distributed by the Payroll Officer.

Superannuation is paid at the current superannuation guarantee contribution level, to the fund chosen by you.

You can find a full copy of each Industrial Award or Agreement covering our team members on our notice board.

Tax File Numbers

If you do not have a Tax File Number or can't find your Tax File Number, then you should complete a *Tax File Number Application/Inquiry Form* and send it to the Tax Office. Once you have obtained your tax file number, you must then inform your Manager who will forward your Tax File Number to the Payroll Officer.

Unless the Payroll Officer receives your Tax File Number within 28 days from your start date, then tax at the highest tax rate will be deducted. If you have completed the *Tax File Number Application/Enquiry Form*, please mark it on your *Team Member Details Form*. If you have not provided your Tax File Number and have not completed a *Tax File Number Application/ Enquiry Form*, you will be taxed at the highest tax rate.

Salary-Sacrifice

Subject to meeting all necessary legislative requirements, you and Plus Education may agree to substitute non- cash benefits in lieu of a proportion of your wages. You may apply to Plus Education to have your gross salary reduced by an amount nominated by you as a salary-sacrifice contribution for your benefit.

You must complete the application form provided by The Payroll Officer. Your Manager must approve your salary-sacrifice application form before your salary is adjusted for salary-sacrifice contributions.

You will receive your post salary-sacrifice cash salary for periods of annual leave, long-service leave, and other periods of paid leave, provided the salary-sacrifice contribution is paid.

Should changes occur in tax law or practice, such that Plus Education incurs a cost or expense under or in respect of salary-sacrifice agreements, such agreements will cease to apply on Plus Education giving one month's notice.

If other changes occur which affects your salary-sacrifice, you may, upon one month's notice in writing, terminate or vary the salary-sacrifice agreement.

Payroll Processing

Your new team member contract, employment forms and your tax declaration must be completed and submitted to the Payroll Officer prior to the pay cut-off date – **otherwise you will not be paid.**

Payroll Queries

If you have any questions about your pay or your payslip, first raise them with your Manager.

Claiming Work Related Expenses

- If you have a work related expense for which you want to claim a reimbursement, these expenses need to be detailed on an *Expenses Form* and authorised by your Manager.
- You need to attach all relevant receipts to the *Expenses Form*.
- The completed *Expenses Form* is to be handed to your Manager for processing.

Records for Team Members (Fair Work Act Regulations)

Industrial Relations legislation requires that the following records must be kept for each team member (for a period of seven years):

- basic employment details such as the name of the employer and the team member,
- commencement date,
- the nature of your employment (e.g. part-time, full-time, permanent, temporary or casual),
- pay,
- overtime hours,
- averaging arrangements,

- leave entitlements,
- superannuation contributions,
- termination of employment (where applicable), and
- individual flexibility arrangements and guarantees of annual earnings.

What is Included in Your Pay Slip? (Fair Work Act Regulations)

Plus Education issues you with a pay slip that includes:

- Plus Education 's legal and/or trading name,
- Plus Education 's Australian Business Number,
- your name,
- the pay period to which the pay slip relates (beginning and end dates),
- the date on which the payment to which the pay slip relates was made,
- the gross amount of the payment,
- the net amount of the payment, and
- any amount paid to you that is a bonus, loading, allowance, penalty rate, incentive-based payment or other separately identifiable entitlement.

If an amount is deducted from the gross amount of the payment, your pay slip will also include the name, or the name and number, of the fund or account into which the deduction was paid.

If you are paid at an hourly rate of pay, your pay slip will also include:

- the rate of pay for your ordinary hours (however described),
- the number of hours in that period for which you were employed at that rate, and
- the amount of the payment made at that rate.

If you are paid at an annual rate of pay, your pay slip will include the rate as at the latest date to which the payment relates.

If we have made any deductions for you, we will include the name of the deduction, or the name and number of the fund or the account of each deduction.

Plus Education issues a pay slip, either electronic or on paper, containing the above information to you within one day of the payment of wages.

Leave Records

If you are entitled to leave, your records will include both:

- leave taken (if any), and
- the balance of your entitlement to that leave.

If you and Plus Education have agreed to cash out an accrued amount of leave, we will keep a:

- a copy of the agreement to cash out the amount of leave, and
- a record of the rate of payment for the amount of leave cashed out and when the payment was made.

Superannuation Contributions Records

If we have made superannuation contributions for your benefit, we will keep records of:

- the amount of the contribution made,
- the dates on which the contribution was made,
- the period over which the contributions were made,
- the name of any fund to which a contribution was made,
- the basis on which Plus Education became liable to make the contribution, including a record of any election you made (including the date) to have your superannuation paid into a particular fund.

Individual Flexibility Arrangement Records

If you and Plus Education agree in writing to an individual flexibility arrangement, we will keep a record of:

- a copy of the agreement,
- a copy of any notice or agreement terminating the flexibility agreement.

Guarantee of Annual Earnings Records

If Plus Education gives a guarantee of annual earnings under the *Fair Work Act*, we will make and keep a record of:

- the guarantee,
- the date of any revocation of the guarantee (where applicable).

Termination Records

Where the employment has been terminated, we will keep a record of:

- whether the employment was terminated by consent, by notice, summarily, or in some other manner (specifying the manner), and
- the name of the person who terminated the employment.

Access to Pay Records

Industrial Relations legislation provides for team members and former team members to have access to the time and wages records of their own employment.

You are permitted to inspect and copy time and wages records pertaining to your own employment.

Privacy of Personnel Files & Pay Records

We believe in openness and honesty in our dealings with you. Our Payroll Officer maintains all team member records. No other personnel file is kept without your knowledge and approval.

Team Member Privacy

We treat as private and confidential your team member records including your health information and personal information relating to your:

- engagement, training, disciplining, resignation or termination of employment,
- terms and conditions of employment,
- performance or conduct, hours of employment, salary or wages, personal and emergency contact details,
- membership of a professional or trade association or trade union membership,
- recreation, long service, sick, maternity, paternity or other leave, or
- taxation, banking or superannuation affairs.

Generally, no-one can access your information other than you, your employer and the Payroll Officer. However, Industrial Inspectors, union officials, law enforcement agencies, investigative bodies or government agencies may be able to access your records (including personal information), to determine if there has been a contravention of laws. Plus Education will take reasonable steps to keep personnel files confidential to the extent permitted by law.

Personal information may also be disclosed where it is considered necessary to prevent or lessen a serious and imminent threat to life or health of an individual or other person.

Except for routine verifications of employment dates and most recent job title, no information from your personnel file will be released to the public, including the press, without a written request for specific information or your specific approval.

Storing Personal Information

We will take all reasonable steps to ensure that we hold and store your personal information in a secure environment to protect it from loss, unauthorised access, modification, disclosure or other misuse.

No copies of your personal information will be kept or stored locally or by your manager if there is no direct business need for the information.

However, no data transmission across email or the internet can be guaranteed to be 100% secure. While we strive to protect your personal information from misuse, loss and unauthorised access, we cannot guarantee the security of any information you transmit to us or receive from us across the internet or via email. These activities are conducted at your own risk. Once we receive your transmission we make our best effort to ensure its security.

Retaining Your Information

We will only store your personal information for as long as the information is required to support the reason it was collected, or to ensure compliance with legislative requirements (e.g. minimum retention requirements under Industrial Relations and Taxation legislation).

When your information is no longer needed, it will be destroyed in a safe and confidential manner (whether in digital, paper or other format).

Outsourcing & Contracting Services

Plus Education uses external contracting agencies to provide services such as recruitment, health and medical, training, superannuation and human resource management services. All external contracting agencies are required to fully comply with Plus Education 's privacy policies in relation to use, access, disclosure, copying, retention, ownership and disposal of records and files.

Accessing Your Personnel Files & Records

Team members and former team members have a right to access personal information held about them by Plus Education.

Supervised access will be granted upon request unless:

- it is determined that access would pose a serious threat to the life or health of any individual,
- access would breach the privacy of another individual,
- access is not permitted by any law or court order,
- it is determined that access would prejudice enforcement activities breaches of law, or

- it is determined that access would prejudice investigations and dispute resolution proceedings.

If your request for access is refused, we will provide you with written reasons for the decision.

Updating Your Personnel Files

It is your responsibility to notify the Payroll Officer of any change to your:

- address,
- telephone number,
- email address,
- number and names of dependants,
- emergency contact details,
- essential licensing details (e.g. driver's licence if required for work, trade licence)
- bank details, and
- any critical health information potentially impacting on your employment.

Privacy Complaints

Complaints relating to the management of your personal information should be made using Plus Education's complaints procedures.

Privacy & Confidentiality

We respect your privacy and the privacy of our clients. Plus Education requires you to sign a confidentiality clause in your agreement as a condition of employment, due to the possibility of gaining access to information which is confidential and/or intended for Plus Education use only.

You are required to maintain such information in strict confidence. This protects the interests of Plus Education in the safeguarding of confidential, unique and valuable information from competitors or others.

Should an occasion arise in which you are unsure of your obligations under this policy, it is your responsibility to consult with your Manager. Failure to comply with this policy could result in disciplinary action, up to and including termination.

You can help protect confidential information, which may include trade secrets, customer lists and Plus Education financial information, by taking the following precautionary measures:

- discussing work matters only with other Plus Education team members who have a specific business reason to know or have access to such information,
- not discussing work matters in public places,
- monitoring and supervising visitors to Plus Education to ensure that they do not have access to company information,
- being cautious of wearable devices inadvertently (or deliberately) recording or capturing information,
- shredding hard copies of documents containing confidential information that have not been filed or archived, and
- securing confidential information in desk drawers and cabinets at the end of every business day.

The protection of confidential business information and trade secrets is vital to the interests and success of Plus Education. Such confidential information includes, but is not limited to, the following examples:

- wages details,
- financial information,
- marketing strategies,

- pending projects, tenders and proposals,

- proprietary production processes,
- personnel/payroll records,
- new inventions or processes,
- business award nominations or successes, and
- conversations between any persons associated with the company.

Your cooperation is particularly important because of our obligation to protect the security of our clients and our own confidential information. Use your own judgement and common sense, but if at any time you are uncertain as to whether you can properly divulge information or answer questions, please ask your Manager.

Intellectual Property

Any materials, products or research produced in the course of your employment with Plus Education, including any program, strategy or system you develop during your employment, remain the property of Plus Education. Any copyright or merchandising rights to such work is the sole and exclusive property of Plus Education.

This also means that you cannot use, take, replicate or share company resources or information for personal gain or private use.

Outside Employment

We believe that while at Plus Education you will give 100% of your best endeavours and skill to your job. You shall not, directly or indirectly, engage in any outside employment or financial interest, which may conflict with the best interests of Plus Education or interfere with your ability to perform your assigned job functions.

Examples include but are not limited to, outside employment which:

- is conducted during your regular work hours,
- uses Plus Education telephones, computers, supplies or any other resources, facilities or equipment,
- is employed with a firm that has contracts with or does business with Plus Education, and
- may reasonably be perceived as a conflict of interest.

Outside employment that constitutes a conflict of interest is prohibited. You may not receive any income or material gain from individuals outside the organisation for materials produced or services rendered while performing your job functions.

If you are engaged in outside employment which conflicts with the requirements of this section, you must either resign from such outside employment or your employment will be terminated upon refusal to resign.

Leave

We understand that you need to have regular breaks throughout the year to keep you refreshed. We also understand that things happen in life, which means you may need to take unexpected time away from work.

Annual Leave

Every team member (other than a casual team member) is entitled to annual leave on full pay as outlined in your relevant Industrial Award or Agreement

One-month notification, in writing, is required to take annual leave.

It is a policy of Plus Education that leave is taken in the year in which it falls due. Annual Leave should not accrue beyond a total of six weeks.

Plus Education will, wherever possible, take into account your wishes when determining the dates for annual leave. However, Plus Education can require you to take accrued holidays at any time, with one (1) months' notice.

Personal Leave (Including Sick Leave, Carer's Leave etc.)

Personal/ Carer's leave is:

- paid leave (Sick Leave) taken by you because you are unfit for work because of a personal illness, or personal injury affecting you (including pregnancy related illnesses), or
- paid or unpaid leave (Carer's Leave) taken by you to provide care or support to a member of your immediate family, or a member of your household, who requires care or support because of:
 - a) a personal illness, or personal injury, affecting them, or
 - b) an unexpected emergency affecting them.

Details of the provisions of Personal Leave are outlined in your relevant Industrial Award or Agreement.

Applying for Leave

All absences from work must be recorded and submitted on the *Leave Application Form* available from your Manager. Applications for leave must be forwarded to the Payroll Officer through your Manager in sufficient time to allow for roster coverage if necessary. You must apply for annual leave a minimum of four weeks prior to taking the leave, unless there are special circumstances.

In the event of an urgent matter, you must personally inform your Manager by phone no later than one hour after the start of work indicating the reasons and your expected period of absence (e.g.: you can't have your mother, father or friend call unless you are in hospital). If the leave has been approved, a *Leave Application Form* must be submitted when you return to work.

If it appears that a pattern is developing of your absences falling mainly on Mondays and Fridays, your Manager will meet with you to discuss your reasons why your absences seem to occur on those particular days.

Documentary Evidence Required

If Sick Leave either exceeds two (2) working days, or is on the day before or after any public holiday, you are required to present either:

- a medical certificate from a registered health practitioner, or
- if it is not reasonably practicable for you to give your Manager a medical certificate – a statutory declaration made by you.

If Carer's Leave either exceeds two (2) working days, or is on the day before or after any public holiday, you are required to present either:

- if the care or support is required because of a personal illness or injury of your immediate family or household, a medical certificate from a registered health practitioner, or
- if the care or support is required because of an unexpected emergency affecting your immediate family or household – a statutory declaration made by you.

A *Leave Application Form* must be completed immediately upon your return to work. Failure to provide such documentary evidence may result in the non-payment of the working days in question.

Study Leave

Plus Education encourages you to further develop your knowledge and skills, and will grant you a maximum of two days' study leave (one day for preparation and one day for examinations) per year for work-

related study that has been approved by your Manager. This leave is fully paid. Any additional leave required must be taken as annual leave.

Compassionate Leave

You are entitled to two days of compassionate leave for each occasion when a member of your immediate family, or a member of your household:

- contracts or develops a personal illness that poses a serious threat to their life, or
- sustains a personal injury that poses a serious threat to their life, or
- dies.

Compassionate leave is unpaid leave for casuals. For more information, see your relevant Industrial Award or Agreement.

Eligible Community Service (Including Jury Duty & Voluntary Emergency Management)

You are allowed leave to attend Jury Duty or when carrying out voluntary emergency management activities (such as the SES or Country Fire Authority).

For Jury Duty (and if you are not a casual), you are paid the difference between the jury fees received and your ordinary time earnings as if you were working (capped at 10 days).

To be paid you need to provide proof of:

- your requirement to attend Jury Duty,
- actual attendance, and
- jury fees received for such service.

You are required to give your Manager notice of requirement to attend Jury Duty as soon as practicable after receiving the notification to attend for Jury Duty.

If you will be absent due to Voluntary Community Service activity, please phone your Manager as soon as you are able to, to let us know where you are and how long you expect to be away. On your return we will need some form of evidence such as a note from the SES leader or Country Fire Authority leader.

For more information, see your relevant Industrial Award or Agreement.

Leave Without Pay

You may request leave without pay. Approval of such leave only occurs in unusual circumstances and is generally of a short duration. Generally, you are required to have exhausted all your other leave entitlements before leave without pay will be granted. Any extended periods of leave without pay are solely at the discretion of your Manager.

Long-Service Leave

You are entitled to long service leave in accordance with the relevant legislation.

Public Holidays

You are entitled to a day off on public holidays, and if you would usually have worked on that day, you are entitled to be paid for your ordinary hours of work on that day.

You may be reasonably requested to work on a public holiday. Before we request you to work a public holiday, we will take into account the nature of work you perform, your personal circumstances (including family responsibilities) and how much notice we gave you. You are entitled to refuse to work if our request is unreasonable or if our reason for refusing your request is unreasonable.

Christmas Closedowns

Plus Education closes down for the period between Christmas and New Year's Day. All team members will be required to take annual leave during this period. This period of leave will be deducted from your accrued leave entitlement.

If you have not yet accrued sufficient leave to cover the closedown, you can choose to either:

- be credited with annual leave in advance. You will then be required to take the advanced leave during the close down, or
- take unpaid leave (remembering that you cannot be directed to take unpaid leave).

Where a Public Holiday falls on a day you would have ordinarily have worked during the Christmas close down, you will not be paid annual leave for that day. Instead, you are entitled to be paid your base rate of pay for ordinary hours that would have been worked.

Parental Leave

Full-time and part-time team members who have had at least 12 months' continuous service are entitled to 12 months of unpaid parental leave (which includes adoption leave and special maternity leave). They can also request an additional 12 months of leave.

In addition, long-term casual team members (i.e. casual team members who have been engaged by Plus Education on a regular and systematic basis for at least 1 year), are entitled to take parental leave and special maternity leave.

Casual team members who are not long-term casuals are not entitled to parental leave or special maternity leave.

For full details of Parental Leave requirements, see your relevant Industrial Award or Agreement and the Fair Work Ombudsman.

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/parental-leave-and-related-entitlements> .

You must notify the Payroll Officer of any changes to your contact details, including your address while on parental leave.

During Parental Leave

Even though you may be on Parental Leave, you will continue to be protected against discrimination as a team member under the terms of our Discrimination Policy.

Plus Education respects that some team members do not want any contact while on leave, and others do. Your manager should discuss you what sort of communication you would like while on leave, and record this agreement.

While you are on unpaid parental leave, Plus Education will ensure that you are considered and kept informed of significant changes that may occur in the business.

Where a decision will have a significant effect on the status, pay or location of your pre-parental leave position, Plus Education will take all reasonable steps to inform you and discuss the effect of the decision. During any restructures, team members on parental leave will be treated no less favourably than other team members and will be kept informed of the process.

If you have applied for less than 52 weeks' unpaid parental leave, you can extend the period of leave once to take the total leave up to a maximum of 52 weeks. You must give at least four weeks' notice

prior to the end date of the original leave period. A period of unpaid parental leave may be reduced by agreement between you and Plus Education.

You can resign while on parental leave but you must give the required notice of resignation as set out in your award/agreement.

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

Your position may be filled on a temporary basis while you are on leave. Plus Education will notify the replacement team member that their employment in this role is temporary and that you have the right to return to the position.

Special Maternity Leave

Female team members who are eligible for parental leave can take special unpaid maternity leave if they can't work because:

- they have a pregnancy related illness, or
- their pregnancy ends for reason other than the birth of a living child within 28 weeks of their expected due date.

Unpaid special maternity leave continues until your doctor certifies that you are fit to return to work. Special maternity leave does not affect your ability to take parental leave.

Parental Leave (Maternity / Paternity / Adoption leave)

Parental leave is unpaid leave and includes:

- leave for the birth of a child to a pregnant team member,
- leave for the birth of a child of team members spouse, and
- leave for the adoption of a child.

Parental leave is unpaid leave and is available for you to be the child's primary care giver.

Paid Parental Leave

The Paid Parental Leave scheme provides a maximum of 18 weeks government funded Parental Leave Pay paid at the National Minimum Wage for working parents who become a primary carer through birth or adoption.

Working parents who are full-time, part-time, self-employed, casual, contract, and seasonal team members, have access to Parental Leave Pay if they meet the eligibility criteria.

You may be eligible for Parental Leave Pay if you:

- are the primary carer of a newborn child or the initial primary carer of a recently adopted child,
- are an Australian resident,
- have received an individual adjusted taxable income of \$150,000 or less in the financial year prior to the date of birth or adoption, or date of claim (whichever is earlier),
- are on leave or not working from the time you become the child's primary carer until the end of your Paid Parental Leave period, and
- meet the work test.

To meet the Paid Parental Leave work test, you must have:

- worked for at least 10 of the 13 months prior to the birth or adoption of your child,
- worked for at least 330 hours in that 10-month period (just over one day a week) with no more than an eight-week gap between two consecutive working days.

A working day is a day you have worked for at least one hour.

There are some exceptions to the work test if you cannot meet it due to pregnancy complications and/or premature birth.

You do not need to be working full-time to be eligible for Parental Leave Pay. You may meet the work test even if you:

- are a part-time, casual or seasonal team member,
- are a contractor or self-employed,
- work in a family business such as a farm,
- have multiple employers, or

- have recently changed jobs.

Talk to the Department of Human Services to find out if you are eligible for Parental Leave Pay.

What does the Paid Parental Leave scheme mean for Plus Education?

While Parental Leave Pay is government funded, in most cases the money will be paid to you by Plus Education through our normal payroll system.

We provide Parental Leave Pay to an eligible team member who:

- has a child born or adopted from 1 July 2011,
- has been our team member for 12 months or more prior to the expected date of birth or adoption,
- will be our team member for the Paid Parental Leave period,
- is an Australian-based team member, and
- is expected to receive eight weeks or more of Parental Leave Pay. (If you are eligible for less than eight weeks pay, or you have been with us for less than 12 months, then the Department of Human Services will pay you directly).

The Paid Parental Leave scheme provides Parental Leave Pay that can be received before, after, or at the same time as your paid leave such as annual leave and/or maternity leave.

You can nominate when you want to receive your Parental Leave Pay, however it must be taken in one continuous 18-week period. To receive the full 18 weeks of Parental Leave Pay, your nominated start date needs to be within 34 weeks of the birth or adoption of your child.

For more information about the Parental Leave Scheme, contact your nearest Department of Human Services Office.

Keeping in Touch Days

To help you return to work after parental leave, team members may participate in paid work activities for up to ten Keeping in Touch Days between the time you become your child's primary carer and the end of your Parental Leave period.

You cannot take part in a Keeping in Touch Day within the first two weeks following the birth or adoption of your child.

Keeping in Touch Days are designed to help you:

- transition back into the workforce,
- refresh your skills,
- become familiar with new or updated processes, or
- be involved in forward planning discussions or a meeting that may affect your role.

All work performed on a Keeping in Touch day counts as service and is paid through our normal payroll system.

Dad & Partner Pay

If you are an eligible working dad or partner, you are entitled to up to two weeks of government-funded pay at the rate of the National Minimum Wage when you are on unpaid leave from work or are not working.

To be eligible for Dad and Partner Pay, you need to be one of the following:

- biological father of the child,
- partner of the birth mother,
- adopting parent,
- partner of the adopting parent,
- parent in a surrogacy arrangement,
- partner of a parent in a surrogacy arrangement,
- same-sex partner of:
 - the birth mother,
 - biological father, or
 - the adopting parent.

And you:

- are an Australian resident,
- provide care for a child born or adopted from 1 January 2013,

- have an individual taxable income of \$150,000 or less in the financial year either before the date of your claim or the date your Dad and Partner Pay period starts (whichever is earlier),
- meet the work test, which requires you to have worked for:
 - at least 10 of the 13 months prior to the birth or adoption of your child,
 - at least 330 hours in that 10-month period (just over one day a week) with no more than an eight-week gap between two consecutive working days, and
- are on unpaid leave or not working during your Dad and Partner Pay period.

For more information about the Dad and Partner Pay Scheme, or to make a claim, contact your nearest Department of Human Services Office.

Pregnancy

Advising of Pregnancy

Plus Education encourages you to inform your manager of your pregnancy as soon as possible. However, we respect that you may not wish to advise us of your pregnancy earlier than the minimum notice period.

We also respect your wishes regarding when it is appropriate to tell colleagues about the pregnancy.

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

Harassment While Pregnant

Plus Education is committed to ensuring the safety of pregnant team members and considers harassment, bullying and discrimination to be unacceptable behaviour and subject to our discipline provisions.

Safety While Pregnant at Work

Plus Education understands pregnancy to be a healthy and normal process and recognises that women have different experiences. When you notify your manager that you are pregnant, the manager will ask you to let them know if you experience any changes to your work capacity during the pregnancy. Your manager and you will then discuss what is needed to keep you safe at work and adjustments will be made 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 your safety at work, and will be considered on a case-by-case basis.

Transfer to a Safe Job

If you are pregnant and it is not safe for you to do your normal job, you will be transferred to an appropriate safe role on your identical rates of pay and hours. With your agreement, we may also agree for you to work different hours.

If you would like to request a transfer to a safe job:

- You need to make your request in writing, setting out the details of what you are looking for

and the reasons for the change.

- You need to attach a copy of your medical certificate stating that you are fit to work but can't perform the functions in your normal role.

If there is no safe job suitable, and you are eligible for parental leave, you are entitled to paid "no safe job" leave at your normal base rate of pay until the end of your medical certificate or until your pregnancy ends. If you are not eligible for parental leave, you are entitled to unpaid "no safe job" leave.

Working Until the Birth

You may work until the expected date of birth of your child.

If you wish to continue working in the last six weeks of your pregnancy, you will need to provide a medical certificate confirming you are fit to work.

If the medical certificate indicates you are not fit for work, you may be required to start parental leave or take a period of unpaid leave.

Return to Work

If you have agreed to contact by us during your leave, then towards the end of the leave period, your manager will be in touch to confirm your intention to return on the agreed date. You may also may want to discuss any requests for flexible work arrangements at this time.

You need to provide four weeks' notice if you want to extend your leave beyond the return date that was initially advised.

You have the right to return to the job you held prior to going on leave. If that position no longer exists, you will be given another available position of a similar status and remuneration to the position you held prior to going on leave.

If you were placed in a safe work position prior to leave, you are entitled to return to the position you held immediately before the safe work position.

If your pre-parental leave position no longer exists, Plus Education will follow its redeployment and redundancy procedures to determine if a suitable alternative position is available.

Breastfeeding at Work

Plus Education aims to understand and support mothers in the workplace, including accommodating breastfeeding as much as possible e.g. providing a private space.

Please discuss your needs with your manager and Plus Education will endeavour to make a private space available or other arrangements made by agreement. Depending on your duties this may include cover while you are away from your workplace.

Family Friendly Provisions

We believe in the importance of work/life balance for our team members, so we:

- take into account your family responsibilities when rostering,
- recognise the impracticality of working excessive overtime,
- allow reasonable personal phone calls where appropriate,
- are receptive to requests for leave during school holidays, and
- meet reasonable expenses for additional child/family care arrangements made necessary if you agree to work hours in excess of ordinary hours, overtime, or during previously approved leave.

Friends & Family Visits

Visits by friends and family to you at work should be minimised. Try and arrange any visits to coordinate with scheduled breaks. Under no circumstances are friends or family members permitted behind the counter or in non-public work areas.

Children at The Workplace

We understand the need to balance the needs of our team members to manage their family responsibilities, while also ensuring that we take reasonable steps to protect our work environment and the safety of our team members and clients.

We recognise that there may be unforeseen or exceptional circumstances where you require dependent children to accompany you to work.

Before bringing children to our workplace, we need you to:

- Make all reasonable attempts to arrange alternative childcare, or take advantage of our flexible working arrangements or leave options.
- Request approval from your supervisor before you arrive at the workplace.
- Not bring sick/ill or infectious children to our workplace so as not to expose other team members or our clients to potential illness.

If you are permitted by your supervisor to bring your child to the workplace, you need to supervise your child at all times and ensure that your child does not cause significant disturbance to other team members or the workplace.

You are not to give your child access to "restricted areas" or areas that are dangerous such as workshops, places where machinery is used.

If your child becomes disruptive or is not being adequately supervised, we may ask you to take appropriate leave, and remove your child from the workplace.

Reasonable Adjustment

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

Plus Education 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:

- provision of appropriate equipment or assistance to ensure there is no barrier in the selection process,
- reviewing and, if necessary, adjusting the performance requirements of the job,
- arranging flexibility in work hours,
- training or retraining,
- providing essential information in suitable formats,
- modifications to equipment or the supply of specialised equipment, furniture or work related aids such as providing telephone typewriter (TTY) phone access for team members with hearing or speech impairments; purchasing screen reading software for team members with a vision impairment; buying desks with adjustable heights for people using a wheelchair,
- approving more regular breaks for people with chronic pain or fatigue.

When thinking about reasonable adjustments Plus Education 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, Plus Education can discriminate on the basis of disability, if:

- the adjustments needed are not reasonable or would cause undue hardship to Plus Education, or
- the person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.

How to Request Reasonable Adjustment

Applicants and team members should contact the relevant manager to discuss their reasonable adjustment needs.

Appearance & Uniforms

Projecting a positive and professional image through our team members is a step towards having clients want to do business with us rather than our competitors. The way our clients see our team members is the way they see our company.

Salaried and Managerial team members and office team members are required to wear clean, smart-casual business wear. Appropriate clothes include dress shirts, shirts with a collar, and trousers (including jeans). Suits and ties are only required if meeting clients off-site. Women may wear business suits, dresses, trousers, skirts and blouses. Clothes should not be too tight or revealing.

General Appearance & Hygiene

- You need to maintain a physically clean and well-groomed appearance.
- Hair should be neat and clean.
- Minimal jewellery should be worn.
- Make-up should not be excessive.
- Perfume should not be overpowering.
- Closed-in toe and heel footwear need to be worn to comply with Workplace Health and Safety Regulations. Shoes are to be clean, polished, non-skid, low-heeled and in good repair.
- You should not eat or chew gum in any area that is visible to the public.
- Actively strive to avoid or address problems of offensive body odour.
- Keep cuts and abrasions covered.
- You are not permitted to wear wearable technology devices such as smart glasses in the workplace.

Travel

If you travel as part of your work with Plus Education, we will ensure you are not out-of-pocket for all reasonable expenses.

Use of Private Vehicle

If you are required to use your private vehicle for Plus Education business, you are entitled to be reimbursed for kilometres travelled, using the rates set out by the Australian Tax Office.

Travel

If you are required to travel on behalf of Plus Education, or to travel away from your usual place of work to cover for another team member, or to undertake special duty, you are allowed to either:

- claim reimbursement for actual expenses incurred, or
- claim a travel allowance in respect of accommodation, meals and incidental expenses.

Claims for reimbursement can only be made after you have incurred the relevant expenditure. You need to keep receipts to substantiate your claim.

A claim for travel allowance must be made before commencement of the travel, or as soon as practicable after commencement of the travel.

For the purposes of this policy, you are considered to be travelling if you are required to travel 100km or more from your usual place of work, or the nature of your duties requires you to stay overnight in temporary accommodation.

Minimum Standards of Accommodation

You will be provided with accommodation that is at least consistent with the 3-star rating used in RACQ/NRMA/RACV etc. accommodation directories, except where this standard is not available in a particular location.

Limits on Meals

You are limited to actual and reasonable meal costs, provided the meals are not excessive. You are not entitled to expenses or meal allowance for meals that are provided at Plus Education's expense or as part of a fare, such as meals on a plane.

Incidental Expenses

Official telephone calls, faxes, internet access and postage costs will be paid by Plus Education.

Other incidental expenses such as newspapers, magazines, coffee etc., private telephone calls or personal items necessary for travel will be covered through payment of an incidental allowance of \$10 per day. This amount is payable in respect of any day on which you travel as part of your work.

Expenses Forms

You must claim reimbursement of expenses using an *Expenses Form* and attach copies of any receipts. In some instances, it may not be possible to obtain a receipt, in which case it is acceptable to submit an alternative form of documentation. If the expenditure is less than \$20, it is acceptable to write a note **at the time the expenditure was incurred** that details the nature of the expenditure. This note must be signed and submitted with the reimbursement claim.

Entitlement amounts will be within the limits set by the Australian Taxation Office for reasonable travel allowances, and will not appear on your pay advice or payment summary (Group Certificate).

Termination of Employment

At some stage everyone will leave Plus Education. Termination of employment is the permanent end of a working relationship or loss of employment from Plus Education. Termination may be initiated by you through resignation; may come about through the normal course of events, as with retirement or the expiration of a contract; or may be initiated by Plus Education.

It is the policy of Plus Education to retain the services of all team members who perform their duties efficiently and effectively. However, it may become necessary under certain conditions to terminate employment.

Involuntary separation may occur due to, but not limited to, poor quality of work, misconduct, or wilful negligence in the performance of the job duties. Nothing in policy affects Plus Education's right to dismiss you without notice for serious misconduct, and if you are so dismissed you shall only be entitled to be paid for the time worked up to the time of dismissal and any entitlements accrued to such time.

You will never be dismissed because of your:

- race, colour, sex, sexual preference, age, physical or mental disability, marital status, family or carer's responsibilities, pregnancy, religion, political opinion, national extraction or social origin,
- temporary absence from work because of illness or injury,
- trade union membership or participation in trade union activities outside working hours, or with Plus Education 's consent, during working hours,
- non-membership of a trade union,
- seeking office as, or acting as, a representative of team members,
- being absent from work during maternity leave or other parental leave,
- temporary absence from work to participate in a voluntary emergency management activity, or
- filing a complaint, or participating in proceedings, against an employer.

To learn more about termination of employment due to unsatisfactory work performance go to *Chapter 3 – Unsatisfactory Work Performance*. To learn more about general dismissal provisions, go to *Chapter 4 – Discipline*.

If the termination is due to a change in our organisational structure, your Manager will be alerted as early as possible in the process to permit alternatives to be reviewed for both you and Plus Education.

Notice

Plus Education may terminate your employment at any time by giving you the required period of notice specified below.

Years of Service	Required Notice
Probation	1 day
Not more than 1 year	1 week
More than 1 year but not more than 3 years	2 weeks
More than 3 years but not more than 5 years	3 weeks
Over 5 Years	4 weeks

If you are 45 years or over and have completed at least two years' continuous service with us, you will receive one additional week's notice.

Instead of providing the specified notice, Plus Education may choose to make payment to you in lieu of notice.

Notice by the Team Member

You are required to give notice in writing, in accordance with the period specified in your Industrial Award or Agreement. If you fail to give adequate notice, then forfeiture of some benefits may occur.

Once a resignation is accepted, you cannot withdraw your notice without the agreement of your Manager.

Managers have the right to accept resignations immediately rather than wait for the expiration of the notice (and pay you for the period of notice).

Voluntary Resignation / Retirement

Most team members end their employment by advising TPlus Education in writing of their intention

to resign or retire. A resignation must be a voluntary decision of yours. The notice of resignation must indicate

your proposed date of resignation or retirement. The notice must be submitted through your Manager who will forward the notice to the Payroll Officer for processing.

Team Members Exit Procedures

If you resign voluntarily, you will be asked to participate in an exit interview. The exit interview helps Plus Education understand the facts behind why you are leaving.

Your Manager is required to send through your final timesheet to the Payroll Officer on the day that you leave. Legally, we are obliged to make final payments within three working days of you leaving. If any uniforms are not returned, or your accounts not paid, these costs are deducted from your final pay.

You will be offered a copy of your *Certificate of Service*.

Casual Team Members

The employment of a casual team member may be terminated by the giving or receiving of one (1) hours' notice.

Termination of Probationary Employment

Your probationary appointment may be terminated at any time during the six (6) / twelve (12) month probationary period by giving one (1) days' notice or payment/forfeiture in lieu, by either party. In the case of instant dismissal, payment/forfeiture in lieu shall not apply.

Abandonment of Employment

Abandonment of employment occurs in cases where there is a clear act by you (other than a deliberate and intended resignation) that indicates the employment relationship is at an end.

If you are absent from duty for five (5) sequential working days, without being excused or giving proper notification to your supervisor, or without apparent good cause, we will send a certified letter to your last known address and a copy of the letter will be sent to your last known email address, asking you to explain us of your unauthorised absence.

We may send the certified letter earlier than five days if we suspect that you may have abandoned your employment.

If there is no response within ten working days, you will be considered to have abandoned your employment, and you will then be deemed to have resigned.

You are responsible to return all property, materials, or written information issued to you or in your possession upon termination of the employment.

Redundancy or Retrenchment

Redundancy or Retrenchment is dismissal based on Plus Education's commercial or economic decision regarding the management of Plus Education. In all cases, the team member is dismissed through no fault of their own. In a redundancy situation, it is the position that is no longer required by Plus Education – not the person.

Provisions relating to redundancy or retrenchment are contained in your Industrial Award or Agreement.

Managers Guide:

Death of Team Members

On receipt of advice that a team member has died, the Manager will:

- convey condolences in writing to the immediate family,
- advise the Payroll Officer and assist them calculate outstanding salary and leave entitlements from the last known working day, and
- advise the relevant Superannuation Fund of the team member's details (date of death, name and address of next of kin, and name and address of person handling estate).

Chapter 3: Performance, Learning & Development

We believe all team members want to perform to the best of their ability and we believe we have a duty to help each team member succeed.

Performance Review

Plus Education requires all Managers conduct a formal written Performance Review at least annually with all of their team members, both permanent and casual. We believe that Performance Reviews assist you to reach your potential and to develop your skills.

Performance Reviews are one communication tool between you and your Manager and forms part of your personnel file.

Performance Reviews help to:

- encourage you to critically review your own work and performance,
- give you constructive feedback on your work and performance,
- identify issues that may be impacting on your ability to perform your job,
- clarify your job description,
- determine any development or support needs, and
- set clear performance expectations and goals.

Performance Reviews are also an opportunity for you to have your say about the work you do and your place in Plus Education.

Salary reviews are discussed at a separate meeting after your Performance Review, but generally do not form part of Performance Review discussions.

Who Completes the Performance Review & How Long Will It Take?

Managers will conduct the Performance Review with you. Most Performance Review discussions take approximately $\frac{1}{2}$ - $\frac{3}{4}$ hour.

Is a Performance Review Used for Disciplinary Action?

If you are failing to meet the expectations of your role, then this will be addressed before formal disciplinary procedures for unsatisfactory work performance are commenced.

Performance Reviews are confidential documents which, by themselves, will not be used for disciplinary action. If unsatisfactory work performance is identified as part of this process, you will

commence an Unsatisfactory Work Performance process, which is separate to the Performance Review process.

Learning & Development

We believe learning is a lifelong event. We can always learn better ways to do our current jobs or future roles.

Learning & development covers both development and training. Training focuses on skills and knowledge directly connected to a particular position or occupation, whereas development refers to learning or the acquisition of skills that may or may not be related specifically to your current duties.

Types of Development

Your development activities can be categorised according to the needs they meet:

- *Organisational needs*: inducting new team members, promoting links between team members in different locations, recognising excellent team members, preparing team members for change, training team members for new duties and positions, learning from external experts, legislative requirements, and preparing team members to carry out more complex levels of responsibility in Plus Education.
- *Occupational needs*: skills and knowledge connected with performing the duties of a specific position, maintaining professional expertise in the relevant occupation or discipline, extending professional expertise to encompass new developments in the area, and maintaining current professional registration.
- *Individual needs*: job satisfaction, skill development and professional career paths.

Plus Education aims to provide quality service to our clients at all times. Due to the nature of our industry, you may need to attend regular and compulsory training.

If training is considered mandatory for the successful completion of your role, then this time will be counted as time worked. If training is considered optional or for personal development needs only, then you have the choice of whether or not to attend the training, and any attendance will be unpaid.

Your development needs will be identified as part of the Performance Review process. As part of this process, you and your Manager will discuss whether attending training or development is mandatory for effective performance of your roles and responsibilities (and therefore attendance is paid), or desirable (and therefore unpaid).

Training Not Included on the Training Plan

If you have a request for a specific training course, you first need to discuss your request with your Manager, preferably as part of your Performance Review process. Your Manager will assess your request.

From time-to-time, additional courses or seminars may become available, over and above those identified as part of your Training Plan. Managers need to:

- consider opportunities that may arise (e.g. a supplier offers training on a new product),
- determine whether the training is needed and/or appropriate,
- review the Training Plan, and make any adjustments,
- plan and record the training, and
- identify new training needs that may arise (e.g. a new team member).

Roles and Responsibilities

Plus Education recognises that responsibility for performance and development lies with the individual team member and their Manager.

Your responsibilities are to:

- take ultimate responsibility for your career,
- seek and use opportunities for development and learning,
- develop training and development goals that meet Plus Education's and individual needs, in consultation with your Manager, and
- assist as required, with workplace training and development initiatives, which may involve coaching other colleagues through on-the-job training.

Your Manager's responsibilities are to:

- ensure equity in the management of team members' development,
- discuss development needs with individual team members,
- influence performance with coaching and support,
- provide feedback on performance and potential for career development,

- through the Performance Review process, identify training and development needs, in consultation with team members, and
- ensure that relevant information arising from audits, grievances and disciplinary procedures are, in consultation with team members concerned, incorporated into training needs identification.

Plus Education's responsibilities are to:

- ensure the effective implementation, co-ordination and monitoring of this policy, including the provision and distribution of resources to support team members' development, and
- maintain records relating to external training activities, including the cost and duration of the training.

Unsatisfactory Work Performance

Sometimes team members do not perform to expected levels. When this happens, our emphasis is always on early intervention and informal resolution of a problem, as opposed to a more formal intervention later.

These procedures do not replace the normal responsibility of a Manager to discuss work or conduct issues with you, to ensure that you have a clear understanding of the work and conduct expected of you, and to provide appropriate feedback on your performance.

Natural Justice

In managing instances of unsatisfactory work performance, misconduct or serious misconduct, the principles of natural justice will underpin all actions undertaken the Manager.

- All parties have the right to be heard and judged without bias.
- All issues are investigated thoroughly and justly.
- The standards of conduct or job performance required will be made clear to you by documentation or during interviews.
- You will be made aware of the likely next steps in the event that satisfactory performance or conduct is not maintained.
- You will be afforded the right to be accompanied at discussions or interviews at any level of the discipline process.
- When a complaint about performance or conduct is brought to your Manager's attention by a third party, the substance of the complaint will be verified before any action is taken on the matter.
- Where you are identified as not performing to an acceptable standard, you will be placed on Unsatisfactory Work Performance. This identification can occur as part of a Performance Review process or as another process.

Guidance

If you are not performing to acceptable standards, you will receive guidance by your Manager. This will normally take the form of an informal interview as soon as possible after a problem has been identified, to discuss the matter with you and consider ways in which you might improve.

Reference will be made to your position description to ensure that there is clarity about role expectations and responsibilities. There is no requirement for such meetings to be formally documented although your Manager may make a personal diary note of the interview.

A follow-up meeting will be held, even if there is no longer an issue, as this enables both parties to acknowledge the issue has been resolved.

Performance Counselling

If your performance does not improve, then your Manager will undertake a performance counselling interview with you. This will not be left until the annual review under the Performance Review procedure. It will be done as soon as it becomes evident that guidance interviews have not brought about any improvement.

Your Manager will clearly identify, and document, the gap between your actual and required performance. At the interview your deficiency in performance will be clearly explained by your Manager. Reference will be made to your position description to ensure that there is clarity about role expectations and responsibilities.

It should be made clear that a failure to improve can result in the implementation of formal procedures for Unsatisfactory Work Performance.

After the interview, your Manager will document the interview using the *Unsatisfactory Work Performance Memo* and send a copy to the Managing Director/CEO. A copy of this report must be provided to you. You are entitled to respond to the report. Any response must be filed with the report on your personnel file.

Unsatisfactory Work Processes

If your work performance still does not improve, despite guidance and performance counselling, then you will be placed on Unsatisfactory Work Performance processes.

At all stages of Performance Counselling and Unsatisfactory Work Performance processes, you are entitled to be accompanied by a support person of your choosing whose role is to provide support for you and act as a witness to proceedings. Unless the person is a Union Delegate, their role is not to advocate on your behalf.

Dismissal for Unsatisfactory Work Performance

Plus Education will give you a reason why you are at risk of being dismissed. The reason will be a valid reason based on your conduct or capacity to do the job.

You will be warned in writing, that you risk being dismissed if there is no improvement.

Plus Education will provide you with an opportunity to respond to the warning and give you a reasonable chance to rectify the problem, having regard to your response.

Rectifying the problem might involve Plus Education providing additional training and ensuring you know the Plus Education's job expectations.

In discussions with you in circumstances where dismissal is possible, you can have another person present to assist. However, the other person cannot be a lawyer acting in a professional capacity.

CHAPTER 4: BEHAVIOUR & CODE OF CONDUCT

We believe if we clearly state our expectations in terms of behaviour, that team members will be able to understand their boundaries and manage their behaviour and personal responses to people and situations.

Anti-Discrimination

Plus Education is committed to the principles of Equal Employment Opportunity and supports the creation of working conditions to ensure that all team members have an equal chance to seek and obtain employment, promotion, training and the benefits of employment. Plus Education is an equal opportunity employer.

All team members are treated on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Team members are valued according to how well they perform their duties, and their ability and enthusiasm in maintaining the expected standards of service.

Plus Education does not tolerate any form of discrimination. We believe all team members have the right to work in an environment free of discrimination and harassment. Discrimination undermines proper working relationships and may cause low morale, absenteeism and resignations.

Under Federal and State anti-discrimination laws, discrimination against team members, clients or suppliers on the following grounds is against the law:

- sex,
- relationship or parental status,
- race,
- religious belief or activity,
- political belief or activity,
- impairment,
- trade union activity,
- lawful sexual activity,
- pregnancy,
- breastfeeding needs,
- family responsibilities,
- gender identity,

- sexuality, or
- age.

It's also against the law to treat a team member or client unfairly because they are linked to someone from one of these groups.

Unlawful discrimination occurs when someone is treated less favourably because of one of their personal characteristics listed in the legislation. Discrimination may involve:

- offensive "jokes" or comments about another team member's racial or ethnic background, sex, sexual preference, age, disability or physical appearance,
- display of pictures, computer graphics or posters which are offensive or derogatory,
- expressing negative stereotypes of particular groups for example, "*married women shouldn't be working*",
- judging someone on their political beliefs rather than their work performance,
- using stereotypes or assumptions to guide decision-making about a person's career, or
- undermining a person's authority or work performance because you dislike one of their personal characteristics.

Managers will ensure that all clients and team members are treated equitably and are not subject to unlawful discrimination. They will also ensure that people who make complaints, or who are witnesses, are not victimised in any way. Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

Disciplinary action will be taken against anyone who unlawfully discriminates against a co-worker or client. Discipline may involve a warning, counselling or dismissal, depending on the circumstances.

Workplace Bullying & Harassment

Plus Education is committed to ensuring a healthy and safe working environment, free from hostility, offensiveness, intimidation and harassment, and any form of unlawful discrimination. These forms of behaviour within the workplace are unacceptable will not be tolerated.

Bullying or harassment may cause the loss of trained and talented team members, and damage team member's morale and productivity. This policy reflects the belief that all team members should be able to work in an environment free of intimidation and harassment.

You are responsible for your own behaviour. If you think your behaviour may offend, then don't do it.

Definition of Workplace Bullying & Harassment

Bullying occurs when:

- a person or group of people repeatedly behaves unreasonably towards a team member or a group of team members at work, and
- the behaviour creates a risk to health and safety.

Bullying does not include reasonable management action taken in a reasonable way by TPlus Education in connection with your employment.

Detailed below are examples of behaviours that may be regarded as bullying behaviour if the behaviour is repeated and unreasonable and which create a risk to health and safety. Examples include:

- aggressive or intimidating conduct,
- belittling or humiliating comments,
- spreading malicious rumours,
- teasing, practical jokes or 'initiation ceremonies',
- exclusion from work-related events,
- unreasonable work expectations, including too much or too little work, or work below or beyond a team member's skill level,
- displaying offensive material, or

- pressure to behave in an inappropriate manner.

Definition of Sexual Harassment

Sexual harassment is any form of unwelcome sexual attention. It has nothing to do with mutual attraction or friendship between people, which is normal and positive. Sexual harassment involves humiliation or offence to the victim. It's not fun, flattering or flirting. Sexual harassment can happen to anyone and it's against the law wherever and whenever it occurs.

Sexual harassment could be:

- unwelcome physical touching, hugging, massaging or kissing,
- sexual or suggestive comments, jokes, taunts or name calling,
- unwelcome requests for sex,
- insinuations about a person's private or sex life, or sexual preference,
- offensive gestures or staring,
- sending SMS messages or emails,
- unwelcome or uncalled for remarks or insinuations about a person's appearance,
- posting of inappropriate comments, pictures, video's or blogs on websites, or
- the display or circulating of clearly sexual material (such as photos, pin-ups, screensavers or pictures) or reading matter (such as emails, faxes, social media links or letters).

Sexual harassment doesn't have to be repeated or ongoing to be against the law. Some actions or remarks are so offensive that they're clearly sexual harassment, even if they're not repeated. Other incidents, such as an unwanted invitation or compliment, are probably not harassment if they are "one-offs".

The harassment doesn't have to be deliberate. It can also occur in cases where a reasonable person would have expected that the behaviour was going to be offensive.

Some sexual harassment matters, such as sexual assault, indecent exposure and stalking are also criminal offences.

Actions That Are Not Bullying or Harassment

Legitimate and reasonable management actions and business processes are not considered to be bullying or harassment, provided these actions are conducted in a reasonable way.

This includes:

- performance management processes,
- disciplinary action for misconduct,
- informing a team member about unsatisfactory work performance or inappropriate work behaviour,
- asking a team member to perform reasonable duties in keeping with their job, or
- maintaining reasonable workplace goals and standards.

Effects of Bullying or Harassment on People and Plus Education

Bullying or harassment have detrimental effects on people and Plus Education. It can create an unsafe working environment, result in a loss of trained and talented team members, the breakdown of teams and individual relationships, and reduced efficiency. People who are bullied or harassed can become distressed, anxious, withdrawn, depressed, and can lose self-esteem and self-confidence.

Plus Education Strategies to Eliminate Bullying and Harassment

Plus Education will take the following actions to prevent and control exposure to the risk of workplace bullying or harassment:

- provide all team members with workplace bullying and harassment awareness training,
- develop a code of conduct for team members to follow,
- introduce a complaint handling system and inform all team members on how to make a complaint, the support systems available, options for resolving grievances and the appeals process, and
- regularly review the workplace bullying and harassment prevention policy, complaint handling system and training.

Responsibilities of Team Members

Plus Education requires all team members to behave responsibly by complying with this policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace bullying or harassment to your Manager.

If you believe you have seen behaviour towards another team member, which you consider amounts to workplace bullying or sexual harassment, you are encouraged to discuss the matter with your Manager.

Responsibilities of Managers

Managers must ensure that team members are not exposed to workplace bullying or harassment. Managers are required to personally demonstrate appropriate behaviour, promote the workplace bullying and harassment prevention policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

Vicarious Liability

Under the Anti-Discrimination legislation, employers can be held liable for the actions (including sexual harassment) of their team members or agents. This is called vicarious liability and employers need to take reasonable steps to ensure that they protect their team members from sexual harassment and other types of discrimination and vilification, and to try to make sure their workplaces are free of this type of behaviour.

An employer or organisation can't avoid their liability under the act, simply because they were not aware of the sexual harassment done by their team members.

Commitment to Promptly Investigate

Any reports of workplace bullying or harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to workplace bullying or harassment will not be victimised.

Consequences of Breach of Policy

Disciplinary action will be taken against a person who harasses or bullies a co-worker, client or supplier or who victimises a person who has made or is a witness to a complaint. Complaints of alleged workplace bullying or harassment found to be malicious, frivolous or vexatious may make the complainant liable for disciplinary action.

Discipline may involve a warning, counselling or dismissal, depending on the circumstances.

Review of Policy

This policy and the actions outlined above will be reviewed by 15/03/2020, unless required earlier because of changes to the risk profile of the workplace or relevant legislation. If necessary, further changes and actions may be introduced to ensure that workplace bullying and harassment is prevented and controlled.

Racial Vilification

We value the difference that people of varied racial backgrounds bring to our society and our business.

A number of pieces of legislation (e.g.: The *Queensland Anti-Discrimination Act* and the *Victorian Racial and Religious Tolerance Act*) promote fairness by protecting people against a range of unfair treatment. One sort of unfair treatment is called vilification, (the others are discrimination and sexual harassment), and the legislation includes two types - racial and religious. These laws cover people both while they are at the workplace and outside of work.

What is Racial Vilification?

At its simplest, vilification is a public act of racial or religious hatred, and the law says that such acts may be unlawful.

It is also a criminal offence to incite racial and religious hatred of others by threatening physical harm towards a person or their property.

Vilification can take many forms, including hate-speech, graffiti, websites, social media postings and other types of written material. The behaviour often:

- Happens in a public place. (In other words, apart from those involved, other people can see it, hear it or read it. If it happened in private, it's not vilification).
- Incites hatred (serious contempt or severe ridicule) towards people or groups because of their race or religion.

Examples of the types of things that might be against the law are:

- Racial or religious hate graffiti in public places, including churches or places of worship.
- Public speeches that incite racial and religious hatred.
- Public abuse that incites others to hate people because of their race or religion.
- Remarks in the media or social media that incite hatred of others because of their race or religion.
- People wearing badges or clothing with slogans that incite hatred.
- Internet sites with pictures or words that incite people to hate others.

- Public gestures which incite others to hate people.
- Posters or stickers in a public place that incite this hatred.

The law allows for free speech to be protected, so it says that the following things are not vilification:

- A fair report by TV, radio or newspaper of someone else's act of hatred (unless extra material has been added which is vilifying).
- Discussions or debates about racial or religious issues, done "*reasonably and in good faith*".
- Material used in parliament, courts, tribunals or other government inquiries.

Vicarious Liability

Under Anti-Discrimination legislation, employers can be held liable for the actions (including racial vilification) of their team members or agents. This is called vicarious liability and employers need to take reasonable steps to ensure that they protect their team members from racial vilification and other types of discrimination and harassment, and to try to make sure their workplaces are free of this type of behaviour.

An employer or organisation can't avoid their liability under the act, simply because they were not aware of the racial vilification done by their team members.

Commitment to Promptly Investigate

Any reports of racial vilification will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to racial vilification will not be victimised.

Consequences of Breach of Policy

Disciplinary action will be taken against a person who participates in racial vilification or who victimises a person who has made or is a witness to a complaint. Complaints of alleged racial vilification found to be malicious, frivolous or vexatious may make the complainant liable for disciplinary action.

Discipline may involve a warning, counselling or dismissal, depending on the circumstances.

Review of Policy

This policy and the actions outlined above will be reviewed on 15/03/2020, unless required earlier because of changes to the risk profile of the workplace or relevant legislation. If necessary, further changes and actions may be introduced to ensure that racial vilification is prevented and controlled.

Whistleblowing

Plus Education is committed to the highest standards of legal, ethical and moral behaviour. We will not tolerate unethical, unlawful or undesirable conduct. All staff, volunteers, contractors and partners who are aware of possible wrongdoing or breach of the Plus Education Code of Conduct have a responsibility to disclose that information.

This policy outlines our commitment to maintaining an environment in which our team members, contractors and team members of our contractors, are able to report, without fear of retaliatory action, concerns about any serious instances of wrongdoing that they believe may be occurring in Plus Education.

Interaction with Other Policies

This policy is not intended to replace other reporting processes or policies, such as those for dispute resolution, grievances, equal opportunity, discrimination, harassment or bullying; except where the issue is of a serious matter where existing reporting systems have failed to process the issue or processed it in an inappropriate, unfair or biased manner.

Whistleblowing is defined as:

"the deliberate, voluntary disclosure of individual or organisational wrongdoing by a person who has or had privileged access to data, events or information about an actual, suspected or anticipated wrongdoing within or by an organisation that is within its ability to control."

Wrongdoing includes any conduct that:

- is dishonest, fraudulent or corrupt,
- is illegal, such as theft, drug sale or use, violence, harassment, criminal damage to property or other breaches of state or federal legislation,
- is unethical, such as dishonestly altering company records or engaging in questionable accounting practices, or wilfully breaching Plus Education's code of conduct or other ethical statements,
- is potentially damaging to Plus Education or a Plus Education person, such as unsafe work practices or substantial wasting of resources,
- may cause financial loss to Plus Education or damage its reputation, or be otherwise detrimental to Plus Education's interests, or
- involves any other kind of serious impropriety.

For full details please refer to the Plus Education Whistle Blowing Policy.

Discipline

Summary Dismissal

It is fair for an employer to dismiss a team member without notice or warning when the employer believes on reasonable grounds that the team member's conduct is sufficiently serious to justify immediate dismissal. Serious misconduct includes theft, fraud, violence and serious breaches of Workplace Health and Safety procedures. For a dismissal to be deemed fair, it is sufficient, though not essential, that an allegation of theft, fraud or violence be reported to the police. Of course, the employer must have reasonable grounds for making the report.

Procedural Matters

In discussions with a team member in circumstances where dismissal is possible, the team member can have another person present to assist. However, the other person cannot be a lawyer acting in a professional capacity.

A small business employer will be required to provide evidence of compliance with the Code if the team member makes a claim for unfair dismissal to the Fair Work Commission, including evidence that a warning has been given (except in cases of summary dismissal). Evidence may include a completed checklist, copies of written warning(s), a statement of termination or signed witness statements.

For more information refer to the Fair Work Small Business Dismissal Code.

<http://www.fairwork.gov.au/Templatesformschecklists/Small-Business-Fair-Dismissal-Code-2011.pdf>

Alcohol & Drugs

Whilst working, operating company property (including company cars), or on meal breaks or rest pauses, Plus Education strictly prohibits its team members to be:

- Under the influence of; or
- In possession of illegal or non-prescription drugs of any kind.

Plus Education does not support the use of alcohol or drugs outside working hours where the effects of these substances may result in impaired work performance. If you arrive at work under the influence of drugs or alcohol, you will be sent home for the day without pay. Repeated instances of arriving at work under the influence of drugs or alcohol may result in termination.

Smoking

Plus Education has a non-smoking policy in the workplace. Smoking is not permitted in any part of Plus Education, including lunchrooms, storage areas, and restrooms or within 4 metres of entries. Smoking is also prohibited in any vehicle owned, leased or operated by Plus Education.

Smokers who need to take breaks should do so in their allotted breaks (no more than 2 per day in addition to their lunch break). These breaks must be limited to 10 minutes from leaving the workplace to recommencing work.

You may smoke during unpaid meal breaks and before or after shifts, provided that this does not occur in sight of the front door or windows of Plus Education and you cannot be identified as a team member of Plus Education (e.g.: uniform, name badge, etc.).

Excessive smoking breaks will be regarded as absenteeism and performance improvement action may be taken.

Prohibition of Transactional Sex

Plus Education prohibits all staff, volunteers, casuals or contractors from engaging in any form of transactional sex whilst they are conducting Plus Education's business or are in a position to be representing Plus Education whether during working hours or outside. This includes transactional sex amongst Plus Education representatives or of any representative with a beneficiary or community member associated with Plus Education's work.

Internal Fraternalization

Internal Fraternalization refers to any relationship occurring in the course of conducting business, that involves — or appears to involve — partiality, preferential treatment or improper use of rank or position including but not limited to voluntary sexual behaviour. It includes sexual behaviour not amounting to intercourse, a close and emotional relationship involving public displays of affection or private intimacy and the public expression of intimate relations. Where there are significant power imbalances at play (based on gender, age, ability, authority, social and economic inequality, etc.) the potential for exploitative transactional sex and fraternalization is heightened. Plus Education prohibits fraternalization for all personnel in regional offices and the field while engaged in the delivery of Plus Education's business or in a position to be representing Plus Education whether during working hours or outside.

Grievance Procedures

Plus Education is committed to providing a harmonious work environment and will listen seriously to complaints and resolve them quickly if possible. The resolution procedures ensure that you are able to air legitimate complaints, knowing that ad-hoc, vindictive or arbitrary action will not be taken against you or the team members complained about.

Most routine complaints and grievances are best resolved informally in discussion with your Manager. Dealing with grievances in this way can often lead to a speedy resolution of problems.

Where the grievance cannot be resolved informally, it should be dealt with under the formal grievance procedure outlined in your relevant Industrial Award or Agreement.

Chapter 5: Safety & Security

Workplace Health & Safety

We at Plus Education believe that a safe and secure workplace is important, and that we need to comply with Workplace Health and Safety laws. No action or task is so important that you cannot take the time to do it safely. If you do not comply with the rules and procedures, disciplinary action may be taken.

You need to report to your Manager any accidents, incidents or hazards arising during the course of your employment.

If you have any concerns in relation to your safety or the safety of others in the workplace, you are to report them to the Workplace Health and Safety Officer or your Manager who will take all practicable steps to provide and maintain a safe work environment.

Managers

- Managers are responsible for all aspects of Workplace Health and Safety including the following duties:
- Compliance with appropriate legislation, codes of practice and Plus Education policy.
- Implementing Plus Education's Workplace Health and Safety procedures and insisting on safe and environmentally responsible work practices at all times.
- Assisting in the identification and preparation of work procedures.
- Providing and adopting a safe system of work while ensuring safe plant and equipment are used.
- Ensuring clients and contractors are not exposed to risks to their health and safety.
- Monitoring and reviewing compliance with procedures and working conditions on a continuing basis.
- Preparing and participating in Workplace Health and Safety meetings and Workplace Health and Safety programs.
- Ensuring the Workplace Health and Safety of each of Plus Education's team members.
- Ensuring sufficient team members are assigned to safely carry out the tasks.
- The induction of new team members in relation to safe work methods and practices.

- Ensuring team members are competent to carry out the tasks requested of them and training team members in safe operating procedures.
- Providing and maintaining adequate safety equipment and personal protective equipment.
- Assisting the investigation of near misses, hazards, accidents and injuries to ensure identification of hazards and correction of unsafe practices and methods.
- Assessing all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly reviewing these risks.
- Provide team members and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas).
- Reviewing and actioning Workplace Health and Safety reports and inspections and initiating rectification where necessary.

Plus Education's Workplace Health and Safety Officer

Plus Education's Workplace Health and Safety Officer is responsible for duties including:

- Assisting Managers, to develop and implement Workplace Health Safety and Rehabilitation procedures.
- Communicating company safety performance to the Managing Director/CEO.
- Providing advice and assistance on Workplace Health and Safety to all team members.
- Participating in the planning and design stages of new activities or refits to ensure safety considerations.
- Monitoring Workplace Health and Safety legislative requirements.
- Monitoring compliance with safe work procedures.
- Co-ordinating rehabilitation for injured team members.
- Reviewing safety reports and inspections.
- Preparing and participating in safety meetings and programs.
- Facilitating safety training.
- Insisting on correct and safe practices at all times.

- Preparing and conducting safety inductions.
- Investigating and developing new Workplace Health and Safety initiatives.
- Conducting accident/incident investigations.
- Leading by example and promoting Workplace Health and Safety at every opportunity.
- Facilitating the maintenance of all records as required under the Workplace Health and Safety legislation.
- Participating in regular workplace inspections and audits and ensure that any improvements resulting from such an inspection/audits are actioned in the required time frame.

Team members

Your responsibility:

- Working safely and observing all Workplace Health and Safety instructions from Managers, Plus Education policies and procedures.
- Using safety devices and personal protective equipment as directed by your Manager.
- Maintaining safety devices and personal protective equipment in an operational and hygienic condition at all times.
- Promptly reporting to your Manager any work accident, injury or Workplace Health and Safety problem.
- Reporting to your Manager any situation you believe is a work hazard or an unsafe practice.
- Contributing to the health and safety of fellow team members and non-team members at the workplace.
- Not wilfully or recklessly interfering with, or misusing anything provided for Workplace Health and Safety at the workplace.
- Not wilfully placing at risk the Workplace Health and Safety of any person at the workplace.
- Not wilfully injuring yourself.

If you have an accident, you are required to notify your Manager and then complete an *Accident Form*.

If you are injured at work, or travelling to or from work, you must notify your Manager as soon as possible. If there are medical expenses involved due to the injury or time lost from work, these costs may be recovered by Work Cover upon lodging a claim form. A doctor's certificate is required when Workers' Compensation is claimed.

Opening & Closing the Building

When opening or closing the Plus Education building, we need to ensure the security of the building and our team members.

Opening Procedures

- Check the outside of the building for signs of a break in.
- Check inside the building to ensure there are no unauthorised people on the premises.
- Allow other team members to enter when the check is complete. Lock the door immediately after their entry until the scheduled opening time.
- Open the building at the scheduled time.

What to Do in The Event of a Break-In

- If there has been a break-in:
- Immediately notify the police – do not enter the building.
- Notify your Manager of the situation.
- Wait for the police before entering the building. Do not enter the building alone or without police authorisation.
- Once authorised to enter the building, you may shut off alarms or security systems, but do not touch anything else.
- Ensure the incident is recorded in an Incident Report.
- Call the Employee Assistance Service to arrange a Critical Incident Debrief if required.
- Assess the damage, making a list of what has been taken or damaged, and forward this to your Manager.
- Complete insurance claims processes.
- All media enquiries are to be handled by the Managing Director/CEO.
- Stocktake any emergency equipment used and arrange for any required repairs.

Closing Procedures

- Close and lock all public entrances after the last client has left the building.
- Conduct a search of the building to ensure there are no clients remaining on the premises (including checking all toilets and closed areas).
- Check that all doors are closed and locked.
- Team members leaving the building before final close should leave by a single designated exit, preferably the most public. A team member should scan the surrounding area for loiterers before unlocking the door, and lock the door immediately after the team member departs.
- Leave interior and exterior security lighting illuminated.
- Check the building surrounds before exiting.
- Where possible, have at least two team members involved in the final exit.

Office Security

Entry to Plus Education's premises during and / or outside of normal business hours is by way of keys/security pass.

It is your responsibility to ensure that your key/security pass is kept in safe custody. It must be returned on demand and when you leave the company.

If your key/security pass is lost or misplaced, you must notify your Manager immediately.

Please ensure that your personal belongings and valuables are locked away and secured at all times. Personal property is not covered by Plus Education's insurance

After Hours Access

Team members that have access to the building outside trading hours are to act according to Plus Education policies at all times when within the building.

Team members are to use their own security code to disarm building alarms. Security codes and/or access keys are not to be given to any other team member without the express permission of the Manager.

After hours, team members are not to access any area containing monies, or client/business records without the express permission of the Manager. A breach of any of the above may result in further investigation resulting in a written warning. Depending on the seriousness of the offence, instant dismissal may be issued and police action commenced.

Domestic & Family Violence

Plus Education believes that domestic violence is unacceptable and that everyone has the right to live free from fear, violence and abuse in any form.

We acknowledge that while it is mainly women who experience domestic violence this policy applies equally to men, or women and men in same-sex relationships who need advice or support.

We recognise that domestic violence occurs in every part of the community and may affect team members both directly and indirectly in the workplace. Domestic or family violence becomes a workplace issue when it impacts on the work performance, productivity or safety of a team member or their co-workers.

During domestic violence, the perpetrator may make it difficult for a team member to get to work; they may harass them at work or when they arrive or leave, or they may target the person at work in order to get them fired or force them to resign. The most common forms of domestic violence experienced at work are abusive telephone calls, text messages and emails. The perpetrator may also harass or abuse co-workers or have someone else injure, intimidate, harass or threaten the team member, or damage the team member's property.

Safety & Support

Our paramount consideration is ensuring the safety, health and well-being of our team members and to take action to reduce the potential for domestic violence in the workplace.

Our provisions for team members experiencing domestic violence are aimed at protecting confidentiality, providing appropriate support and preventing team members from being treated less favourably if they tell us what is happening.

We understand that domestic violence issues may be difficult to discuss in the workplace. Supervisors and colleagues have a responsibility to respond sensitively. Information about domestic violence is considered sensitive personal information and may only be disclosed by consent of the team member concerned; or as required by law for example, by a court order or to protect the health and safety of team members or our clients.

If You Are Experiencing Domestic Violence

If you are experiencing domestic violence, you have the right to choose whether you disclose details of your personal circumstances and to whom.

Where possible, we encourage you to discuss the matter with your supervisor as they will usually need to be involved in developing any practical arrangements needed to support you such as arranging leave, making workplace adjustments or preparing a workplace safety plan.

Confidentiality

Information that you disclose will be kept confidential.

In order to support your application for leave or working arrangements, we may need to request supporting documentation such as a letter from your doctor, counsellor or support staff, or records from police, court or hospitals.

All written information you produce will be kept in a secure file separate from your personnel file. Access to this information will be on a strict need-to-know basis.

Leave

Team members who are experiencing domestic violence may access leave including special leave to attend medical appointments and counselling, attend legal proceedings, seek safe housing, visit legal advisors or support agencies, for re-housing or re-organising childcare or for other relevant appointments or matters.

Applications for leave under these provisions will not be unreasonably refused.

Requests for Changes to Working Arrangements

Team members experiencing domestic violence may request changes to work practices or arrangements which may include but are not limited to:

- **Working times or patterns** — changes to starting and finishing times, reduced hours, part-time work, working from home, compressed work weeks.
- **Work practice changes** — changes to telephone numbers, email addresses, having calls and emails screened and recorded, removal of details from directories.
- **Work duties changes** — changes to specific duties to avoid potential contact with the perpetrator while they are at work if they are a fellow team member.
- **Temporary relocation** — relocation to another workplace or safer location within the workplace.

Workplace Safety Plans

Team members experiencing domestic violence may identify their individual safety support needs in consultation with their supervisor. Safety plans may include but are not limited to:

- If the team member is absent, arranging an agreed method of communication in order for supervisors to confirm they are safe.
- Identifying a work contact and an emergency contact in the event that we become unable to contact the team member.
- Alerting reception and the police if the perpetrator enters or attempts to enter the workplace.
- Confirming the team member's arrangements for safely getting to and from home.
- Reviewing security of personnel records.
- With consent, providing a copy of any existing family violence intervention order and/or a photograph of the perpetrator to the supervisor and reception area.
- Providing safety planning for supervisors and colleagues who may be approached by the perpetrator.
- Providing an escort to and from their car or public transportation.
- Locking entries and exits, and using keys or access cards to access team member only areas.
- Ensuring visitor sign-in procedures are implemented for all visitors and tradespeople.
- Installation of door chimes to notify team members when someone enters the workplace.
- Installation of personal or fixed alarms (either audible or silent).
- Use of CCTV video surveillance and signs alerting visitors to the surveillance.
- Provision of regular security patrols.
- Provision of safe, clear and well-lit car parking spaces close to the entrance.
- Adjusting landscaping to remove places for people to hide.
- Training of team members and managers in how not to reveal the location and movements of the team member.

- Creating an emergency plan with processes for contacting police in case of emergency.
- Creating a reporting process for incidents and potential incidents.

Where the Perpetrator Is a Current Team Member

Plus Education does not condone or tolerate the behaviour of team members who victimise, humiliate, undermine, threaten, intimidate, stalk, harass or use violence against others, including other team members, regardless of their relationship with that person.

Team members who misuse our resources such as phones, email, post and online services to threaten, harass or abuse other people will be dealt with under our Code of Conduct provisions. Their behaviour may also be a criminal offence and/or a breach of a domestic violence protection order and will be dealt with through the legal system.

Where this behaviour comes to our attention, it will be immediately investigated and the perpetrator subject to disciplinary action up to and including termination of employment.

Undesirable Client Behaviour

If a client behaves in an undesirable manner in our workplace:

- If a polite but firm request to cease the undesirable behaviour has no effect, ask the person to leave the building. Use the phrase - "*We would like you to leave the building please*".
- If they refuse to leave the building, call the police immediately.
- Inform the client that the police have been called.
- Do not argue with the client, or aggravate the situation.
- Do not touch or interfere with the client, unless it becomes absolutely necessary to protect other clients or team members.
- If the client assaults another client or team member, and leaves the building before police arrive, don't try to apprehend them. Immediately write down a description of the person, including height, weight, hair and eye colour, type and colour of clothing and any other identifying physical features. Provide this information to the police when they arrive.
- Complete an Incident Report.
- All media enquiries are to be handled by the Managing Director/CEO.
- Stocktake any emergency equipment used and arrange for any required repairs.

Manual Handling

Back injuries and strains caused by lifting are a common problem. They easily occur from simple manual tasks such as:

- carrying or holding items,
- lifting, pushing, pulling or holding loads,
- working in a fixed position with a bent back,
- sitting or standing continuously,
- driving vehicles for long periods,
- repetitive tasks such as reaching to lift or lower objects, and
- working in awkward positions involving bending or twisting your body to reach items.

To reduce the risk of manual handling injuries:

- Always ask for help and/or use a trolley if the load is heavy or awkward.
- Place one foot beside the load, and the other slightly behind it.
- Bend your knees, keep your back as straight as possible (not necessarily vertical) and hold the load close to your body with both hands.
- Lift the load to waist level by straightening your knees. Keep your elbows close to your body.
- Don't twist your body while handling the load. Turn by moving your feet.
- Put the load down using the same principles - back straight and bend the knees.
- Use trolleys or other lifting aids appropriate for tasks where possible.
- Load trolleys in a way that minimises the risk of goods falling. Don't overload.
- Push trolleys rather than pulling them toward you. Ensure the load does not obscure the path in front of you.
- Keep aisles clear to avoid falls or trips.

- Reorganise work areas so items are within waist to shoulder range and you are not repeatedly lifting and lowering objects. Frequently used and heavy items must be stored between mid-thigh and shoulder height and must not require excessive vertical reach.
- Ensure you are correctly seated at your desk if working for long periods of time – feet supported, chair at the correct height for you with adequate back support.

First Aid

Plus Education is equipped with a First Aid kit and has registered First Aid staff. In a medical emergency the team member with the most senior First Aid training should take responsibility for any treatment necessary at the scene.

In any accident involving clients or team members:

- Immediately inform your Manager, who will arrange First Aid and call for medical assistance as necessary including calling an ambulance if required by dialling 000.
- If the person has fallen and cannot rise unassisted, don't try to move them unless staying in the same position will result in further injury.
- Spend time with the victim, being sympathetic and caring. Ask the victim and any witnesses what occurred, and note down any comments.
- Do not admit responsibility, apologise or argue about the cause of the accident. Do not suggest Plus Education will take care of medical or hospital bills.
- Don't suggest medical treatment - let the victim decide whether this is required. If the victim is unconscious, an ambulance should be called immediately.
- Stay with the victim until relieved by First Aid or medical assistance.
- If blood spillage has occurred, disposable gloves and protective eyewear should be worn to prevent infection.
- Secure the accident scene to prevent further accidents occurring. Inspect the scene for any evidence of the cause of the accident.
- Help your Manager complete an Incident Report as soon as possible.
- If a team member has been injured and requires external medical treatment, please contact the Manager as soon as possible to obtain WorkCover forms.
- All media enquiries are to be handled by the Managing Director/CEO.
- Stocktake any first aid equipment used and arrange any repairs.

Fire

The safety of our clients and team members is our primary concern in the event of a fire in the building. Ask your Manager the location of your evacuation assembly area.

A fire drill for evacuating the building is conducted by the Manager every six months.

Firefighting equipment must not be moved or tampered with by any person. Only authorised, trained personnel are permitted to handle fire-fighting equipment, except in the case of an emergency.

Firefighting equipment, fire exits, escape routes and fire service points must be kept clear at all times.

If you use a fire extinguisher, whether it is empty or not, do not hang it back up. Lay the extinguisher on its side and report it to your Manager.

Fire hoses are not to be used for any purpose other than firefighting; they are not to be used for washing down, cooling or other non-fire related tasks.

Procedures in a Fire

Follow these procedures when there is a fire in the building, or if a nearby fire threatens the building:

- Notify the Fire Brigade immediately by dialling 000. Don't assume that because a fire alarm or automatic sprinkler system is operating, that the Brigade knows of the fire.
- Contact your Manager and carry out their instructions.
- Only try to put the fire out if it is safe to do so. Be particularly cautious if the fire is near potentially highly flammable materials, such as perfumes, hairsprays etc. Use the PASS code when using extinguishers – Pull the pin, Aim the extinguisher at the base of the fire, Squeeze the trigger and Sweep back and forward across the fire.
- Notify clients of the need to evacuate the area - don't use the word 'fire'.
- Guide clients to the most appropriate exit, particularly if it is not in the public area of the building.
- Stress that clients should walk quickly (but not run) to your nominated assembly area.
- Ensure that all clients have been evacuated before leaving the building yourself. Check toilets, meeting rooms, lunch areas etc. if it is safe to do so.
- Assist mobility-impaired persons to the evacuation area.

- Notify adjoining businesses or buildings of the fire risk.
- Follow building procedures in relation to securing cash, if it is safe to do so.
- Turn off all electrical equipment, if it is safe to do so.
- One person should take the visitors logbook to the assembly point and put on the answering machine.
- Evacuate with a minimum of personal material. (In a bomb threat situation, take all of your personal material.)
- Where possible close doors and windows on departure. (In a bomb threat situation open all doors and windows.)
- If the room is full of smoke, keep low to the floor when evacuating. Test doors with the back of your hand before opening them in case there is fire on the other side of the door.
- Keep all building exits / entrances clear at all times.
- Obtain statements and/or contact details from any witnesses before they leave the area.
- Help the Manager complete an Incident Report as soon as it is possible to do so.
- As far as possible, all team members/visitors should remain in the assembly area until the situation is stabilised. Under no circumstances should team members or clients be permitted to go back into the building for any reason, until advised safe to do so.
- All media enquiries are to be handled by the Managing Director/CEO.
- Stocktake any emergency equipment used and arrange repairs.

Fire Wardens

Fire wardens are appointed by the Manager to implement the agreed emergency procedures as required. Each building requires a minimum of one warden in addition to the Building Warden (which is usually the Manager).

Fire Wardens must attend Emergency Preparedness training every 2 years.

When appointed, Fire Wardens should:

- Familiarise themselves with the area they represent,

- Note all means of escape from their section,
- Know the locations of hose reels and extinguishers,
- Be familiar with the operation of installed firefighting equipment,
- Instruct section team members in the safe evacuation of persons from the building,
- Conduct team members roll calls at assembly points and report any absences to the Building Warden (if applicable), and
- Never endanger their own life when carrying out Fire Warden duties.

Fire Wardens' duties may include:

- Assuming control in the absence of the nominated Building Warden.
- Raising the alarm, by operating manual break glass alarms, or by contacting the Building Warden.
- When directed, guide occupants to the assembly area.
- Assisting mobility impaired people.
- Operating first-attack fire-fighting equipment (e.g.) fire extinguishers and hose reels, or instigating emergency procedures.
- Ensuring fire/smoke doors are closed properly.
- Searching a floor or area to ensure nobody has been left behind - this includes checking toilets.
- Searching a floor or area for suspicious articles (if a bomb threat).
- If directed, meet Emergency Services personnel on arrival at their floor.

Fire Wardens Duties in a Fire

- Don't panic – remain calm.
- Inform the Building Warden.
- Put your agreed Fire Warden plan into action.
- Put on the Yellow Fire Warden Hard Hat to identify yourself as Fire Warden.

- Commence checking all rooms for immediate hazards and alert people to evacuate to the assembly point using the fire escape exits. Request that they do so in a calm manner. Remember to check all rooms including offices, meeting rooms, toilets (male, female, disabled), showers, buildings etc.
- Do not open doors with hot door handles or smoke emitting.
- If area is smoky – try keep below the smoke and proceed immediately to the fire exit.
- Isolate the incident by closing all possible doors.
- Attempt to extinguish the fire or control emergency situation having due regard to your own safety.
- Report to the Building Warden after your area is evacuated, and act on any instructions.
- Do not allow anyone to enter the fire-affected area.
- When the “all clear” is given, take advice from Emergency Services (e.g. you may be required to advise evacuees they may return to the building).

Problems Fire Wardens Might Face

Locked Doors – Knock loudly and announce who you are. If there is no response - consider the room empty and proceed to the next room.

Difficult People – If people refuse to evacuate the building, ensure the person has been clearly advised they are required to evacuate the building because of an emergency situation. If they still refuse to evacuate, notify the Building Warden who will advise the Officer-in-Charge of the Emergency Service who, at their discretion, may take the appropriate action under law to remove the person. Move on and continue checking rooms. Report the names of difficult people to the Manager for disciplinary action later.

Injured People – Seek First Aid assistance and/or an Ambulance. Use the closest available means of communication in this instance and give clear location details.

Wardens Absent – If other wardens are unavailable, you may have to check your rostered area as well as their area.

Perceived Risk to Yourself - Never endanger your own life. Take advice from the Building Warden and/or evacuate the building.

Not Currently in Your Rostered Area – You may wish to return to your area to perform your tasks however only do so if it is safe to do so, and if it is on a lower floor than where you are.

Mobility / Other Impaired Persons - On the sounding of the Alert Alarm, mobility and other impaired persons should be advised of the alarm. Nominate other team members to assist the impaired persons if an evacuation is ordered.

Fire Wardens - Non-Emergency Duties

Fire wardens also have non-emergency duties. Fire Wardens are required to regularly review and report to the Building Warden that:

- All passageways and fire exits are clear. No packaging material, furniture, etc. should be stored in such a way as to cause obstruction in an emergency.
- Extinguishers are correctly indicated, mounted and charged.
- Hose reels, hydrants and hoses are in good order.
- Exit signs are illuminated and unobstructed from view.
- All hazardous materials kept in their area are identified, are kept to a minimum and stored correctly.
- That there is a large working torch in each area.
- Excess quantities of combustible materials are not accumulating anywhere on the premises.
- Extra care is taken with the use and maintenance of office/heating equipment.
- Fire and smoke doors are kept shut except during use and the self-closing mechanism is in operational order. (The door should close automatically and they should not be held open by wedges, rocks, chairs, etc.).

Armed Robbery

If you are involved in an armed robbery, your primary concern should be ensuring your own safety, and the safety of our clients and team members.

Your secondary concern should be to do what you can to aid later identification of the offender - but only where it is safe to do so.

- Stay calm. Say to yourself "I will remain calm".
- Do everything the offender tells you to do.
- Avoid eye contact, and turn your body side on (it makes you seem less aggressive).
- Keep all movements deliberate and precise.
- Keep your hands above shoulders. If you need to lower your hands to follow the offender's instructions, explain your actions. For example, "I need to open this drawer to get the keys to the safe".
- Do not trigger audible alarms while the offender is on the premises. Trigger silent duress alarms only if it is safe to do so.
- Make a mental note of the offender's appearance, and anything they touch.
- Note the height of the offender against the markings by the doors.
- Note the weapon used, and which hand it was held in.
- If safe, observe how the offender gets away - vehicle details, direction. Do not under any circumstances chase or try to apprehend the offender.
- Immediately close and lock the building once the offender has left.
- Notify police by dialling 000 immediately after the offender leaves the premises.
- Notify the Managing Director/CEO.
- Try to keep all witnesses at the scene until police arrive. If anyone insists on leaving, try to get their contact details before they leave.
- Team members, and any client witnesses, should complete a Description of Offender as soon as possible.
- Ensure the incident is recorded in an Incident Report.
- Call the Employee Assistance Service Plus Education to arrange a Critical Incident Debrief.
- All media enquiries are to be handled by the Managing Director/CEO.
- Stocktake any emergency equipment used and organise repairs.

Working From Home

Some roles within Plus Education may be performed from home on a regular or ad hoc basis. If you are to work from home, you are required to:

- Have written approval from your Manager (an email is sufficient).
- Agree with your Manager the tasks and activities to be completed; hours of work, rest breaks and suitable work to be conducted; and agree on an appropriate level of productivity while you are working from home.
- Ensure you comply with all safety and security arrangements, as well as local and state government regulations.
- Ensure you comply with arrangements to ensure the confidentiality of all office documents and electronic files.
- Ensure you fully comply with the Plus Education computer policy and that you have appropriate licences for software applications on your personal computer (if you will be using it for work purposes), and have adequate current and operational virus protection and firewall protection.
- Ensure you have agreed processes for checking voicemail and email.
- Ensure you have the necessary equipment and resources to complete the agreed tasks.
- Maintain regular communication with your Manager and team members.
- Ensure the impact on team members in your immediate work area, particularly in relation to workloads, is minimised.
- Ensure you are contactable and available for communication with Plus Education during the time home- based work is carried out.

Safety While Working From Home

If you are working from home, you are responsible for ensuring your working environment is in keeping with company safety policies and procedures, and in particular that you:

- Ensure there is adequate ventilation and airflow.
- Ensure the area is free from excessive noise.

- Don't overload electrical power outlets.
- Use the correct tools for the job.
- Maintain good housekeeping practices and immediately clean up all spills.
- Have a current first aid kit and working fire extinguisher.
- Cease to use and immediately report to your Manager any unsafe conditions (i.e. broken steps, chairs) faulty equipment, damaged electrical cords, sparking equipment etc.
- Comply with the company Drug and Alcohol policy during working hours.
- Report any work-related injuries or workplace incidents to your Manager.
- Notify your Manager immediately of any changes to your work environment that may compromise safety and/or compliance with company policies.

Security When Working From Home

You are required to ensure the same level of security and confidentiality of information/documents as if you were within the Plus Education building. You are responsible for ensuring:

- Documents and Plus Education information are kept secure at all times.
- You transport documents and information in a secure manner, and don't leave them behind on public transport.
- You delete all documents on your system in compliance with our IT requirements. You agree to allow a member of our IT team to access your home-based work site to audit compliance with this requirement.
- If children or pets damage equipment supplied by Plus Education, then you are responsible for reimbursing Plus Education for the repair or replacement of the equipment.
- All reasonable measures are undertaken to ensure phone conversations are not overheard by other people.
- No home-based computer remotely accesses the Plus Education network. This is designed to minimise the risk of viruses, Trojans, Malware infecting the network.
- Letterhead is not taken to your home-based office without your Manager's approval.

Child Care

Childcare responsibilities can compromise the safety of the work environment and be the cause of injury or hazardous conditions. All team members and contractors working from home are not permitted to combine their work duties with personal responsibilities, such as childcare, unless they have the written permission of their Manager.

Expenses

Plus Education **will not** meet the costs of installing additional phone lines, purchasing furniture such as office desks, chairs etc., or paying for access to the internet. In addition, Plus Education **will not** pay for costs such as lighting, heating, electricity, gas, water, rent or wear and tear.

The cost of phone calls will be reimbursed provided you keep accurate records of work related calls.

Waste Management

Waste products can harm the environment. All team members and contractors are required to protect the environment from harm by managing waste responsibly.

All team members have a responsibility to:

- Keep waste to a minimum.
- Segregate and dispose of waste correctly, according to its type and storage location (e.g. client information into confidential destruction bins or shredded).
- Use appropriate Personal Protective Equipment when handling waste.
- Not overfill containers/bins and keep provided lids on containers/bins, except when being filled.
- Ensure that spills are cleaned up using the appropriate spill kits where applicable.
- Always perform tasks with the aim of reducing or minimising the amount or toxicity of waste produced.
- Never dispose of hazardous waste (such as chemicals) down the drain. Always follow the correct waste procedure for the material.
- Hazardous waste must always be labelled correctly and clearly.
- Seek the advice of your Manager if unsure of the correct method of waste disposal.
- Ensure that hazardous waste and combustible non-hazardous waste is stored out of contact of any possible ignition sources.
- Immediately report any waste hazardous conditions, including leaks and spills, to your Manager.

In The Event of a Waste Related Incident / Emergency:

- If safe to do so, take action to reduce the amount of waste spillage/leakage.
- Call 000 if required.
- Report all incidents to your Manager.

Workplace Rehabilitation

Plus Education recognises that there are substantial benefits from the workplace rehabilitation of injured team members. Workplace rehabilitation assists the healing process and helps rebuild the team member's normal function.

Workplace rehabilitation includes early provision of timely and adequate services, including suitable duties programs, and aims to:

- maintain injured or ill team members at work,
- ensure the team members earliest possible return to work, or
- maximise the team members independent functioning.

Plus Education is committed to:

- Providing a safe and healthy work environment, but in the event of an injury or an illness, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice.
- Ensuring appropriate suitable duties are made available to injured or ill team members to facilitate their safe and early return to work. These duties must be medically approved and will be time limited.
- Respecting the confidential nature of medical information and ensuring there is both verbal and written confidentiality.
- Ensuring all team members are aware that, in the event of injury or illness, they will be consulted to ensure a structured and safe return to work that will not disadvantage them.
- Complying with legislative obligations with respect to the standard for rehabilitation.
- Adopting a multidisciplinary approach to rehabilitation as required.

The Manager is Plus Education's Rehabilitation Coordinator.

The Role of the Injured Team member

Responsibilities:

- To apply for workers' compensation.
- To advise their doctor of the availability of workplace rehabilitation.
- To ask their doctor to complete a Work Capabilities Checklist (if required).
- To actively participate in workplace rehabilitation.
- To maintain communication with the employer/Rehabilitation Coordinator about relevant issues related to their compensation claim.

Rights:

- To worker's compensation for work-related injuries accepted by the insurer.
- To choose their own doctor.
- To authorise our Rehabilitation Coordinator to contact their doctor for advice on suitable duties.
- To confidential, safekeeping of personal information.
- To be provided with suitable duties, if practicable.
- To be consulted in the development of a rehabilitation and/or suitable duties plan.
- To union representation if desired.
- To ask for a review of decisions with which they do not agree.
- To have access to an impartial grievance mechanism, which is accessed in the first instance by raising the grievance with the Rehabilitation Coordinator for resolution or escalation.

The Role of the Rehabilitation Coordinator

- To ensure an efficient system exists for immediate reporting of injuries to enable early team member contact regarding rehabilitation, to comply with employer's duty to report injury to the insurer and to ensure confidentiality of information received.
- To develop, coordinate and monitor workplace rehabilitation strategies for injured team members (this may include rehabilitation plans and suitable duties plans) and to ensure treating doctor approval for all plans (by the doctor signing the plans and any amendments).

- To educate all team members about the Workplace Rehabilitation Policy and Procedures, and what to expect when an injury occurs. To educate Managers regarding their role and responsibilities for rehabilitation. To ensure education is part of new team members' induction process.
- To promote Plus Education's Workplace Rehabilitation Program internally to maintain team members' commitment; and externally, to local doctors so as to build a good working relationship and gain their trust and assistance.
- To keep a file for each team member undertaking rehabilitation, including all documents, correspondence and accounts and to ensure confidentiality of both verbal and written information.
- To keep accurate and objective case notes of all communications, actions and decisions, and reasons for actions and decisions and to sign and date each notation.
- To maintain relevant statistics regarding workplace rehabilitation.
- To ensure currency of the Workplace Rehabilitation Policy & Procedures and their own Rehabilitation Coordinator accreditation.
- To provide injured team members with the opportunity to give feedback on the rehabilitation system and to document this feedback.

The Role of Managers / Team Leaders

- To actively assist the Rehabilitation Coordinator in identifying and coordinating suitable duties.
- To adjust workplace procedures and rosters to enable successful implementation of the plan.
- To monitor the injured team members progress in relation to suitable duties.
- To offer support and encouragement to any injured team member.

The Role of Co-Team Members

- To offer support and encouragement to injured team members.

CHAPTER 6 INFORMATION TECHNOLOGY

Information Technology (IT)

Email, computers, internet access and other electronic equipment is provided by Plus Education for team members to facilitate the performance of company work.

Email, the internet, smart phones, tablets, computers, photocopiers, scanners and printers are corporate assets and critical components of our communication systems.

Ownership of the equipment, software, programs and files remains with Plus Education.

Plus Education reserves the right to enter, search and monitor your computer files, smart phone records, email or printing device records, without advance notice, for business purposes such as investigating theft, disclosure of confidential business or proprietary information, or personal abuse of the system, or monitoring work flow or productivity.

You can't:

- Use email or any IT equipment for personal reasons without prior approval.
- Access, store, send or distribute offensive, pornographic, defamatory, threatening, discriminatory, bullying, inappropriate, false, sexist, derogatory or malicious comments, or images, or materials that violate the privacy of, or incites violence or hatred against, any person or class of persons, or which could give rise to civil or criminal proceedings.
- Add unauthorised or pirated software or files to any machine owned by Plus Education.
- Use disks, USB's, external hard drives or software brought from home or other sources on Plus Education computers (to avoid viruses and violating intellectual property rights).
- "Jailbreak" company smart phones.
- Download, copy or pirate software or other business information on the computer.
- Use computers to commit any form of fraud, including software, film or music piracy.
- Steal, use, or disclose someone else's password without authorisation.
- Share confidential material, trade secrets, or proprietary information outside of the Plus Education.
- Hack or attempt to hack into unauthorised websites or the network.
- Introduce malicious software onto the company network and/or jeopardise the security of Plus Education 's electronic communications systems.

- Forge header information, email source address or other user information.
- Authorise, aid, abet, encourage or incite any other person to do or attempt to do any of the above acts.

Password Protection

All company computers, laptops, tablets and smartphones must have password access enabled. You are responsible for maintaining the security of your password. You should take precautions to prevent unauthorised access to your computer by logging off when possible if your terminal is unattended. Passwords should be regularly changed.

Positioning of Computers

Computer screens should be positioned so that unauthorised persons cannot see the content of the screens.

Site Monitoring

All sites and downloads may be monitored and/or blocked by Plus Education if they are deemed to be harmful and/or not productive to business.

Internet & Social Media

With the rise of new media, the ways Plus Education team members can communicate are continually evolving. While this creates new opportunities, it also creates new responsibilities.

This policy applies to all Plus Education team members and contractors who use the following social media whether in a private and business capacity:

- Social Networking sites (e.g.: Facebook, LinkedIn, Google+, Bebo).
- Micro-blogging sites (e.g.: Twitter).
- Video & photo sharing sites (e.g.: Instagram, SnapChat, Vine, YouTube).
- Weblogs (e.g.: Plus Education blogs, Tumblr, personal blogs, and blogs hosted by the media).
- Forums & discussion boards (e.g.: Whirlpool, Reddit, Google groups).
- Online encyclopaedias such as Wikipedia.
- Review sites (e.g.: Yelp, True Local)

Remember, anything you post is accessible to anyone with a browser and is there forever, irrespective of any attempt to delete the content. Treat everything as if it is public (even if you have set your privacy settings to attempt to limit access to the content). Always assume that the person you would least like to see your post (or photograph or video) will see it. Our first and foremost rule is, "*Think Before You Post*".

Under this policy, you agree that Plus Education shall not be liable, under any circumstances, for any errors, omissions, loss or damages claimed or incurred due to any of your social media postings.

Please be aware that violation of this policy may result in disciplinary action up to and including termination.

What Can You Disclose?

You can disclose anything already in the public domain – which means that if you've read it in the annual report, strategic plan or in a press release, you can talk about it.

Everything you talk about must be truthful, accurate and able to be substantiated.

What Can't You Disclose?

Generally common sense is your best guide, but here are a few specifics.

You can't disclose:

- Non-public financial information.
- Non-public technical information.
- Personal information about individuals.
- Confidential information of our customers or suppliers.

You also can't discuss:

- Work related legal proceedings or controversies.

You can't use:

- Our trademark or copyrighted logos in your post unless authorised to do so.
- Other's materials without their express permission.

Other bits you can't do:

- Post offensive, defamatory, threatening, discriminatory, bullying, inappropriate, false, sexist, derogatory or malicious comments, images or materials online (which includes but is not limited to Plus Education, your workplace, your team members or your clients). In other words – do not troll!
- Reference Plus Education negatively in any online social medium or public forum.
- Post information that is defamatory to the company, its products/services, colleagues and/or customers.
- Suggest or imply you are speaking on behalf of Plus Education unless you are authorised to do so.
- Work on your personal blog or social media during work hours.
- Online shopping (unless its work related).
- Damage your employment relationship, Plus Education's reputation or commercial interests, or bring Plus Education into disrepute.

Emails

When you commence work with Plus Education, your Manager will create an email address for you if required.

Email Signatures

Team members should include a signature on all emails that includes:

- Name,
- Position Title,
- Plus Education's name,
- Contact phone number, and
- Plus Education Logo.

Talk with your manager to find out the correct font size and colours, and to find out how to set up your email signature in your email program.

Email Security

Unfortunately, not all emails are safe. While most emails that contain viruses and malware are picked up by our security programs, a percentage of malicious emails slip through the net.

Be on the lookout for "phishing" emails: Where emails attempt to fraudulently gather your personal information. Remember, legitimate businesses NEVER request you to confirm information such as your password or credit card information in an email.

Never click on suspicious links. To find out if the link is suspicious, hover your mouse over the link and check the target address. If it looks strange or doesn't match where the email says it is from, don't click it.

Never open a file, document, PDF, zip file that you are not expecting.

If you are not sure about an email, talk with your manager.

Misuse of Email

Please be aware that violation of this email policy may result in disciplinary action up to and including termination.

The following examples of email misuse are prohibited and include:

- Sending offensive, pornographic, defamatory, threatening, discriminatory, bullying, inappropriate, false, sexist, derogatory or malicious comments, or images, or materials that violate the privacy of, or incites violence or hatred against, any person or class of persons, or which could give rise to civil or criminal proceedings.
- Material that amounts to gossip about colleagues or concerns personal relationships.
- Pretending to be another person or using another person's computer without permission.
- Use of company communications systems to set up personal businesses.
- Distributing company confidential messages to outside locations or to non-team members of Plus Education.
- Accessing copyrighted information in a way that violates the copyright.
- Breaking into the system or unauthorised use of passwords/mailboxes.
- Broadcasting unsolicited personal views on social, political, religious or other non-business related matters.
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities.
- Sending emails that breach the Spam Act.

Chapter 7: Administration & Support

Certificate of Service

Team members and former team members may apply for a *Certificate of Service* which confirms the period of their employment with Plus Education.

Upon receipt of your written, signed request, the Payroll Officer will issue a certificate which provides details of your service and the position/s held during your employment with Plus Education.

Office Appearance

First impressions count. Clients equate the image and appearance of our office with the quality of service and advice they receive. It doesn't matter how our office looks to you – it's the client's opinion that impacts our bottom line.

Have a look at our office from the client's point of view. Does it look like an inviting place to visit, and the kind of place to go for quality products, information and advice? Is it safe for our team members and our clients to come to? Can clients with prams or with disabilities easily access our services? You are to advise your Manager if you see something that needs to be done, but is beyond your authority to fix.

You are expected to assist with the projection of an appropriate image to all visitors and clients; this includes maintaining a tidy environment in all common areas.

Weekly Tasks:

- Nominate one person to check the overall presentation.
- Computer screens and other equipment cleaned.
- Check rotation of stock and stock cleanliness/presentation.
- All shelves and signs dusted.
- Fridge door cleaned of fingerprints and marks and contents checked for expiry dates.
- Conduct random price check of items by scanning in the POS to compare against shelf price (if applicable).

Daily Tasks:

These tasks must be completed every day:

- Benches, Counters and register areas must be kept clear and business-like and cleaned thoroughly at the end of each day.
- Rubbish removed or more often if required.
- Traffic areas kept clear.

- All floors to be vacuumed and mopped (with appropriate warning signs placed near any trip or slip hazards).
- Clean, dust and rotate all stock and signs while restocking shelves.
- Office and surrounds monitored during trading hours to address any problems as they occur.
- Regularly check and tidy waiting areas.
- Client confidential files disposed of either through shredding or placement in document destruction bins (not in general rubbish).
- Catalogue, brochure and business card displays tidied and stocked.
- Stock pulled forward.
- Ensure smooth access into and within the office for clients with prams, strollers or mobility aids.

Kitchen & Bathrooms

- Please keep the kitchen and bathroom areas clean and tidy at all times, cleaning up after use.
- If you use dishes, then wash them immediately after use and do not leave them in the sink.
- Remember to regularly remove your old food items and milk from the fridge.

Waste Bins

Most team members have personal waste bins under their desk. These bins should be used for any items which are not recyclable e.g.; plastics, metal, pens, food scraps etc. Please use your discretion and be mindful of disposing food scraps in the office. Liquids should not be poured or placed into bins.

Recycling Bins

Please recycle where you can by 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 Plus Education information needs to be disposed of by either being shredded or placed into the locked security disposal bin. The key for this bin is with the Office Manager.

Documents to be placed in the security bins include but are not limited to:

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

Meeting Rooms

If you need to book or use a meeting room, please book the appropriate room through the receptionist.

Please tidy up after meetings by taking away your dirty cups, files papers etc. Place chairs back in position and clean the whiteboards.

Client Complaints

Nothing is ever gained by winning an argument and losing a client. Many clients don't complain ... they just don't come back (and share their negative experience with at least 10 of their friends).

If you receive a complaint:

- Act as if "*the client is always right*". It's not always true, but it's better to resolve a complaint than let an unhappy client leave.
- Listen carefully, and respectfully to the clients. Don't interrupt the client.
- Repeat the facts back to the client. Speak calmly and objectively to ensure that you understand the story from the client's point of view.
- Apologise, but don't admit liability.
- If the way to resolve the matter is obvious, make the offer. If not, ask the client how they would like the matter resolved.
- Once the way to resolve the complaint is clear, tell the client what you plan to do.
- If you need to refer the complaint, explain what you are doing. Relay the situation as accurately and comprehensively as you can, so that the client doesn't have to repeat their complaint unnecessarily.
- If the problem could have been prevented, work out with your Manager how to prevent it recurring.
- Keep a record of the complaint, and the action taken to rectify it, in the office communication book.

Media

If enquiries are made from outside Plus Education from the media, you should not answer their enquiries, but direct all such questions to your Manager.

Please be polite when directing the media to your Manager. Remember that your conduct reflects on our company.

Expenditure & Purchasing

Plus Education is committed to efficient, effective, economical, ethical and sustainable purchasing and incurring of expenditure.

When purchasing products, goods or services for Plus Education, the following factors need to be taken into account:

- Value for money - taking into account the whole-of-life costs and benefits, user requirements and quality.
- The item, service or product must be fit for purpose.
- Local and Australian made products are preferred over imported products, goods or services provided the cost differential is not excessive.
- Capacity to supply.
- Environmental sustainability and social impacts.

Expenditure Limits

The following purchasing limits apply

Amount of Purchase	Purchasing Requirements	Delegated Team Member
Up to \$100	N/A	Manager and/or Office Manager
\$100 to \$1000	One verbal or written quotation	Manager
\$1000 - \$5000	Minimum of three written quotations	Manager
\$5000 and above	Minimum of three written quotations	Managing Director/CEO