



Resource Centre

STAFF HANDBOOK

**Alzheimer's Association of Queensland
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STAFF HANDBOOK

This handbook has been prepared so that you may be better informed about policies, procedures, benefits and other issues concerning your employment. We appreciate the service of those of you who have been with us for some time and we welcome new employees.

Our working conditions and some things about our jobs have changed over the years as the Association has grown and as things have changed in our industry. These facts have necessitated changes in the Association's policies and practises from time to time. This handbook contains information which will ensure the smooth operation of our services and your well-being as an employee. The Association reserves the right to delete, amend or modify these policies and practices as the need may dictate.

All employees are expected to be familiar with and abide by the information in this handbook.

A copy of the Association's mission, aims and objectives and philosophy is attached. It is anticipated that your expertise, experience and attitude will assist us to achieve these and abide by our philosophy. If you have any questions regarding anything in this handbook, or your employment, please do not hesitate to contact your Manager, State Manager or the Human Resources Manager.

All staff are required to read this handbook and sign that they have understood and agree to the terms and conditions set out within.

1. INTRODUCTION

The Alzheimer's Association of Queensland prides itself in delivering excellent care.

The Association is committed to providing quality care services to its residents, clients and operates within a quality management framework. Continuous improvement is an important component in providing excellent quality care and clients and/or their families/carers and staff are encouraged to participate in the improvement process by completing surveys and submitting improvement ideas to the Managers. All suggestions are gratefully received and are explored as to their feasibility, taking into consideration the interest/wishes of other clients, the philosophy of the Association, budgetary constraints, practical implications and, most importantly, the improved outcome for Residents and Clients. These improvements are reported to all staff at staff meetings.

The Association owns and operates four Multi Service Centres within Queensland:

- Gordon Park Multi Service Centre – 45 Shamrock Street, Gordon Park
- Garden City Multi Service Centre – 50 & 52 Khandalla Street, Upper Mt Gravatt
- Ipswich Multi Service Centre – 84 Chermside Road, East Ipswich
- Toowoomba Multi Service Centre – 8 Buckland Street, Toowoomba

The Association owns and operates three residential care facilities within Queensland:

- Multi Service Centre – 18 Howard Street, Rosalie
- Garden City Retirement Home – 33 Tryon Street, Upper Mt Gravatt
- Windsor Aged Care- 26 Palmer Street, Windsor

An organisational chart for the organisation is also attached.

2. Conditions of Employment

Your employment is governed by a Modern Award. This instrument outlines your employment conditions as specified in the Fair Work Act 2009. Your letter of offer and terms and conditions of employment will form the basis of your employment.

3. Orientation

Your Manager is one of many who want you to succeed in your job. Only by working together as a team with our supervisors and other employees can we continue to be successful and at the same time deliver excellent outcomes for our clients.

Your Supervisor is an experienced employee who will give you full opportunity to learn the best ways of doing your work. If you have any problem or difficulty in performing your work properly or if you have a question about any job duties, please talk over your problem with your immediate Supervisor. He or she is always willing to help you and is the best source of information.

4. WHAT YOU CAN EXPECT FROM US

4.1 Annual Leave

Annual leave entitlement is in accordance with the current modern awards; Social, Community, Home Care and Disability Services Industry Award, Aged Care Award 2010, Health Professionals and Support Services Award 2010, and the National Employment Standards (NES). Copies of the relevant awards and National Employment Standards are kept on site in the office. Annual leave (applicable only for permanent part time or permanent full time employees) will accrue progressively throughout the year based on the employee's ordinary hours of work.

If new employees (permanent part time or full time) terminate at any time within the first twelve (12) months of joining the Association they will receive a pro rata annual leave payment, or as per the Award.

All annual leave (paid or unpaid) requests must be submitted to your Manager as soon as possible. Approval for leave will be based upon the needs of the Association and can be taken not less than (1) weeks duration. However, up to one (1) week's leave may be taken daily and at least twenty one (21) days' notice should be given in writing to the Manager on the leave application form.

Staff employed by the Alzheimer's Association of Queensland must not accrue more than one (1.0) years' annual leave entitlement and should arrange to take annual leave as it falls due.

If you have any specific requests regarding your annual leave period, it is asked that you put these in writing as early as possible. While reasonable consideration is given to your requests, the final discretion on timings for leave rests with the Manager.

Only under specific circumstances will unpaid leave be granted for permanent and full time staff and will be at the discretion of the Manager. Adequate notice must be given of intent for unpaid leave, and the request must be sought in writing on the leave application form.

4.2 Long Service Leave

Long service leave entitlement is in accordance with current modern awards; Social, Community, Home Care and Disability Services Industry Award, Aged Care Award 2010, , Health Professionals and Support Services Award 2010 and the National Employment Standards (NES). Copies of the relevant awards and National Employment Standards are kept on site in the office.

4.3 Parental Leave

Parental leave allows employees to take time away from work for the birth or adoption of a child. The term "parental leave" encompasses several types of complementary entitlements, including:

- ❖ Government funded parental leave pay
- ❖ Unpaid parental leave
- ❖ Adoption leave
- ❖ Foster parent leave

The Paid Parental Leave scheme (Government funded) is an entitlement for working parents of children born or adopted from the 1 January 2011. Working parents, including full-time, part-time and casual workers may be eligible for Parental Leave Pay if they meet the scheme's eligibility criteria.

You have to be an Australian resident, be the primary carer, and meet the work and income tests in order to be eligible.

The Government funded paid leave scheme does not provide eligible employees with a new entitlement to leave, the leave entitlement remains the same the only difference is there is an entitlement to paid parental leave. The scheme provides Government-funded Parental Leave Pay at the National Minimum Wage for a maximum period of 18 weeks. Parental Leave Pay can commence from the date of birth or adoption, or at a later date. It must be taken in one

continuous period and must all be used before 12 months from the date of birth or adoption. Parental Leave Pay is taxable and can be received before, after, or at the same time as existing entitlements such as annual leave, long service leave etc.

Under the NES (National Employment Standards) employees with 12 months or more of continuous services with an employer are entitled to take up to 12 months of unpaid parental leave from work. You can also request an additional 12 months unpaid leave on top of this.

In order to apply for Parental Leave, the employee must give written notice to the Association. This notice must be provided at least 10 weeks before the start of the leave with the intended start and end dates of the leave. These dates must be confirmed again at least four weeks prior to going on leave. Evidence, such as a medical certificate or statutory declaration, of the expected date of birth or date of placement or adoption will also be required.

To apply for Parental Leave Pay, you must contact Centrelink, who will then contact the Association to arrange payment. You will receive fortnightly payments in line with the current pay cycle and will continue to receive your pay-slips.

4.4 Personal/Carer's Leave

Being at work in accordance with your scheduled hours is expected and is considered an important factor in overall employee performance.

We recognise that occasionally it may be necessary for you to be absent from work as a result of illness. Paid Personal/Carer's leave (only applicable to permanent part time and full time employees) accrues progressively throughout the year according to the employee's ordinary hours of work, at a maximum rate of 10 days per year of service.

Employees must complete and submit a Leave Application form before personal/carers leave will be paid, and may be required to provide evidence of illness or injury to the satisfaction of the Association.

An employee is required to promptly notify their Supervisor if they are going to be absent from work due to illness or injury, and of approximate duration of their absence, if the employee fails to promptly notify the employer (unless it is due to circumstances outside of the employee's control) the Association is not required to pay the employee for the day, and may commence disciplinary action.

If an employee is absent for more than 2 consecutive days and is absent prior to or after a public holiday, the employee may be required to provide a medical certificate that states the nature of the illness, and the period of required absence from work. The Association may question a medical certificate that is illegible, post-dated, lacks detail or does not certify the authenticity of the illness. If satisfactory evidence is not provided, the employer is not

required to pay the employee for the absence, and may be able to commence disciplinary action against the employee.

More personal leave rules:

- Personal leave is not paid on termination
- An employee who suffers illness or injury during another form of leave (eg annual leave) cannot “swap” that other leave for personal leave without consent
- Personal leave is not intended to be used for pre-scheduled or routine medical appointments
- Personal leave cannot be cashed out
- Personal leave is only paid where there is an entitlement. If personal leave has not been accrued, there is no obligation for payment.

4.5 Compassionate Leave

Compassionate Leave is a paid entitlement of two days provided under the Act to all employees, except for casuals. It is separate from personal/carer’s leave entitlement, in that it is paid from the employers own pocket and is not deducted from an employee’s personal/carer’s leave accrual. The entitlement is available to an eligible employee for each occasion where a member of their immediate family or household:

- Has an illness or injury that poses a serious threat to their life (to spend time with)
- Passes away (to grieve, make arrangements and attend funeral)

Definitions

An immediate family member includes: a spouse, child, parent, grandparent, grandchild or sibling of the employee, or of the spouse of the employee.

A spouse includes: a former spouse, a de facto spouse, and a former de facto spouse

A child includes: an adopted child, a stepchild, and an adult child.

Payment for compassionate leave is at the rate that the employee would reasonably have expected to receive had they actually worked.

4.6 Staff Meetings

The Association believes that regular meetings of staff in its service are essential to reinforce teamwork, quality processes and provide opportunities for open communication.

It is a condition of your employment that all employees are required to attend the regular staff meetings. If the staff meeting is held on a day that you are not rostered, please see your Manager if eligible to claim for attending the meeting.

4.7 Commitment to Training

The Association encourages the professional development of employees through attendance and participation in approved meetings, seminars, conferences, symposiums etc. which are directly related to the Association's operations, activities and objectives and which will place employees in a position to improve their job performance. It is the responsibility of the Association and its employees to ensure that all staff are appropriately trained and have current knowledge related to their field

Opportunities for training may be limited by budget considerations. Prior approval will need to be obtained before any training is authorised.

A copy of the award and NES (National Employment Standards) are located in the office.

4.8 Library

The Alzheimer's Association of Queensland has an extensive library which is located at the Association's Resource Centre. All staff are eligible to borrow any reference material, books, video tapes, DVD and journals. A borrower's registration must be completed before borrowing is permitted.

Please remember, these items are the property of the Alzheimer's Association of Queensland and must be returned in good condition and on time.

5. COMMUNICATION

5.1 In/Out Board

The In/Out Board is situated behind the Reception area in the main office. Staff are expected to mark themselves in or out accordingly.

5.2 Change of Address, Telephone or Bank Accounts

Employees are expected to keep the Association informed of any change regarding their records. Changes in any of the following categories should be reported to the Manager and/or payroll at payroll@alzheimeronline.org as soon as they occur:

1. Change of address
2. Change of telephone number
3. Change of emergency contact
4. Legal change of name
5. Change in marital status or taxation status
6. Any change and/or addition to qualifications

5.3 Open-Door Policy

It is to be hoped that if any staff member who is experiencing any work related issues they will bring the matter/s to the attention of their Manager. All discussions will be treated in confidence. If you are uncomfortable speaking with your Manager, you are able to contact the Human Resources Manager directly.

YOUR COMPENSATION AND HOURS OF WORK

6.1 Awards

Employees' wages are calculated on a fortnightly basis. You will have your wage deposited directly into an account with the financial institution of your choice. The Association cannot be held responsible for delays in transmission to the financial institution/s.

Apart from income tax deductions, any deduction will need to be authorised by you in writing. Requests for deductions are to be submitted to the Payroll Department. Non authorised deductions by you may include orders from either the ATO or the Family Law Courts.

Hourly rates will be in accordance with the current modern awards; Social, Community, Home Care and Disability Services Award 2010, Aged Care Award 2010, Health Professionals and Support Services Award 2010 and the National Employment Standards (NES).

6.2 Superannuation

Where applicable all employees are eligible for employer-funded superannuation in accordance with the Superannuation Guarantee Act.

It is a requirement that you nominate which superannuation company you wish to belong to, by signing an application form to join the nominated superannuation fund, within the first pay period of employment. If you do not nominate a superannuation company of your choice, the Association will use their default fund.

6.3 Registration of Regulated Staff

Allied Health Practitioners must hold current registration with the National Governing body AHPRA (Australian Health Practitioners Regulatory Authority). Renewal of this your license is to be recorded with the Human Resources Manager prior to its expiration date each year. Neglecting to do so, will result in you not being permitted to work until evidence of registration is present or your registration is showing as being current on the AHPRA website.

It is the responsibility of all regulated staff to ensure that they maintain current knowledge in their field and also to ensure they meet the requirements of the CPD (Continuous Professional Development) component of their registration.

6.4 Commencement of Employment

At the commencement of employment, the following forms and documents must be completed and submitted to the payroll department before the first pay:

1. Personal Details form
2. Employee Bank Details
3. Letter of Offer
4. Contract
5. Superannuation choice of fund form
6. Timesheet
7. Tax File Number Declaration
8. Confidentiality Agreement
9. Code of Conduct
10. Current Police Certificate
11. If applicable, copy of your Passport
12. Copy of any applicable work right visa

Staff will not be eligible to work until a current National Police Certificate is provided.

6.5 Proof of Experience and Qualification

Proof of Qualifications must be given to the Human Resources Manager prior to commencement of your employment. Original documentation may need to be sighted or a copy signed by a Justice of the Peace and the copy notarised.

6.6 Paydays

The Association's Resource Centre's pay period is based on a normal fortnight. Pays will be transferred to a bank account of your choice the day prior to the end of the pay period. As the payroll is processed a day in advance, if you are sick on the Friday and you have been paid normal hours for this day please ensure that the sick day is actioned on the next fortnight payroll.

As the payment is processed by electronic funds transfer, please ensure that you provide your **exact** six number BSB number and your **exact** account number.

Should statutory holidays occur during the two working days following the completion of the fortnightly period, payment of wages may be delayed no longer than the period of such statutory holidays. It is strongly recommended that direct debit payments from your bank account are not scheduled for pay day in case there is a slight delay in the receipt of wages into your bank account. The Association will not be accountable for any additional bank charges incurred as a result of late receipt of wages.

6.7 Timesheets

It is each employee's responsibility to complete their own timesheet, which includes:

- Signing on and off at the beginning and end of each shift
- Requesting any pay for leave on the bottom of the timesheet
- Initialling any errors
- Totalling the number of hours worked
- Ensure you sign the timesheet in the appropriate place once all shifts are complete

Any entries not included could result in non-payment of wages.

This is the official payroll record from which pay is computed.

Overtime - Unless an employee is authorised to work overtime, (he/she records their normal commencing/arrival times) overtime will not be paid.

An employee seeking to claim for unauthorised overtime will have their claim rejected and will not be paid.

Please ensure that you do not complete or sign a timesheet on anyone else's behalf.

6.8 Salary Sacrifice

Salary sacrificing arrangements may be offered to full time, permanent part time or casual staff members who work 3 or more shifts per week. Staff who work less than three shifts per week are eligible to apply for salary sacrifice but the benefit of salary sacrifice maybe diminished as your tax payable may not enough.

Salary sacrifice is a system whereby a portion of an employee's gross salary or wage is paid as a benefit before tax, rather than directly as salary, thereby usually reducing the amount of tax paid by the employee on the income.

The Associations offers salary sacrificing through the Employment Benefits Card facility offered by the Westpac Bank. Other options may be available, please call the Payroll Office to discuss.

Please contact your Manager or the Human Resources Manager for further information.

Please note: AAQ is a Public Benevolent Institutions (PBI) and therefore able to access these salary sacrifice arrangements.

6.9 Attendance and Absenteeism

Regular attendance contributes significantly toward better team effort and operations; each

employee is very important to the smooth operation of the Association. Good attendance is an essential component of solid employee performance.

Occasionally, however, it may be necessary for you to be absent from work as a result of illness, injury or other appropriate personal reasons. In such cases, you are expected to give your Supervisor as much advance notice as possible before the beginnings of your scheduled starting time. This advance notification is necessary in order that appropriate arrangements can be made to handle your work during your absence. If you must leave work, your Supervisor should be notified as far in advance as possible.

Absences are classified into two categories – Excused and Unexcused.

Excused Absences - Excused absences are earned through length of service or are a result of factors beyond your control, such as holidays, annual leave, sick leave, bereavement leave.

It is expected you will commence work on time. Unavoidable delays cannot be foreseen, but a quick call would be appreciated if it is possible to make one.

Unexcused Absences - Unexcused absences occur upon failure to report to work as expected. Any unexcused absence of any duration will be considered an occurrence. Employees will receive a disciplinary warning for each occurrence. Two or more occurrences of unexcused absence within a three month period will result in disciplinary measures up to and including dismissal.

Being on the job, ready to work and on time, and in a fit state is very important. Each employee was hired for a specific contribution to the overall business of the Association. When you are absent or late, you are missed and the service experiences disruption.

If you are going to be absent or late unexpectedly, you must call your Supervisor at or before the assigned starting time. Texting your employer is unacceptable. Without this notification to your Supervisor, your absence will be counted as unexcused and could have a detrimental effect on your future employment.

Further to this, you are expected to remain at your work assignment for your full work period except for lunch and break periods. Do not leave the job without your Supervisor's permission.

Anyone who is absent for more than one day must stay in regular contact with his/her Supervisor (i.e., three-day virus infection – call each day; 3 weeks leave for surgery – keep in regular contact).

6.10 Reporting Accidents and Incidents

In order to fulfil the Association's workplace health and safety objectives, the Association is committed to ensuring all injuries and incidents that occur are reported promptly and accurately.

Reporting injuries and incidents aids in the initiation of preventative actions to control or limit future incidents, which may endanger the health and safety of employees. It is only reporting every injury and incident that the proper treatment for injuries can be given and appropriate action taken to prevent further incidents occurring. These arrangements also apply to particular illnesses and diseases which may become apparent.

Occupational injuries that require medical treatment other than first aid or that result in lost time, are required by state and federal laws to be reported by the Association. In either of these instances, the facts are to be reported to your Manager as soon as possible after the occurrence, and the appropriate report forms completed.

All employees must report all work related injuries and incidents, no matter how small. Upon informing the manager and the HR Manager a RISKMAN incident will be logged..

All employees should be aware of the Policies and Procedures surrounding incident reporting including workers' compensation and rehabilitation.

6.11 Workers' Compensation

If you are injured at work you will be subject to the coverage of the workers' compensation cover held by the Association. Any 'on-the-job' injury must be reported to your Manager or HR Manager as soon as it occurs, and full details recorded.

You must promptly complete the appropriate Workers Compensation Application form available from your Supervisor, and forward all medical certificates and accounts to your Supervisor or Human Resources Manager who shall then pass these items on to Workcover. Please ensure that the Incident is entered into RISKMAN as soon as possible following the incident.

The Human Resources Manager and the Payroll Officer are the current Association's Rehabilitation Return to Work Coordinator.

7. PERSONNEL AND TRAINING POLICIES

7.1 Probationary Period

All new employees will undertake initial employment, which is known as “minimum employment period”. The length of the minimum employment period (probationary period) is for six (6) months.

During this probationary period, your Supervisor will evaluate your work, personal traits, willingness and general fitness for the job.

7.2 Staff Training and Development Plans

Staff Training and Development Plans are conducted annually by your Manager. After your plan has been developed, you will have a discussion with your Manager where any issues or concerns will be discussed. All discussions are confidential.

All employees are expected to comply with performance standards relevant to the Association. Failure to consistently achieve the levels which are set in line with the Associations standards/guidelines, industry standards and your Position Description will result in counselling, training, and as a last resort, disciplinary action, which may unfortunately, lead to termination.

7.3 Full-Time, Part-Time and Casual Employees

Employment classification is as follows:

- Full-time Permanent Employees. Employees hired to work the normal, full-time 37.5 hour week on a regular basis,
- Part-time Employees. Employees hired to work more than 16 hours per fortnight and less than 75 hours per fortnight
- Casual Employees. Employees engaged as a casual to work on an hourly basis for the Association, whose hours of employment may be varied from time to time as required. The maximum number of hours worked may also be specified in your Award.

8. WHAT WE CAN EXPECT FROM YOU

8.1 Employees Code of Conduct

8.1.1 Conduct

All employees shall be expected to conduct themselves in a professional manner.

8.1.2 Language

All staff are expected to speak in a professional manner. Inappropriate verbal incidents may result in disciplinary procedure/s being initiated.

8.1.3 Rumours and Gossiping

Rumours are always destructive to all concerned – they benefit no one. For information about the Association or about things that are being done that you think will affect your job, ask your Supervisor. Please feel free to do this. Don't depend on rumours; get the facts.

You are expected to discourage the practice of starting or spreading rumours and gossip and to refrain from being a party to such actions, as they can only harm harmonious working relationships in your service.

8.1.4 Alcohol and Substance Abuse

The misuse of legitimate drugs, or the use, possession, distribution or sale of illicit or non-prescribed controlled drugs on organisation premises is strictly prohibited and will result in disciplinary action, up to and including dismissal. Except at approved functions, no employees shall consume, have in their possession, distribute or sell alcoholic beverages or any other mind altering substance on organisation premises. To do so is a prime cause for termination of employment. Employees may be subjected to random Drug and Alcohol testing based upon reasonable suspicion.

Being unfit at work because of use of drugs or alcohol is strictly prohibited and is grounds for dismissal. While this policy refers specifically to alcohol and drugs, it is intended to apply to all forms of substance abuse.

Contractors and common carriers are also covered by this policy. Those who violate the policy will be removed from the Associations premises and may be denied future entry.

If a person is deemed to be under the influence of drugs or alcohol during work hours, then that person will be required to take sick leave until they are no longer affected by the drugs or alcohol.

8.1.5 Your Appearance and Grooming

All employees are to be neat, professional and clean in person and wear appropriate office attire at all times.

As a guide you must ensure:

- Jewellery and body piercing must not pose a Workplace Health and Safety risk
- Externally visible body piercing and tattoos is unacceptable.

Staff will be asked to remove any inappropriate chains or other pieces of jewellery including nose, cheek, lip, tongue and eyebrow piercing and also will be asked to cover visible tattoos.

8.1.6 Internet access, Email usage and Social Media

Computers/electronics (IT) resources are provided for the purpose of conducting authorised business.

These resources may include, but are not limited to telephone, mobile phone, facsimile, computers, electronic mail (e-mail), World Wide Web (WWW) and voice mail.

All employees must realise when they use the Associations resources, they are representing the Association and are publishing facts or views that may be used as evidence in court.

Employees must be aware of the instantaneous nature of IT related communications; it is easy to fire from the hip and unnecessarily inflame professional relationships. The conversational style of e-mail in particular, can lead to your intended message being misinterpreted.

All employees need to be aware that the Associations policies on sexual harassment and workplace harassment apply to the transmission of offensive material either through the www or e-mail. The distribution of pornographic or sexually explicit material through the Associations e-mail or other electronic means will not be tolerated and will be dealt with as a serious disciplinary issue.

The Management may authorise access to any information stored on the Associations IT resources. This is to ensure continuity of business at all times.

Staff are to ensure that they are familiar with the Association's Technology Security procedure (RNC-P-21.0) and in particular section 4.2 which prohibits staff from conducting personal business on the Association's computers. Staff must also at all times comply with AAQ Social media policy.

8.1.7 Sexual Harassment

It is policy of this Association to maintain a working environment free from all forms of sexual harassment or intimidation. Unwelcome sexual advances, requests for sexual favours or the display of offensive material, which can create a hostile or offensive work environment and other verbal or physical conduct of a sexual nature are serious violations of our policy and will not be condoned or permitted.

Sexual harassment can take various forms; examples include but are not limited to:

- Unwelcome touching, hugging or kissing;
- Staring or leering;
- Sexually suggestive comments or jokes;
- Sexually explicit pictures, screen savers or posters;
- Unwanted invitations to go out on dates;
- Requests for sex;
- Sexually explicit emails or SMS messages.

Not only is sexual harassment a violation of our policy it is illegal under both federal and state anti-discrimination laws. Any employee who is subjected to sexual harassment or intimidation by a fellow employee/supervisor, should contact the Management. All complaints of sexual harassment will be treated seriously and investigated promptly, confidentially and impartially. Complaints can be lodged verbally and followed up in writing. Disciplinary action will be taken against anyone who sexually harasses a co-worker, customer, supplier or any other person in the workplace. Discipline may involve a warning, formal counselling, demotion or dismissal, depending on the circumstances.

8.1.8 Equal Employment Opportunities

The Association is an equal employment opportunity employer. All employees are treated on their merit, without regard to race, age, sex, marital status, sexual orientation or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, and their ability and enthusiasm to maintain our standards of service.

Under Qld State Anti-Discrimination laws, discrimination in employment on the basis of the following attributes is prohibited:

- Sex
- Relationship status
- Pregnancy
- Parental status
- Breast feeding
- Age

- Race
- Impairment
- Religious belief or religious activity
- Political belief or activity
- Trade union activity
- Lawful sexual activity
- Gender identity
- Sexuality
- Family responsibilities
- Association with, or relation to, a person identified on the basis of any of the above attributes.

If you have any questions or concerns about discrimination or inequity in the workplace you should bring them to the attention of Management immediately.

If you believe there has been a breach of this policy you must address the situation. Do not assume the issue will resolve itself. You should contact your Supervisor and outline the complaint in writing. Your Supervisor will take appropriate steps to handle the complaint. If you are unable to discuss the matter with your Supervisor, you should raise your complaint with the next level of Management.

The Association is committed to workplace equity. Disciplinary action will be taken against anyone who breaches these principles. Discipline may involve a warning, formal counselling, demotion or dismissal, depending on the circumstances.

In accordance with federal and state laws, we recruit, hire, promote and evaluate all personnel without regard to race, religion, colour, sex, marital status and handicap and any other discriminatory characteristic, except where such characteristic is an appropriate bona fide occupational qualification would prevent the potential employee from performing the job for which they are being considered. Job applicants and present employees are evaluated solely on ability, experience, qualification and the requirements of the job.

8.1.9 Workplace Harassment & Discrimination

Workplace harassment and discrimination occurs when a person is discriminated against or harassed because of their race, colour, descent or national or ethnic origin etc, as defined under the Racial Discrimination Act 1992 or because of their sex, marital status, pregnancy as defined under the Sex Discrimination Act 1992, and other grounds under the Human Rights and Equal Opportunity Act 1986.

Workplace harassment is defined as:-

- any form of behaviour (including comments, jokes, and innuendo) which is unwelcome

- unwanted or uninvited and/or repeated behaviour that makes a person feel humiliated, intimidated or offended
- harassment can take many forms and may include physical contact, verbal comments
- inappropriate communication (including but not limited to email and text messages)

It is the responsibility of all employees to not participate in discriminatory or harassing behaviour within the workplace. Management/Supervisors are accountable for ensuring professional standards of conduct are observed at all times and to take immediate preventative action in any situation that has the potential to be construed as harassment. This means acting as a role model for staff to demonstrate appropriate behaviour. Incidents of harassment are to be treated seriously and immediate action must be taken to deal with complaints.

What an Employee should do if they are harassed

If an employee believes they are being harassed in any way, they should not ignore it. Take action in the following manner:

- Tell the other person in a direct and firm manner that their behaviour is offensive and unacceptable... tell them to stop. However, telling the person may not be enough to stop the unwelcome behaviour so be prepared to take further action.
- Keep diary notes of all incidents with details of the harassment, dates and times, name(s) of offending party and any response you made.
- Discuss the situation with their immediate Supervisor or Human Resources Manager

Complaints Procedure

The Association has a complaints procedure which employees can use if they wish to take further action after speaking to their immediate Supervisor/Human Resources Manager. The procedure is flexible. It provides an opportunity for action to be taken that is appropriate in each individual case. This could include mediation and conciliation and disciplinary action where appropriate.

In the first instance you are requested to formalise, in writing, your complaint with your immediate Supervisor/ Human Resources Manager. It will be of assistance to your immediate Supervisor/ Human Resources Manager in investigating the complaint if you are able to outline specific instances, dates, what was said or done, and witnesses in the written complaint.

If your complaint is about your immediate Supervisor, again you are required to formalise, in writing, your complaint and send it to the HR Manager.

Again it will be of assistance to your immediate Supervisor/ Human Resources Manager in investigating the complaint if you are able to outline specific instances, dates, what was said or done, and witnesses in the written complaint.

The aims of the procedure are to ensure that:

- the harassment stops
- there are no reprisals for making the complaint
- where disadvantage has occurred that it is redressed; and
- awareness of the nature and consequences of harassment are increased

The guiding principles are:

- the right of individuals to be treated with respect;
- observance of natural justice (i.e. the right to be heard and respond to any allegation)
- observance of confidentiality
- acceptance of the legitimacy of the complainant's feelings
- support and protection for all parties
- empowerment of complainants; and
- preservation of a non-judgemental and non-adversarial approach by mediators.

The Association will make every endeavour to resolve complaints; employees can approach the Anti Discrimination Commission of Queensland (ADCQ) for advice.

When the employer receives a complaint:

- Prompt action will be taken and the strictest confidentiality ensured.
- The complainant will be interviewed and the nature of the complaint clarified.
- The complainant may wish to seek independent advice and or representation
- The complainant will be notified of alternatives available in resolving the complaint.
- A full explanation of the conciliation process and possible outcomes of such action will be given to the complainant.
- The complaint will only be proceeded with if so requested by the complainant.
- A meeting between the employer and the alleged harasser will be arranged.
- The alleged harasser will be fully informed of the complaint, the name of the complainant and the complaint procedures.
- The alleged harasser may wish to seek independent advice and or representation.
- The alleged harasser will be given the opportunity to fully respond to the allegations and to assist in the complaint resolution.
- The complainant will be informed of the discussion and outcomes of the meeting between the employer and the alleged harasser. Any proposal for resolution will be

discussed.

- Written records will be kept to establish the facts and all documents will be kept secure. Information on the allegation will only be accessible to those whose job it is to deal with complaints. These records may be accessed where it is appropriate and does not breach either Privacy provisions or individual confidentiality.

In the event of the Complainant being dissatisfied with the result of the process, or where the complaint involves the Supervisor, the Complainant shall have redress to Senior Management.

8.2 Disciplinary Procedures

8.2.1. Staff are expected to follow the Association's procedures, policies and position description at all times.

8.2.2. If instigated, disciplinary procedures will follow a prescribed order, unless otherwise determined by the relevant award.

8.2.3. When your Manager has concerns about the work performance or conduct of an employee, the Manager shall initiate counselling of the employee concerned to make them aware of the deficiencies in their performance and the standard of performance that the Association requires the employee to meet.

8.2.4. At the commencement of counselling the Manager shall make the employee aware of the nature of the counselling and the specific areas of concern. Such counselling may or may not be concluded by the Manager giving the employee a verbal warning to improve performance or cease the conduct complained of.

8.2.5. Where the Manager believes that an employee's work performance and/or work conduct has not improved, the employer may counsel or further counsel as the case may be and shall give a written warning outlining the Manager concerns and reasons for coming to that conclusion.

8.2.6. A copy of the written warning and a record of the counselling session will be placed in the employee's personnel file. This form is to be countersigned by the employee. The employee will be able to document agreement or disagreement with the matters raised. The employee has the right to union representation or support person during this interview.

8.2.7. Nothing in this procedure restricts the facility's right to summarily dismiss an employee in circumstances that warrant summary dismissal.

In relation to this procedure the employer shall ensure that:

- Where the employee has been counselled or warned to improve work performance or conduct, a reasonable time shall be given to enable the employee to comply;
- The employee is given an opportunity to respond to any concern or allegation made; and
- In a process where the employee is likely to be given a verbal or written warning, the employee is to be informed of their right to be accompanied by their Union or support representative.
- In the event of the matter recurring, the employee may be terminated. Dismissals are to take place only with the authority of the Human Resources Manager.

8.3 Instant Dismissal

Instant dismissal of an employee may occur for acts of gross misconduct.

8.4 Resignation

An employee desiring to terminate their employment must submit their resignation in writing addressed to the Association. This should be submitted through the Manager.

The actual period of notice required is specified in your letter of employment and the relevant award for your job classification.

If an employee terminates their employment with the Association and at a later date wishes to be rehired they will be treated as a new employee.

An exit interview may be conducted for anyone who leaves the employment of the Association.

Your final pay will be credited to your bank account within 48 hours of your last day of work.

8.5 Grievance Prevention and Settlement Procedure

It is hoped employee grievances will be resolved by negotiation and discussion with his/her supervisor.

If the grievance is still unresolved, the matter will be referred to management and the local industrial organisation representative or as otherwise determined by the relevant award.

If the grievance is still unresolved, then management and the appropriate union representative shall be advised and a meeting of parties arranged.

These above steps should take place within seven (7) days. Work shall continue until the dispute has been resolved. If the matter remains unresolved, the parties shall consider a mediation conference prior to referring the dispute to the State Industrial Commission.

No party shall be prejudiced as to the final settlement by the continuance of work.

9. Fire & Emergency

Every staff member must read the Emergency Procedures Manual and **complete the Fire Safety/Emergency Procedure Questionnaire**. All staff must be aware of their responsibilities in the event of an emergency and know the location and the use of the fire extinguisher. All staff must attend mandatory fire and evacuation training annually.

10. Telephone Procedures – Answering the phone

Please answer the telephone promptly, answering as follows – “Good morning Alzheimer’s Queensland, this is (your name) speaking”. Please write down the message clearly, giving the date and time it was received and the name of the caller.

11. Security

Staff are to be conscious that the Resource Centre is to be alarmed out of side of normal office hours. If you are the last staff member to leave, you must exit through the front door and ensure the building is armed.

12. Maintenance

A maintenance log is kept at each centre and any identified maintenance needs to be recorded on the maintenance request sheet immediately. Any WH&S concerns should be reported to the State Manager or Human Resources Manager.

13. Smoke Free Workplace

The Association has an obligation to provide a safe working environment and protect the health of staff and others and to maintain the highest possible health and safety conditions; it is against the law to smoke on the Association’s premises at any time while at work.

Smoking is expressly forbidden in all buildings, vehicles and on Association property.

This procedure applies to all workers, contractors and visitors and within all areas of the workplace. We encourage all staff to seek advice to assist in quitting smoking.

Staff are required to be free of any smoking odours while working i.e. odours on clothes, hands, hair or breath.

14. Confidentiality

All staff are required to sign a Confidentiality Agreement form upon commencement of employment at the Resource Centre. Accordingly, there must be no discussion of a resident's or client's personal or sensitive information outside the centre. Resident's and client's privacy and dignity must be respected at all times and staff are required to adhere to the home's privacy procedure (AAQ-P-12.0 Privacy and Confidentiality). Disciplinary action will follow if this procedure is not complied with.

15. Workplace Health and Safety

Safe work procedures are available on the AAQ website. It is every staff members' responsibility to read these procedures and agree to undertake safe work practices at the workplace.

a. Prevention is Best

The Resource Centre provides annual manual handling to ensure prevent injury, ensure safe practices and avoid exposing staff to unnecessary risk. It is, therefore, everyone's responsibility to adhere to recommended practices and procedures.

All incidents/accidents are to be reported on the appropriate forms by staff and visitors.

Staff are to ensure:

- All liquid spillages on the floor must be wiped up immediately as they occur.
- Any food spilt must be wiped up immediately.
- Notices must be displayed when cleaning is in progress.
- Any equipment malfunctions is to be reported to the Receptionist. The equipment is to be taken out of circulation, a warning notice attached stating the malfunction and recorded on the maintenance register..

16. COMPLIMENTS AND COMPLAINTS

It is expected that all staff have an understanding of the Compliments and Complaints process.

Informal feedback provided to the State Manager to be recorded into RISKMAN.

Anyone that wishes to make a formal complaint please refer to the AAQ Corporate Procedure - Non Staff Grievances (AAQ – P-22).

17. WHEN YOU LEAVE US

Notice must be given in accordance with the relevant award. Failure to do so will result in a loss of wages equivalent to the stated notice periods in the relevant awards.

Proof of hours of service, capacity of employment and details of any advancement will be given, along with your final pay slip and separation certificate.

All property supplied to you by AAQ must be returned to the Manager, prior to your last working day.

The Association and staff have pleasure in welcoming you as a member of our staff team and wish you a long and happy association with us.

MISSION STATEMENT

The Alzheimer's Association of Queensland Inc.
aims to be an effective advocate
on behalf of people with dementia and their carers to
achieve an enriched quality of life.

PHILOSOPHY

The AAQ's philosophy is to care for its clients with respect, kindness and compassion, to uphold their dignity, privacy and comfort, to respect and endeavour to maintain their valued social role while conducting the administration and provision of quality care services in the highest professional manner

AIMS AND OBJECTIVES

Clients are acknowledged as members of the wider community with all attendant rights and responsibilities and as having a unique social, familial, cultural, religious and spiritual experience

Consultation and choice in all aspects of care and lifestyle while not infringing on anyone else's rights

Enhancement of client's dignity, privacy and self-esteem

Opportunities to achieve and maintain independence

Freedom of speech without fear of reprisal

Encouragement for relatives' involvement in client care and socialisation

Consideration for the clients by caring, compassionate, motivated and professional caring staff who work as a team

Conducting the centre's affairs with integrity and honesty, rendering service on a high ethical level

Continual improvement of the knowledge base of staff by ongoing training

The physical surroundings will continue to improve so the clients will be cared for in a home-like environment

All government changes to regulations will be implemented as applicable

Acknowledgement of Receipt of Staff Handbook

The Staff Handbook is designed to answer some of the questions which may arise in connection with your employment. It also provides you with information outlining processes and procedures affecting your employment.

Provisions of this handbook may be modified, revoked or changed by the Association at any time. Any changes will be communicated to employees.

Your signature below indicates that you have received, read and understood the contents of the Staff Handbook, and agree to abide by the policies.

Acknowledgement

I hereby acknowledge that I have read, understood and will abide by the contents of the Staff Handbook.

Print Name: _____

Signature: _____

Date: _____