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<b>Policy Number:</b> 400	
<b>Title:</b> Application for Employment	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To establish protocols to ensure that appropriate information is received on all applicants for employment and that each application is properly assessed and authorised prior to commencement of employment.

## 2. POLICY

- 2.1. All applicants for employment must complete the Village Baxter “Application for Employment” Form and provide an up to date resume for the application to be assessed. When an applicant has been assessed as suitable for employment the assessment section of the Application Form must be completed by the interviewing office, signed and forwarded to the Human Resources Manager for approval prior to commencement of employment.
- 2.2. It is Village Baxter policy not to re-employ past staff. An employment application from a past staff member must be immediately referred to the Executive Manager or General Manager.

## 3. PROCEDURE

- 3.1. Upon application for employment each applicant will be issued with an “Application for Employment” form available from Administration Reception, or from Heads of Departments.
- 3.2. Where multiple applications are received a shortlist of applicants for interview will be prepared by the Head of Dept. / Interviewing Officer. Applicants not being interviewed will be notified that they have been unsuccessful.
- 3.3. Applicants being interviewed will be provided with a current Position Description for the role applied for.
- 3.4. Interviews will be conducted by the Head of Dept or nominated staff. Nominated staff must hold supervisory responsibilities. HR Manager may assist with interviews if requested. A list of recommended interview questions is available from Heads of Departments or from Reception.

- 3.5. Upon interview, the assessment section of the Application for Employment will be completed by the Interviewer.
- 3.6. Prior to an offer of employment being made, the interviewing officer will perform an employment check. A list of recommended questions can be obtained from the HR Manager.
- 3.7. Successful applications will be forwarded to the HR Manager for approval.
- 3.8. Once the application has been approved the application form will be forward to the Payroll Officer who will prepare a “Letter of Offer” that must be approved by the HR Manager prior to being posted.
- 3.9. Unsuccessful applicants will be notified that they have been unsuccessful by the interviewer.

#### **4. RELATED POLICIES AND DOCUMENTS**

- Application for Employment Form
- Position Description
- Interview Questions
- Reference Check Questions
- Letter of Offer

<b>Policy Number:</b> 401	
<b>Title:</b> Recruitment of Staff	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To establish protocols to ensure that the most suitable candidates be appointed to vacant positions within the Village.

## 2. POLICY

The Village Baxter will ensure that recruitment procedures be designed to ensure that the most suitable applicants are appointed to positions in the Village. There is no entitlement by existing staff to be offered vacant positions, however, all staff are entitled to apply for any position they wish. Any staff member so applying will be considered under the same criteria as external applicants.

## 3. PROCEDURE

- 3.1. When considering the employment of additional staff, each Head of Department is to consider the overall requirements of the Village and our residents to ensure that our services can be delivered in an optimum fashion. Such considerations could include the need for formal training or specific experience, any specific physical demands of the position, need for cultural diversity etc.
- 3.2. All vacant positions within the Village will be advertised unless specific approval is granted by the General Manager to waive this requirement. Any such waiver will only be granted where it can be demonstrated that it is in the Villages interests to secure additional shifts for an existing member of staff.
- 3.3. Any advertisement may be limited to internal use where the Head of Department considers that we have existing staff who may be suitable and interested to secure additional work. If it is considered that a broader field of applicants would be more appropriate, an advertisement will be placed in the local papers and/or online job pages. It may also be placed on the Village Baxter jobs website and social media platforms if necessary. In exceptional cases, in a major daily paper. Any such advertisements will clearly nominate the position on offer, an overview of the duties and any particular skills required of the applicant, a contact person for additional information and a clear deadline for receipt of applications.

- 3.4. Applicants are to be assessed against a clearly developed criteria for skills sought and experience required to determine the most suitable applicant for the position. All applicants are to be considered on merit in accordance with the Village policies.
- 3.5. Where external applicants are assessed as potential employees a short-list of interviewees will be determined and invited to interview. If deemed appropriate by the Head of Dept., existing staff may also be invited for interview, especially if a substantive role change is being considered. (This is not required when vacant shifts are being allocated to existing staff within their scope of practice).
- 3.6. Where family or friends are applicants they are to be held to the same employment standards as all applicants.
- 3.7. Upon finalisation of the interview process, a recommendation will be made to the Human Resources Manager for approval and a formal letter of appointment will be established for the selected applicant. Unsuccessful applicants will be advised in writing of the position. (This not required when allocating vacant shifts to existing staff where a “Change of Shift” form is used).
- 3.8. The letter of appointment for successful applicants will contain, amongst other general details, specifics of the position offered, rate of pay, obligations of staff to adhere to Village policies and details of a Village orientation time. The applicant is required to sign and return the letter of employment as indicating their acceptance of the position and the responsibilities of employees.
- 3.9. Upon commencement of the employee, the Villages orientation program must be followed to ensure that all necessary information is conveyed to the new staff member. To facilitate this program, the orientation checklist should be used.

#### **4. RELATED POLICIES AND DOCUMENTS**

- 407 Orientation Checklist

<b>Policy Number:</b> 402	
<b>Title:</b> Interview Question Template	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To provide support for staff who are responsible for performing interviews of prospective employees, and to ensure all applicants are fairly assessed using common criteria.

## 2. POLICY

Suggested Interview Questions, Interview Techniques and Referees Questions are available in this policy manual and may be used as an aide for staff responsible for interviewing prospective employees.

## 3. PROCEDURE

The Interview question template may:

- 3.1. Be issued to applicants prior to interview to be formally completed. In this instance the responses given may be used as a guide to discussion points during interview. Or,
- 3.2. Be used as specific questions during the interview process and be completed by the interviewer as part of the record of interview.

## 4. RELATED POLICIES AND DOCUMENTS

- Interview Question Template
- Application for Employment
- Referees Questions template

<b>Policy Number:</b> 403	
<b>Title:</b> Reference Check Template	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To provide support and guidance for staff who are responsible for checking references of prospective employees prior.

## 2. POLICY

All prospective employees must provide contact details for three referees. The interviewing officer or their nominee must complete a reference check on the prospective employee prior to a formal offer of employment being made. Exceptions to this policy must be authorised by either the General Manager, Executive Manager, Human Resources Manager or Director of Nursing.

## 3. PROCEDURE

- 3.1. As far as practicable all referees should be contacted, however, where this proves impractical a minimum of two referees will be acceptable.
- 3.2. All referees should be asked to speak about the following:
  - 3.2.1. Willingness to re-employ applicant. (If they are previous or current employers of applicant).
  - 3.2.2. Punctuality of applicant.
  - 3.2.3. Reliability of applicant.
  - 3.2.4. Applicant's communication and interpersonal skills.
  - 3.2.5. Applicant's clinical expertise and technical skills.
  - 3.2.6. Applicants work ethic.
  - 3.2.7. Any disciplinary issues the applicant may have had.
  - 3.2.8. Any personal conflicts in the workplace.
- 3.3. A suggested list of questions is contained in the "Reference Check – Suggested Questions" Template.
- 3.4. Upon completion of the reference check the application form should be noted in the interviewer's appraisal section.

## 4. RELATED POLICIES AND DOCUMENTS

- Reference Check - Suggested Questions
- Application for Employment Form



<b>Policy Number:</b> 404	
<b>Title:</b> Conditions of Employment	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure staff are aware of basic conditions of employment, expectations of role, responsibilities and behaviours.

## 2. POLICY

- 2.1. Staff employed by the Village Baxter are engaged under an employment contract which is a binding commitment between the parties. Staff will be provided with a signed copy of this contract (Letter of Offer) for their reference. The contract covers such areas as:

Term of Employment	Leave Entitlements	Classification
Rate of Pay	Other General Issues	Job Title
Initial Shifts to be Worked	Place of Work	Award/Collective Agreements

- 2.2. Following appointment Staff will have direct responsibility to their Head of Department. Refer to the attached organisational chart to identify the reporting procedures.
- 2.3. Village Policies and Procedures are to be followed at all times. It is expected that staff will accept and practice B.V.B. philosophy.
- 2.4. Privacy and confidentiality is to be maintained at all times when dealing with residents and other staff.
- 2.5. Registered Nurses and Enrolled Nurses must maintain currency of registration with Australian Health Practitioner Regulation Agency and provide confirmation of registration to the Director of Nursing before 30 March. Any staff who let their registration lapse will be deemed to be no longer qualified for their position and will cease to be employed by the Village as a nurse.
- 2.6. Staff employed as “Village Nurses”, “Lifestyle” staff and other staff nominated at Management discretion are required to maintain currency of First Aid, CPR and provide evidence of currency annually. However, all staff are encouraged to have First Aid / CPR certificates and are eligible to claim a Village rebate towards the cost of the training.
- 2.7. All staff are required to provide a current police check upon employment, and every 3 years thereafter or in accordance with current legislations.
- 2.8. All appointments are subject to a 6 month qualifying period, after which time a notice of confirmation of employment or other arrangements will be provided.

- 2.9. Staff are expected to be punctual and work as part of a team for the smooth running of the Village. It is common courtesy to arrive on time to commence a shift. This is especially important for direct care staff to familiarise themselves with any particular issues pertinent for their shift.
- 2.10. Staff are required to wear an identification badge whilst working. This practice must be strictly adhered to for the security of Residents and Staff. Emergency responses are listed on the reverse side of the ID badge.
- 2.11. A relevant detailed position description identifying the responsibilities of the role will be provided upon commencement of employment. The completion of these tasks are the responsibility of individual
- 2.12. Should an exceptional circumstance arise whereby Staff are unable to complete their duties in the shift time, staff should either document the circumstances or discuss the situation with the Head of Department. Any changes to the job specifications will be advised when necessary.
- 2.13. Staff are employed in a position of trust. All Staff and residents have a right to expect that this is upheld at all times.
- 2.14. Whilst carrying out duties, or simply when on the premises, Staff are entering the home of Residents. This includes all lounge, recreational and office areas. The maintenance of appropriate decorum and common courtesy is to be extended by all Staff.
- 2.15. Performance appraisals will be undertaken for all staff on a bi-annual basis.
- 2.16. All members of Staff are required to attend a formal meeting with their Head of Department for the purpose of completing the Company' s Staff Appraisal on a bi-annual basis. This is an opportunity for Staff and their Head of Department to discuss any issues affecting their employment with The Village Baxter.
- 2.17. Resignations are to be submitted in writing, to Head of Department, stating the date that employment will cease.
- 2.18. It is preferred that 2 weeks' notice be given to enable a replacement to be arranged for the shifts. Under certain circumstances a shorter period of notice may be acceptable. Staff in management and supervisory positions are requested to give a longer period of notice to enable smooth transition.
- 2.19. Please ensure that the Payroll Officer is provided with a correct forwarding address.

2.20. If staff members require a Certificate of Service they are to make a request to the Head of Department.

2.21. Orientation Program:

The Village has implemented an orientation program for all new Staff members to ensure that they quickly become familiar with the policies and practices of the Company. The program embraces two aspects, firstly, those matters that need to be covered during the first day of employment (fire and safety, etc.) and secondly, broader Village wide issues that new Staff are expected to learn during their probationary period of employment. It is a condition of employment that the orientation program is completed.

### **3. PROCEDURE**

- 3.1. Upon commencement of employment the responsible supervisor or delegate will conduct an orientation with the new staff member.
- 3.2. The orientation will ensure that the new staff member is issued with a Village Baxter New Staff Orientation Kit.
- 3.3. Contents of the Kit will be explained and relevant forms completed and forwarded to Pay Office.
- 3.4. Emergency procedures will be explained and a time arranged for evaluation of emergency procedures competency.
- 3.5. Any site / or role specific information will be explained to the candidate.
- 3.6. Tour of Village / work area will be conducted.

### **4. RELATED POLICIES AND DOCUMENTS**

- Nil

<b>Policy Number:</b> 405	
<b>Title:</b> Police Checks	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

This policy details the requirements of the Village Baxter in regard to the provision and management of Police Checks and the information contained therein.

## 2. POLICY

The Village Baxter adheres to Government Regulations in relation to Police Checks and will only employ staff / volunteers who meet legislative requirements.

## 3. PROCEDURE

3.1. All staff employed by the Village Baxter (including Volunteers) who have, or are likely to have, unsupervised access to residents or clients of the Village Baxter, must ensure that their police check is current at all times, and that the current police check has been sighted by the Human Resources Department of the Village Baxter.

3.2. No person may commence or continue employment (including Volunteers) with the Village Baxter unless:

3.2.1. A current police check clearance has been obtained by the Village using the RiskGroup electronic police check system through CrimTrac, or,

3.2.2. A current police check has been provided by the staff member, and

3.2.3. Staff members and volunteers who have been citizens or permanent residents of a country other than Australia **since turning 16 years of age**, must make a statutory declaration before starting work in any aged care service, stating that in Australia, or any other country, they have never:

i. been convicted of murder or sexual assault; or

ii. been convicted of, and sentenced to imprisonment for, any other form of assault

This statutory declaration is in addition to a current national police certificate.

3.2.4. At the discretion of the Head of Department, a staff member may commence or continue employment prior to the receipt of a Police Check in accordance with the requirements of Section 4.8 of the Office of Aged Care Quality and Compliance Police Certificate Guidelines.

- 3.3. No person may be employed by, or continue employment with, the Village Baxter whose police check records convictions for murder, sexual assault, or has been convicted and imprisoned for any other form of assault. Should any other form of conviction be recorded on the Police Check, employment or continued employment shall be at the discretion of the General Manager of the Village Baxter or his nominee (such nominees will be Executive Manager, Director of Nursing/Care Manager or Human Resources Manager.)
- 3.4. Employment must be approved by the appropriately authorised person, completing and signing the 'Police Check Record Form'.
- 3.5. All existing staff must ensure that a new Police Check is provided every 3 years or in accordance with current legislation, or has been obtained by the Village using the Risk Group service. Administration staff with access to RiskGroup systems (HR & Payroll) must provide a new Police Check **annually**. As per TAC and WorkSafe Victoria requirements all Home Care/Community Care are also required to provide a new Police Check **annually**.
- 3.6. Management of Police Checks and Information Contained Therein.
  - 3.6.1. Upon receipt of the Police Check or Risk Group electronic confirmation, a 'Police Check Record Form' will be completed. This form must be signed by the appropriately authorised officer.
  - 3.6.2. The Police Check Record Form will then be placed in the employees' personnel file.
  - 3.6.3. The record will be updated upon the provision of each new current police check.
  - 3.6.4. The police check, once duly noted will be held in a secure file. (This file to be designated for police checks only, and be a separate file to personnel files).
  - 3.6.5. Upon written request, staff may have access to their personal police check.
  - 3.6.6. Police Check information obtained through Risk group will be maintained on the RiskGroup / CrimTrac data base. This data base is accessible to authorised Village officers only. It is not available to staff / volunteers.
  - 3.6.7. Statutory Declarations will be held in the staff members' Personnel File, which are maintained in secure lockable cabinets consistent with Privacy Requirements.
- 3.7. Requirements for Sub-Contractors / Agency staff
  - 3.7.1. All sub-contractors or employment agencies providing services to the Village Baxter Aged Care Facilities whose employees may have unsupervised contact with Residents must supply either a current Police check or a statutory declaration confirming that police checks have been received by the employing organization for staff performing work at the Village Baxter, and that their employees have been

assessed as suitable to work in aged care according to the Commonwealth Government Guidelines.

- 3.7.2. Any sub-contractors or employment agency staff who do not satisfy the requirements of 1) above, will not be allowed unsupervised access to Village Baxter residents or clients.
- 3.7.3. Should any sub-contractor or employment agency staff record any conviction on a police check, regardless of nature, without disclosing the identity of the person, the details of the conviction will be discussed with the Village's Operations or Human Resources Manager and the process used by the contractor or employment agency to determine the employees suitability to work in aged care will be provided to the Village. The Village retains the right to refuse any employee of a contractor or employment agency access to our Aged Care Facilities.
- 3.7.4. Subcontractors or Employment Agencies shall agree to provide details of their processes available to the Aged Care Standards Agency if requested.
- 3.8. Requirements of the Village Baxter contracting services.
  - 3.8.1. Through its Homecare and Day-care services in particular, the Village Baxter provides services as a contractor to a number of aged care service providers. These providers also have requirements to ensure that staff performing services on their behalf meet their obligations in relation to police checks. To this end the Village Baxter will:
    - i. Upon request from the agency, provide a statement confirming that staff employed by the Village and providing services on behalf of the agency have provided a police check and that such police check does not record any prohibited convictions.
    - ii. That the staff employed have been assessed by the Village Baxter as suitable for the tasks for which they are employed.
    - iii. That the Village Baxter will continue to make every endeavour to ensure that police check requirements are met by all Village Baxter employees.

#### **4. RELATED POLICIES AND DOCUMENTS**

- Application for Police Check
- Statutory Declaration
- Police Check Record Form

<b>Policy Number:</b> 406	
<b>Title:</b> Staff Welcome Kits	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To provide all new staff with information relating to the Village, its' services and expectations, to facilitate assimilation by the staff member into the Village community.

## 2. POLICY

- 2.1. All new staff will be issued with a Village Baxter Staff Induction Kit, either prior to commencement of their first shift, or upon commencement of their first shift. The shift supervisor or nominee shall be responsible for ensuring that the kit is issued and the contents explained to the new employee.
- 2.2. Induction Kits will be reviewed to ensure information is current as required, but no less than once yearly.

## 3. PROCEDURE

### 3.1. New Staff Induction:

- 3.1.1. Staff Induction Kits are available from Reception in the Administration Building.
- 3.1.2. Upon commencement of a new staff member, the supervisor will ensure that an Induction Kit is issued to the new staff member.
- 3.1.3. The Supervisor will ensure that the contents are explained and that the staff member understands the timeframes within which documentation must be returned.
- 3.1.4. The supervisor will ensure compliance with the contents of the kit by following up with the staff member at the appropriate times.

### 3.2. Maintenance of Kits:

- 3.2.1. Kits are prepared and maintained by the Administration Receptionist.
- 3.2.2. The Human Resources Manager will review the contents of the kit at least once annually.
- 3.2.3. The Human Resources Manager will recommend changes to the contents of the kit as required.
- 3.2.4. All changes must be authorised by the Human Resources Manager, Executive Manager, Director of Nursing/Care Manager or the General Manager.

## 4. RELATED POLICIES AND DOCUMENTS

- Village Baxter Staff Induction Kit

<b>Policy Number:</b> 407	
<b>Title:</b> Orientation Checklist	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure there is an established procedure to facilitate the assimilation of new staff into the Village Community.

## 2. POLICY

All new staff will undergo an orientation to the Village as outlined in the Orientation Checklist. The Checklist will be contained in the Staff Induction Kit issued to new staff upon commencement of employment. The orientation for new staff will be performed by the Departmental Head or Supervisor. Should the Departmental Head / Supervisor not be able to perform the induction it may be performed by the Human Resources Manager or a senior member of the staff within that department.

## 3. PROCEDURE

3.1. The Orientation Checklist will be contained in the Staff Induction Kit. The staff member performing the orientation will:

- 3.1.1. Explain each aspect of the orientation to the new staff member.
- 3.1.2. Show and explain each item contained in the Orientation kit
- 3.1.3. Ensure that all information required by the checklist is made known to the new staff member.
- 3.1.4. Ensure the new staff member is aware of all obligations and requirements as contained in the checklist.
- 3.1.5. Tick each item as it is explained completed.
- 3.1.6. Ensure the new staff member signs the checklist to show that orientation has been performed.
- 3.1.7. Sign the checklist when orientation is complete.
- 3.1.8. Ensure that the completed checklist and other required documentation is forwarded to the Payroll office.

## 4. RELATED POLICIES AND DOCUMENTS

- Orientation Checklist
- Orientation Kit



<b>Policy Number:</b> 408	
<b>Title:</b> Agency Staff Orientation	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

The Village Baxter recognises that induction procedures are important in highlighting awareness and affirming the importance of OH&S policies & procedures. The induction of Agency (single shift) staff is important in ensuring awareness and compliance of procedures to maintain a healthy and safe working environment.

## 2. POLICY

All Agency staff shall receive induction prior to the commencement of the nominated shift.

## 3. PROCEDURE

- 3.1. Induction will be provided in accordance with the “Agency Staff Induction Checklist”.
- 3.2. The Induction will be conducted by the senior staff member on shift.
- 3.3. The Induction Checklist will be signed by staff member providing the induction and the Agency staff member being inducted.
- 3.4. Agency staff who do not complete the checklist or unable to comply with its requirements will be asked to leave the premises and the Agency requested to provide another staff member.
- 3.5. The completion of the Agency Staff Induction Checklist is essential to ensuring the safety and welfare of Residents, the RN must complete this checklist, non-compliance with this procedure by a Village Baxter RN compromises the ability of an Agency staff member to properly care for our residents and respond to emergencies and is considered a serious incident and will be followed up in accordance with Village disciplinary procedures.

## 4. RELATED POLICIES AND DOCUMENTS

- Agency Staff Orientation Checklist

<b>Policy Number:</b> 409	
<b>Title:</b> Employee Presentation and Dress Code	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure staff are aware of the dress standards required by the Village and to provide guidelines to enable staff to comply with the requirements.

## 2. POLICY

Staff are expected to dress neatly and appropriately for the work that they are undertaking and in a manner that is reflective of the Village's values and philosophy.

## 3. PROCEDURE

### 3.1. Maintenance staff

- 3.1.1. Clothing that is suitable for their work environment and provides adequate protection from injury. Maintenance staff may wear heavy duty clothing as necessary (i.e. denim, overalls etc.). Refer UV Policy.

### 3.2. Administrative Staff

- 3.2.1. Smart clothing appropriate to an office environment

### 3.3. Nursing, Activities and Care staff

- 3.3.1. Smart dark coloured slacks, skirts or culottes. (No jeans, leggings, tracksuit pants, miniskirts or low cut hipster pants to be worn)
- 3.3.2. Smart shirt with sleeves - preferred Village uniform shirt, (fabric should not be see through). (No plunging neck lines, exposed stomachs or singlets)
- 3.3.3. Sensible, flat, covered in shoes preferably black or navy (sneakers, thongs, high heels, sandals, toe out shoes, etc. are not appropriate).
- 3.3.4. Hair must be neat and tidy and tied back if longer than shoulder length.
- 3.3.5. Nails should be short, nail polish is an infection control issue and should not be worn at work.
- 3.3.6. No excessive or fancy jewellery.
- 3.3.7. Staff should consider the transparency of fabrics should the material get wet in showering a resident.

## 3.4. Home Care Staff

- 3.4.1. Closed in comfortable non-slip shoes
- 3.4.2. Neat pants or skirt
- 3.4.3. Collared T-shirt or shirt with embroidered BVB logo (available from the office)

## 3.5. For all staff regardless of area:

- 3.5.1. Clothing should be clean and neatly pressed.
- 3.5.2. Fabric should not be sheer or “see through”, no plunging neck lines or exposed stomachs. Bathers or fitted singlet tops with shoe string style straps are not permitted in any department.
- 3.5.3. Clothing should be free of tassels, tags, free hanging belts and other items that may be caught in machinery or equipment such as photocopiers or office chair wheels.
- 3.5.4. No jeans, leggings, tracksuit pants, miniskirts, or low cut hipster pants to be worn
- 3.5.5. It is recommended that facial piercings (E.g. nose and eyebrow rings, studs, etc.) be removed prior to coming to work as many residents and families find this kind of decoration unsettling in a care environment. Up to 2 earrings worn in each ear are considered acceptable. However, safety is paramount, and any piercings that may cause injury (for example when using machinery / equipment) must be removed.
- 3.5.6. Tattoos and other decorative body markings should be concealed or covered at work wherever possible as many elderly residents and families find this kind of decoration confronting.
- 3.5.7. Name badge must be worn and clearly visible at all times.
- 3.5.8. Staff who work outdoors should dress in accordance with OH&S requirements and wear a broad brimmed hat and sunscreen.
- 3.5.9. Shoe soles should be non-slip for safety reasons. Thongs or “beach wear” style shoes are not permitted in any department.
- 3.5.10. Staff who are dressed inappropriately for their department of the Village may be required to go home and change into proper attire.
- 3.5.11. Refer UV Policy.

## 4. RELATED POLICIES AND DOCUMENTS

- WHS UV Policy

<b>Policy Number:</b> 420	
<b>Title:</b> Annual Leave	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To enunciate the leave entitlements of staff, the process by which applications for leave should be made and the requirements of the Village in regard to annual leave.

## 2. POLICY

### 2.1. Eligibility:

Eligibility for annual leave is generally specified in each employee's Letter of Appointment, Employment Contract etc. A summary of these entitlements is:

2.1.1. A full time Staff member is entitled to four (4) weeks annual holiday on ordinary pay after 12 months continuous service and for each additional year of service. Shift workers who work ten (10) or more weekends during the year are entitled to five (5) weeks leave. Part-time employees are entitled to pro-rata leave on the basis of their normal weekly hours.

2.1.2. A Public Holiday or five (5) or more days of certificated Sick Leave occurring during Annual Leave periods do not constitute days of leave. Staff experiencing such circumstance may (upon written request and presentation of appropriate support certificate) have such periods of leave converted from Annual Leave to Sick Leave.

Note: Ordinary pay includes premiums for shift and weekend work according to roster and any in-charge allowance OR a loading of 17.5%, whichever is the higher.

### 2.2. Conditions:

2.2.1. Staff are encouraged, by mutual agreement, to take Annual Leave in at least two (2) segments. The taking of single days is discouraged unless specific circumstances arise.

2.2.2. All Annual Leave must be taken within twelve (12) months of the entitlement become due unless specific written approval has been granted by the General Manager to accumulate leave for a specific purpose.

2.2.3. Whilst the Village will generally attempt to accommodate employees' wishes as to the timing of leave taken, the Village reserves the right to refuse applications and/or to nominate such timing, where deemed appropriate.

2.2.4. Where the Village nominates the timing of Annual Leave, Staff shall receive two (2) weeks' notice that leave is to be taken.

2.3. Responsibility:

2.3.1. Annual Leave accrues at prescribed rates and it is the responsibility of Staff to ensure that their entitlements do not exceed Village limits.

2.3.2. Heads of Department and Supervisors are responsible to ensure that Staff are granted and are able to take Annual Leave in accordance with Village policy.

### 3. PROCEDURE

3.1. Applications for Leave:

3.1.1. Applications for Annual Leave must be submitted through the employees' supervisor or Head of Department at least fourteen (14) days prior to the commencement of leave. For school holiday periods, longer notice is requested.

3.1.2. Christmas/New Year applications (the period of 1st December to 31st January) are to be submitted by 30th September. Approval for this leave will be confirmed by 31st October.

3.1.3. All applications for leave (especially during peak periods such as School Holidays, Christmas, New Year, Easter) will be assessed under the following criteria:

- i. Whether any other Staff Member (in the same work area) is also seeking leave in the same period.
- ii. If so, whether leave has been granted to the Staff Member in the same period in prior years. (This is to ensure that all Staff have fair opportunity to access during specified periods).
- iii. The amount of leave sought. Generally, no more than two (2) weeks leave will be granted unless no other Staff Member is seeking leave at the same time.

3.1.4. Applications for leave will be processed as quickly as possible to allow Staff to finalise holiday plans. However, additional time limitations on applications and processing will apply during peak periods.

### 4. RELATED POLICIES AND DOCUMENTS

- 424 – Leave Entitlements

<b>Policy Number:</b> 421	
<b>Title:</b> Change of Shift	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To articulate the manner and circumstances under which shifts can be changed for staff either individually or as a group.

## 2. POLICY

**2.1.** The Village Baxter will require or allow changes of shift under the following conditions:

2.1.1. By mutual agreement between Village Management and Staff at the request of a specific staff member or group of staff.

2.1.2. By decision of Village Management in response to the perceived needs of our residents.

2.1.3. By decision of Village Management in relation to personnel disciplinary issues.

2.1.4. By decision of Village Management in response to legislative or other legal obligations of the Village.

2.1.5. Procedures for changing shifts will at all times be in accordance with the requirements of current laws, relevant awards, Collective Agreements, AWAs, or other legal requirement in force at the time of the change.

## 3. PROCEDURE

Insofar as they meet the legal requirements as stated in the policy the following procedures will be used to effect a change of shift:

3.1. In the case of an application for change of shift by a staff member or group of staff:

3.1.1. Change of shift will be assessed by Unit Supervisor / Head of Department. If the change is agreed, a "Change of Shift" Form will be completed and signed by both the staff member and Unit Supervisor. The form will be forwarded to the Pay office by the Unit Supervisor.

3.1.2. If change is not agreed, the staff member will be notified by the Unit Supervisor / Head of Department.

3.1.3. Should either the staff member or the Unit Supervisor wish to appeal the decision, the matter may be referred to the Director of Nursing in the case of direct care staff, or the Executive Manager, who will assess and make decision in relation to the issue.

3.2. In the case of required change in the case of disciplinary issues:

3.2.1. The staff concerned will be notified in writing in accordance with Village Baxter Disciplinary Procedures.

3.3. In the case of required change due to the needs of residents or legislative obligation:

3.3.1. Staff shall be notified in writing by way of memo of the issue and of a general staff meeting to discuss the issue.

3.3.2. The issue will be discussed at the meeting and all staff given the opportunity to present their views.

3.3.3. Management will then notify staff of any decision made to resolve the issue, and staff given opportunity to consider the proposal.

3.3.4. A staff meeting will then be held to discuss any issues regarding the proposal. (This process may be repeated as necessary at management discretion).

3.3.5. Once a decision is made affected staff will be notified in writing, detailing the changes, commencement date, and options available to them should they not accept the proposed changes.

3.3.6. Staff not accepting the proposed changes will have the opportunity to seek alternative shifts, or redundancy according to the relevant Collective Agreement, Award or AWA.

#### **4. RELATED POLICIES AND DOCUMENTS**

- The Village Baxter Change of Shift Form
- The Village Baxter Collective Agreement
- ANF Award
- HSUA Award
- Workchoices

<b>Policy Number:</b> 422	
<b>Title:</b> Contagious Diseases and Staff Exposure	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure that the risk of Contagious Disease to staff and residents is minimised and controlled, through appropriate reporting and infection control procedures.

## 2. POLICY

The Village Baxter adheres to the Department of Health guidelines in relation to infection control, infectious diseases and outbreaks of Influenza and gastroenteritis. Staff are also required to follow these guidelines and ensure that their Manager is advised of any infection control issues that compromise the safety of Residents and other staff.

## 3. PROCEDURE

- 3.1. Staff working in residential aged care may be placed in a situation that exposes them to the risk of infection (e.g. influenza). If Staff are in the contagious state of infection it may not be appropriate to perform their rostered shift. A medical certificate may be required to continue working.
- 3.2. Staff suffering from certain eye, skin, respiratory, gastro-intestinal or other active infections should NOT have direct contact with Residents. Employees with any of these problems must report to their Head of Department before commencing duty.
- 3.3. All staff are offered the annual Flu vaccination and immunisation against Hepatitis B and can contact the Care Manager / Director of Nursing on this issue.
- 3.4. All staff must have read and be aware of the Village Infection control Procedures as per the Infection Control Manual. Refer Infection Control Policies. E.g.; Policy 221 – Gastro-Intestinal Illness.

## 4. RELATED POLICIES AND DOCUMENTS

- Infection Control Policy Suite



<b>Policy Number:</b> 422.1	
<b>Title:</b> Staff Influenza Vaccination	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> July 2020	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure that the risk of Influenza to staff and residents is minimised and controlled, through routine annual vaccination.

## 2. BACKGROUND

- 2.1. Changes implemented to guidelines by the Department of Health from May 2020 necessitate that all people entering into residential aged care facilities (residents, visitors, staff and contractors) must have received an annual flu vaccination and provided evidence that this has occurred.
- 2.2. The population receiving care and/or services from The Village Baxter is comprised of those who are at highest risk of being hospitalised with flu. Including the following:
  - 2.2.1. people aged greater than 65 years
  - 2.2.2. those with long-term medical conditions (e.g. heart disease, lung disease, diabetes)
  - 2.2.3. people who have weakened immune systems (as a result of illness or immunotherapy)
  - 2.2.4. people who are obese
  - 2.2.5. people who smoke
  - 2.2.6. people who haven't been vaccinated against the flu.

## 3. POLICY

Village Baxter has elected to extend the requirement of annual influenza vaccination to all employees and contractors on site in order to reduce the risk of influenza outbreak and the resultant serious medical outcomes for residents and service recipients.

## 4. PROCEDURE

- 4.1. Village Baxter offers annual flu vaccinations to all staff.
- 4.2. A record of vaccination must be provided to Village Baxter by all staff and contractors entering the site. This record may be viewed by the Aged Care Quality and Safety Commission as evidence that we meet our compliance obligations in alignment with the government directives. Other agencies undertaking audit may also request these records.

- 4.3. All candidates considering applying for employment by The Village Baxter will be informed of this policy stance and may elect not to work at the Village if they do not wish to undertake annual influenza vaccination.
- 4.4. Limited exceptions apply only where there is compelling and well-documented medical reasons why the staff member is unable to be vaccinated. These include previous anaphylaxis, a history of Guillain-Barre syndrome, and some cancer treatment medications. Other exceptions will be considered on a case-by case basis in alignment with the strict government guidelines provided.

## 5. RELATED POLICIES AND DOCUMENTS

- Infection Control Policy Suite
- <https://www.health.gov.au/initiatives-and-programs/residential-aged-care/responsibilities-of-residential-aged-care-providers>
- <https://www.health.gov.au/health-topics/flu-influenza>

<b>Policy Number:</b> 423	
<b>Title:</b> Purchases or Gifts to Staff	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To establish a code of behaviour that ensures that residents are protected from undue influence and that staff and the Village is protected from allegations of improper acquisitions of goods / monies from residents / clients.

## 2. POLICY

- 2.1. Staff are not permitted to accept individual gifts from residents and/or their families. The AHPRA code of professional conduct for Nurses specifically addresses gifts in Conduct statement 2, point 4.
- 2.2. Although the resident's desire to offer a gifts is respected, such practice is not considered to be in the best interest of either staff or residents. Should a resident wish to make a gift it is preferred that this is for all the staff.

## 3. PROCEDURE

- 3.1. It is important that residents and/or their families are not made to feel that such gratitude is expected. Therefore the following conditions shall apply:-
- 3.2. Monetary gifts and valuable possessions should never be accepted. If a resident or a family member insists, staff should inform them of this policy and refer them to the Department Head.
- 3.3. Small gifts, such as sweets, biscuits, flowers or other inexpensive items may be accepted (and preferably shared with other staff in the immediate work area), but should be limited to special occasions, eg, Christmas, birthdays. Any such gifts should be advised to the Head of Department for Staff's protection and to avoid disputes.
- 3.4. Any gift of money by a Resident should only be to the Village in the form of a donation or bequest under a Will. In such instance, cash must be receipted by the Administration who will ensure that the cash is used for the purposes stipulated by the donor.
- 3.5. Where staff have been offered or received a gift, they should consult their Department Head as soon as possible.

- 3.6. Where a resident is incapable of understanding a staff member's refusal to accept a gift, monetary or otherwise, the gift is to be given to the staff member's Department Head for safe keeping and returned to the family or to the resident diplomatically. This must always be documented.
- 3.7. Any dispute resolution arising from this policy is the responsibility of the Department Head.
- 3.8. An associated matter concerns the buying of goods from residents. The following guidelines should be adopted:
  - 3.8.1. Staff should advise your Department Head of the impending transaction.
  - 3.8.2. Staff should ask that the resident advise their family of the agreement.
  - 3.8.3. A fair price should be offered for the goods, in the interest of both parties.
  - 3.8.4. If the resident declines to accept the cash, it should be paid, but if they so desire, a donation could be made to the Village.
  - 3.8.5. The exchange of cash should be handled by the Department Head who will issue a receipt. By handling the transaction through a third person (the Department Head) it should ensure that no allegations of deceit emerge.

#### **4. RELATED POLICIES AND DOCUMENTS**

- Nil

<b>Policy Number:</b> 424	
<b>Title:</b> Leave Entitlements	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To enunciate the leave entitlements of staff and the process by which applications for leave should be made.

## 2. POLICY

The Village Baxter provides staff leave entitlements according to the Village Baxter Collective Agreement, and ANF and HSU Awards, privately arranged agreement of relevant State / Federal Legislation depending upon applicability to the staff appointment.

## 3. APPLICATION FOR ANNUAL LEAVE

- 3.1. Eligibility for Annual Leave is generally specified in each employee's Letter of Appointment, employment contract etc. A summary of these entitlements is:
- 3.2. At the end of each year of employment, each employee is entitled to four (4) weeks annual holiday on ordinary pay. Shift workers who work on ten (10) or more weekends during the year are entitled to five (5) weeks holiday.
- 3.3. Registered nurses are entitled to five (5) weeks annual leave per year plus an additional week if they work ordinary hours on weekdays and weekends (there is no minimum number of weekends).
- 3.4. Part-time employees are entitled to leave on the basis of their normal weekly hours.
- 3.5. Staff are encouraged, by mutual agreement, to take Annual Leave in at least two (2) segments. The taking of single days is discouraged unless specific circumstances arise.

## 4. SICK LEAVE/ABSENTEEISM

Sick leave provides financial protection during illness. It is not a benefit employees are expected to utilise otherwise.

- 4.1. Eligibility for paid Sick Leave is currently specified in each employee's Letter of Appointment, employment contract etc. A summary of these entitlements is:

#### 4.1.1. Full Time Employees :

- i. During the first year of service – eight (8) hours per month of service.
- ii. During the second, third and fourth years of service – one hundred and twelve (112) hours per year.
- iii. Fifth year of service and thereafter – one hundred and sixty eight (168) hours per year.

#### 4.1.2. Part Time Employees :

- i. On a pro-rata basis compared with full-time employees.

4.2. For two or more consecutive days of Sick Leave a Medical Certificate is required.

4.3. Employees are entitled to three (3) single days of uncertified Sick Leave per year; thereafter a Medical Certificate is required for each subsequent day.

4.4. A medical Certificate is also required for any day of Sick Leave immediately before or immediately after a public holiday.

4.5. Un-utilised Sick Leave is cumulative i.e. Carried forward to the next year, there is no residual entitlement on cessation of employment.

4.6. If an injury or suspected injury occurs at work, the Workplace Disease & Injury Record is to be completed, and the Head of Department and Payroll Officer informed.

## 5. RETURN FROM SICK LEAVE

Please inform the Head of Department of the date of your expected return to work as soon as you know.

## 6. MATERNITY LEAVE

Staff are eligible to apply for maternity leave. Conditions are consistent with the Village Collective Agreement, and relevant awards and legislation.

## 7. RELATED POLICIES AND DOCUMENTS

- 420 – Annual Leave

<b>Policy Number:</b> 425	
<b>Title:</b> Transition to New Position	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To establish protocols for staff who have been appointed to a new position and to ensure that the correct documentation and orientation occurs prior to commencement of the new role.

## 2. POLICY

Staff are encouraged to undertake continual professional development and progress through their preferred career pathway. Staff who improve their qualifications should be aware that appointment to a new position is not automatic and transition to a new position is only possible when a suitable vacancy exists.

Staff should be aware that through their career progression they may no longer be qualified for their current role and are encouraged to discuss this with their Head of Department well before completion of their additional qualification.

## 3. PROCEDURE

- 3.1. All Village Staff are appointed to a specific position for which they are assessed as being qualified to undertake. Staff wishing to undertake career development should discuss this with their Head of Department and identify if there will be a position for them at the Village following their new qualification. Staff are encouraged to take their leave owing for the existing position before transitioning to the new one. Staff cannot be appointed to a position that does not exist in the roster (for example we do not currently offer a graduate RN program for new RN's, or have a roster position for an Electrician)
- 3.2. If it is identified that there will be an existing position vacant for the staff member to transition into, a formal transition and reorientation process will be undertaken and overseen by the Head of Department. A new letter of appointment including position description will be issued. An orientation process is to be completed including the completion of associated competencies.
- 3.3. If the position is within the Manor, Lodge or Village Nurses, the DON is responsible for ensuring that the staff member is appointed to a position suitable for their experience and qualification and that they have clinical oversight from more experienced Registered Nurses and training before driving the bus or using equipment relevant to the position.

- 3.4. If the position is within the Maintenance Department, the Infrastructure Manager is responsible for ensuring that the staff member is appointed to a position suitable for their experience and qualification and that they have oversight and training before driving village vehicles, using tools and equipment relevant to the new position from more experienced staff.
- 3.5. If the position is within the Community Care Department or Day Centre, the Community Services Manager is responsible for ensuring that the staff member is appointed to a position suitable for their experience and qualification and that they have oversight and training before driving the bus, using tools and equipment relevant to the new position.

#### **4. RELATED POLICIES AND DOCUMENTS**

- Position Description
- Letter of Offer



<b>Policy Number:</b> 426	
<b>Title:</b> Maternity	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure that the health of both our employee and the unborn child is safeguarded.

## 2. PROCEDURE

- 2.1. Any member of Staff who is pregnant must present a doctor's certificate stating:
  - 2.1.1. The expected date of delivery
  - 2.1.2. That the said Staff member is well enough to continue normal duties until ten (10) weeks prior to delivery (i.e. 30 weeks gestation)
- 2.2. A further doctor's certificate must be presented at 24 weeks gestation to confirm items (2.1.1) and (2.1.2) are still applicable.
- 2.3. The Company adopts a flexible attitude towards the taking of maternity leave and for those employees desirous of returning to work, their shifts will be held open for them up to twelve months from the date of delivery.
- 2.4. Details of maternity work entitlements are contained in the Village Baxter, ANF & HSUA Collective Agreement and Associated Awards.

## 3. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 427	
<b>Title:</b> Meals and Meal Breaks	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To identify staff entitlements to meal breaks and the circumstances under which staff may consume food prepared on site by the Village Catering Contractor – CaterCare.

## 2. POLICY

- 2.1. A meal interval of not less than 30 minutes and not more than 60 minutes shall be allowed each employee during each shift of more than five hours. Such meal interval shall not be counted as time worked.
- 2.2. Each employee on night duty who is not relieved from duty (and “on call”) during the rostered meal interval shall be granted a meal interval of not less than twenty minutes to be commenced after completing three hours and not more than five hours of duty. Such time to be counted as time worked.
- 2.3. Employees shall be entitled to a ten minute rest interval in each five hours worked or part thereof being greater than four hours. Such rest break shall be at a time suitable to the employer and shall be counted as time worked.

## 3. PROCEDURE

- 3.1. Staff are NOT to consume food from the Kitchen or Pantries unless it has been purchased using the correct procedure and form.
- 3.2. Registered Nurses are to inform their Head of Department if they are leaving the premises during their break.
- 3.3. No food (including scrap) is to be taken off the premises without permission from the CaterCare Manager.
- 3.4. Only CaterCare staff are permitted to operate any gas ovens or other kitchen equipment with the exception of microwaves which are available for staff use.
- 3.5. Morning tea that has been provided for staff from the Kitchen is at no cost
- 3.6. Staff meals are available through the kitchen. Meals may be ordered and payment made before 10 am daily from the office in each department or the main kitchen.

- 3.7. Staff working on an evening or night shift need to book their meal requirements during the course of the day.
- 3.8. All goods consumed from the Kitchen must be paid for by staff, unless the Head of Department has authorised a meal to be provided. This would only apply where a visitor is attending the Village or similar circumstance.

#### **4. RELATED POLICIES AND DOCUMENTS**

- Nil

<b>Policy Number:</b> 428	
<b>Title:</b> Use of Personal Mobile Phones	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To identify the appropriate use of staff personal mobile phones whilst on duty at the Village Baxter.

## 2. POLICY

- 2.1. Personal Mobile telephones are not to be carried by staff whilst on duty, unless the access to the phone is a requirement of the staff members' position.
- 2.2. Further, it is forbidden to use personal mobile phones for the taking of pictures of the Village, residents or staff without the permission of Village Management. (Refer Privacy policy and schedule of resident rights).

## 3. PROCEDURE

- 3.1. Mobile phones are discouraged within the work environment of the Village Baxter. If possible mobile phones should not be brought into the workplace. If a staff member wishes to bring their mobile phone into the workplace, they should:
  - 3.1.1. Upon commencement of duty staff members should turn off mobile phones and store the phone in a secure place- E.g. locker.
  - 3.1.2. Phones may be accessed and used during scheduled breaks (meal breaks, morning / afternoon tea etc).
  - 3.1.3. Staff should provide the main facility telephone number to any persons (eg family, schools etc) that may need to contact them in an emergency. If an emergency call is received, the staff member answering the call will notify the staff member concerned.
  - 3.1.4. Calls of a private nature, that are not emergencies, should be dealt with during scheduled breaks.
  - 3.1.5. Using a mobile device to record or photograph Staff, Residents and Village property is expressly forbidden without prior permission from the Head of Department. Breach of this procedure has privacy implications and is considered serious.
- 3.2. Homecare / Maintenance / Refurbishment staff are exempt from this policy, and are encouraged to carry their mobile phone at all times. This is because Homecare / Maintenance / Refurbishment staff working in the community do not have access to

standardised workplace communication facilities, and the ability to be quickly contacted or make contact is an important safety and security feature of their work.

#### **4. RELATED POLICIES AND DOCUMENTS**

- 475 - Disciplinary Offence
- 473 - Employee Conduct
- 165 - Privacy & Dignity

<b>Policy Number:</b> 429	
<b>Title:</b> Payroll Procedures	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To identify the procedures to be followed by staff and supervisors to ensure accurate information is presented to the Payroll Officer for preparation of the payroll.

## 2. POLICY

All staff are responsible to ensure they sign the daily timesheet at the completion of each shift. All Supervisors / Dept. heads are responsible to ensure that all timesheets are completed correctly and forwarded to Payroll on a daily basis

## 3. PROCEDURE

- 3.1. Payroll will prepare Daily Timesheets at the beginning of Payroll period and forward them to the relevant department
- 3.2. Supervisors / Department heads will ensure the Timesheets are available for staff to sign at the completion of their shift.
- 3.3. Staff shall sign the timesheet at the completion of their shift in the appropriate column adjacent to their name.
- 3.4. Where staff are replacing another staff member for a particular shift they should sign the timesheet and also print their name next to their signature to aid identification.
- 3.5. Supervisors shall check the timesheet to ensure it is correct and to make any necessary adjustment.
- 3.6. Timesheets shall then be forwarded to the Pay Office.
- 3.7. Sick leave noted on the time sheet must be accompanied by an leave application approved by the Head of Department.
- 3.8. Staff members are responsible for the correct completion of their timesheet and for ensuring that any leave applications and associated documentation is approved and submitted prior to payroll processing. Payroll staff do not have the authority to waive this requirement and must process the payroll according to what has been recorded on the timesheet and approved by the Head of Department

## 4. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 430	
<b>Title:</b> Position Descriptions	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To identify the right of all staff to a position description and the information contained therein.

## 2. POLICY

- 2.1. A position description will be prepared for all positions. All staff shall be entitled to a Position description outlining the duties of the position and physical and mental requirements of the position.
- 2.2. A person cannot be appointed to a role that does not have an accompanying and approved position description.

## 3. PROCEDURE

- 3.1. Position descriptions shall be available to all new applicants as part of the induction process and to all existing staff upon request.
- 3.2. Position descriptions shall contain the following information:
  - 3.2.1. Title Role
  - 3.2.2. Department
  - 3.2.3. Supervisor
  - 3.2.4. Responsibilities
  - 3.2.5. Physical and Mental Requirements
- 3.3. During induction the Supervisor will ensure that the new staff member has received and understands the contents of the Position Description.

## 4. RELATED POLICIES AND DOCUMENTS

- Position Descriptions
- Orientation Checklist

<b>Policy Number:</b> 431	
<b>Title:</b> Responsibility of Heads of Department	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To establish levels of responsibility held by Heads of Department and Village expectations thereof.

## 2. POLICY

Each Head of Department has responsibility for:

- 2.1. The overall care and wellbeing of our residents and Staff and implementation of the Village Mission and Philosophy.
- 2.2. The efficient and professional operation of their Department, including control of the financial and physical resources.
- 2.3. All staffing issues, including recruitment, rostering and counselling of Staff.
- 2.4. Orientation of new Staff to the Village, including details of the policies and practices to be implemented.
- 2.5. The conduct of all Staff appraisals for each member of Staff in the Department. This includes the bi-annual Staff appraisals as well as any other form of appraisal that may be deemed appropriate from time to time.
- 2.6. Identification and adherence to all legislative requirements, including responsibility for advising the General Manager of any specific issues of concern that may affect the Village.
- 2.7. Identification of any training and Staff development needs, including the organisation of any specific training programs relevant to the particular work area.
- 2.8. Adherence to, and formulation of, policies and work practices for the Village.
- 2.9. Development of position specifications for all Staff and the regular review or work practices to ensure the quality of care is enhanced, employee safety is promoted and best practice embraced.
- 2.10. To promote and encourage an environment that facilitates input and suggestions from Staff, residents and families to enhance our service.
- 2.11. The promotion of loyalty and commitment to the Village culture, values and principles by acting as a role model for all staff



As the Village employs a variety of specialist positions, E.g. Human Resources Manager, etc., each Head of Department should seek the advice and support of these specialists in managing any issues within their department.

### **3. RELATED POLICIES AND DOCUMENTS**

- Nil

<b>Policy Number:</b> 432	
<b>Title:</b> Rosters	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To establish responsibility for the rostering of staff rosters will be created to ensure appropriate Staff coverage in accordance with employment agreement.

## 2. POLICY

- 2.1. It is the responsibility of Staff and Heads of Department to work collaboratively to ensure rosters are appropriate to work requirements and filled in a timely manner.
- 2.2. It is the responsibility of Staff to advise of availability / unavailability in a timely manner and to arrange relief during absences if possible.
- 2.3. It is the responsibility of Department Heads to authorise / approve changes and arrange to fill shifts in emergency situations.

## 3. PROCEDURE

- 3.1. Each Staff member is required to check rosters regularly and to notify the Head of Department as early as practicable in normal business hours if they cannot attend a rostered shift. In an emergency situation a minimum of two (2) hours' notice is required. An after-hours number is provided for use in this situation.
- 3.2. The roster is a standard roster and comes out fortnightly in advance. Staff will be notified of any temporary change in any given fortnight at least 5 days in advance (wherever possible).
- 3.3. Rosters and time sheets are located in all the main department areas.
- 3.4. Each department has a designated person who will control the roster for that area. If Staff wish to apply to change a particular shift they must inform this person. Any request for change of shift is to be completed and signed on the right hand side of the time sheet after approval for the shift change has been granted.
- 3.5. No overtime is to be worked, unless prior approval is granted by the Department Head. Lodge and Manor staff must contact the Director of Nursing to seek approval for overtime during the shift that is being worked.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 432	
<b>Title:</b> Staff Meals - Purchasing from the Kitchen	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To identify staff rights and responsibilities in regard to the purchasing of meals from Village Catering and the process by which this may happen.

## 2. POLICY

- 2.1. The Village kitchen is operated under contract. Any decision by staff to purchase meals from the kitchen is a transaction between staff and the Catering Contractors whoever they may be at that point in time. Staff may purchase meals from the kitchen subject to the costs and procedures required by the caterers, and their ability to provide requested meals.
- 2.2. Staff do not have an automatic right to the provision of meals.

## 3. PROCEDURE

- 3.1. Staff shall request a meal from the main kitchen in the manner required by the catering contractors.
- 3.2. The contractor shall include the cost of staff meals in the Village monthly invoice, clearly identifying the meals and cost as staff purchased meals.
- 3.3. The staff member shall pay the required amount to the office of the facility from which the purchase request was made, and meal delivered.
- 3.4. The Village shall then include the sum received in payment of the monthly invoice to the catering contractors.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 436	
<b>Title:</b> Superannuation	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To articulate Village responsibilities in relation to the payment of superannuation on behalf of employees.

## 2. POLICY

- 2.1. It is a requirement of the Federal Government that the Employer pays superannuation for each employee. Employer contribution is made to the superannuation fund nominated by the staff member
- 2.2. All permanent Staff and casual Staff with earnings in excess of \$450 per month (before tax) are required by law to have a statutory amount of superannuation deducted from their gross earnings paid into a Superannuation fund by their employer. For the majority of employees, the Company pays these contributions into either HESTA or Health Super which are the default funds nominated in the Village EBA. However, staff may nominate another superannuation fund of their choice.
- 2.3. Staff can make additional voluntary contributions to the fund and these can be deducted from pay by written authority.
- 2.4. Further information regarding superannuation may be obtained from either HESTA or Health Super. Contact details are available in the Pay Office.

## 3. PROCEDURE

- 3.1. During each payroll process the pay office will:-
  - 3.1.1. Establish reports showing the amount required to be paid by the Village for compulsory employer contributions for each staff member
  - 3.1.2. Deduct voluntary staff contributions, both pre and post pay from staff wages
- 3.2. At the end of each month the pay office will:-
  - 3.2.1. Collate and reconcile payroll superannuation reports
  - 3.2.2. Make payment of the required amounts to the specified funds
  - 3.2.3. Reconcile amounts paid with Village accounting systems.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 437	
<b>Title:</b> Time Sheets	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To establish clear responsibility for the completion of sign on sheets:

## 2. POLICY

- 2.1. It is the responsibility of each staff member to ensure that time sheet data in relation to shifts worked is recorded accurately in accordance with time sheet format.
- 2.2. It is the Department Heads responsibility to authorise time sheets for payment and to check for accuracy.

## 3. PROCEDURE

- 3.1. The payroll system used by the Village produces a daily employee roster which is used as the primary source of payroll processing. Every employee rostered for work on a particular day needs to sign (in the space provided) against the shift allocated to him or her for that day. The shift start and finish times are shown and, if correct (i.e. actually worked) the employee must sign at the conclusion of the shift effectively certifying that they are due to be paid for the hours shown.
- 3.2. If the start or finish times are incorrect, they should be amended on the sheet and then signed by the employee and initialled by the Department Head.
- 3.3. If an employee is filling in for a rostered shift, the employee being replaced should have the relevant details noted on the sheet, and the employee attending for the shift should record the details on the bottom half of the roster in the space provided.
- 3.4. Staff are not to complete sheets for any other member of staff. (These records are a legal document and the completion of another person's sheet may be regarded as an attempt to defraud).
- 3.5. Time sheets must be approved by the Head of Department or (approved delegate during leave). No staff member is permitted to approve their own timesheet.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 438	
<b>Title:</b> Use of Village Equipment / Facilities for Private Purposes	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To define the circumstances under which staff may use Village equipment and the method by which approval may be sought.

## 2. POLICY

Village equipment should be used for Village purposes only and is not for private use of staff. However, permission may be granted at the discretion of the Executive Manager upon written request by staff.

## 3. PROCEDURE

- 3.1. Application for use of Village Equipment should be made in writing to the Executive Manager. The Executive Manager shall consider the application and provide written confirmation of the decision, either affirmative or negative.
- 3.2. Should the request be granted:
- 3.3. Staff will be responsible for the maintenance of the equipment / facility during the period of use, and any repair or replacement will be at the staff members' expense.
- 3.4. Any damage or loss resulting from the private use of the equipment / facility shall be the responsibility of the staff member.
- 3.5. The staff member shall indemnify the Village against any financial loss resulting from the use of the equipment / facility.
- 3.6. Staff will ensure that any equipment removed from its' normal repository will be returned within the agreed time-frame.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 439	
<b>Title:</b> Volunteer Program	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

- 1.1. To define the role of volunteer and provide rationale for volunteer involvement in Activity services within BVB.
- 1.2. To detail policy and procedures applicable to recruiting and supporting volunteers and providing them with an orientation and training program.

## 2. POLICY

That BVB will recruit appropriate volunteers to participate in a variety of activities and experiences to further enhance the quality of life of our residents. Volunteers will work under the direction and guidance of a volunteer coordinator and allocated staff who will provide orientation, training and ongoing contact to support the volunteer in their role.

## 3. PROCEDURE

### 3.1. Definition of a volunteer:

One who provides a service that benefits the community. They do this of their own free will, without financial payment. No formal qualifications are required but a willingness to communicate with the elderly, listen empathetically and maintain a gentle, respectful attitude are a must.

### 3.2. Rationale for volunteer involvement at BVB:

BVB regards the cooperation and efforts of volunteers as an important means of enhancing the quality of life of our residents through a variety of activities and experiences. Volunteers provide essential support and assistance to BVB staff especially within the Activity services.

### 3.3. The Recruitment Process:

- 3.3.1. Potential Volunteers tend to filter through to BVB through response to advertisements in The Village Voice and other publications, through having a relative or friend who is a resident at BVB, through word of mouth or just through their own initiative.
- 3.3.2. Inquiries are then directed to the Volunteer coordinator who speaks to the applicant in person or on the phone.

- 3.3.3. A volunteer application form is then given or sent to the potential volunteer, advising them that they will be required to attend an interview, provide names and phone numbers of referees and that BVB will need to do a police check (as is company policy on all employees).
  - 3.3.4. BVB pay for Police checks for Volunteers.
  - 3.3.5. Potential volunteer then comes in for interview. Completed application form is discussed, as well as areas interested in working etc. Volunteer's roles, rights and responsibilities are discussed at this stage and a brochure given on these to take home and keep.
  - 3.3.6. Application and Police Check Application with proof of ID are then sent to Administration to organise police check.
  - 3.3.7. If application is approved, admin sends volunteer a letter of appointment and orientation information.
  - 3.3.8. Volunteer coordinator liaises with appropriate areas/staff re: their volunteer needs and the volunteer is matched with appropriate duties. Support/supervision is organised with the appropriate staff, which is ongoing, but especially increased in the first few weeks of the role commencing.
  - 3.3.9. It is the responsibility of the Dept Head to monitor the performance of the Volunteer and address any issues.
  - 3.3.10. Volunteer is strongly encouraged to contact Head of Dept or Volunteer Coordinator to discuss any difficulties as they may arise.
- 3.4. Training of BVB Volunteers:
- Volunteers will also be encouraged to attend regular education sessions held at BVB for all staff members when they are applicable.
- 3.5. The Volunteer Role:
- 3.5.1. All volunteers are expected to work within the guidelines of the Policies and Procedures of the Facility and Commonwealth Government standards for Aged Care Facilities. The Volunteer coordinator should make the Volunteer aware of where the Policy manuals are kept and encourage the volunteer to become familiar with them.
  - 3.5.2. In the event of an emergency situation, volunteers are expected to work under the leadership of staff on duty.



- 3.5.3. Volunteers should not carry out any personal care duties unless they have appropriate training.
- 3.5.4. Volunteers should not lift a resident but seek appropriate assistance from staff on duty.
- 3.5.5. All Volunteers have an obligation to report any incident which may arise during the course of their day and fill out incident report forms as appropriate.
- 3.5.6. Volunteers should maintain confidentiality of information when working with residents and staff.

#### **4. RELATED POLICIES AND DOCUMENTS**

- Nil

<b>Policy Number:</b> 440	
<b>Title:</b> Wages	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure staff are aware of payment procedures and timing of payments.

## 2. POLICY

- 2.1. Staff salary is paid fortnightly by deposit directly into a nominated bank account on the Wednesday following the pay period ending the Sunday prior (ie. week 2). It is requested that time sheets be completed prior to Thursday of week 2.
- 2.2. Should a public holiday fall on the Monday of the payroll processing week, payment of wages may be delayed by one day for each public holiday. However, the Village will attempt to maintain normal payroll deadlines.
- 2.3. A copy of any relevant industrial award and Collective Agreement is available in each work site and with the Payroll Officer. Should any member of staff wish to check any award conditions, please request the copy for perusal.
- 2.4. The Payroll Officer prepares wages according to the relevant employment contract or award and in accordance with the hours worked as shown on the time sheet. It is not the responsibility of the payroll officer to check the accuracy of time sheets.
- 2.5. Staff must immediately notify the Payroll Officer and Head of Department of any change to banking details, address, phone number, tax status or other relevant details to ensure accuracy of records.
- 2.6. Employment Declaration and Tax File No. are required to be completed prior to commencement of duties in order to obtain normal tax deduction. The appropriate form is available from the Payroll Officer
- 2.7. All pay queries are to be discussed with the Payroll Officer or Head of Department.
- 2.8. Information relevant to the makeup of wages is recorded on the payslips. Please report any discrepancies to the Payroll Officer(s) as soon as possible. Payslips are a means of communication. Information of interest may appear on the lower edge of your payslip.
- 2.9. No new tax declaration is required if Staff change their address

## 3. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 441	
<b>Title:</b> Work Safety	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To promote a culture of safe working habits.

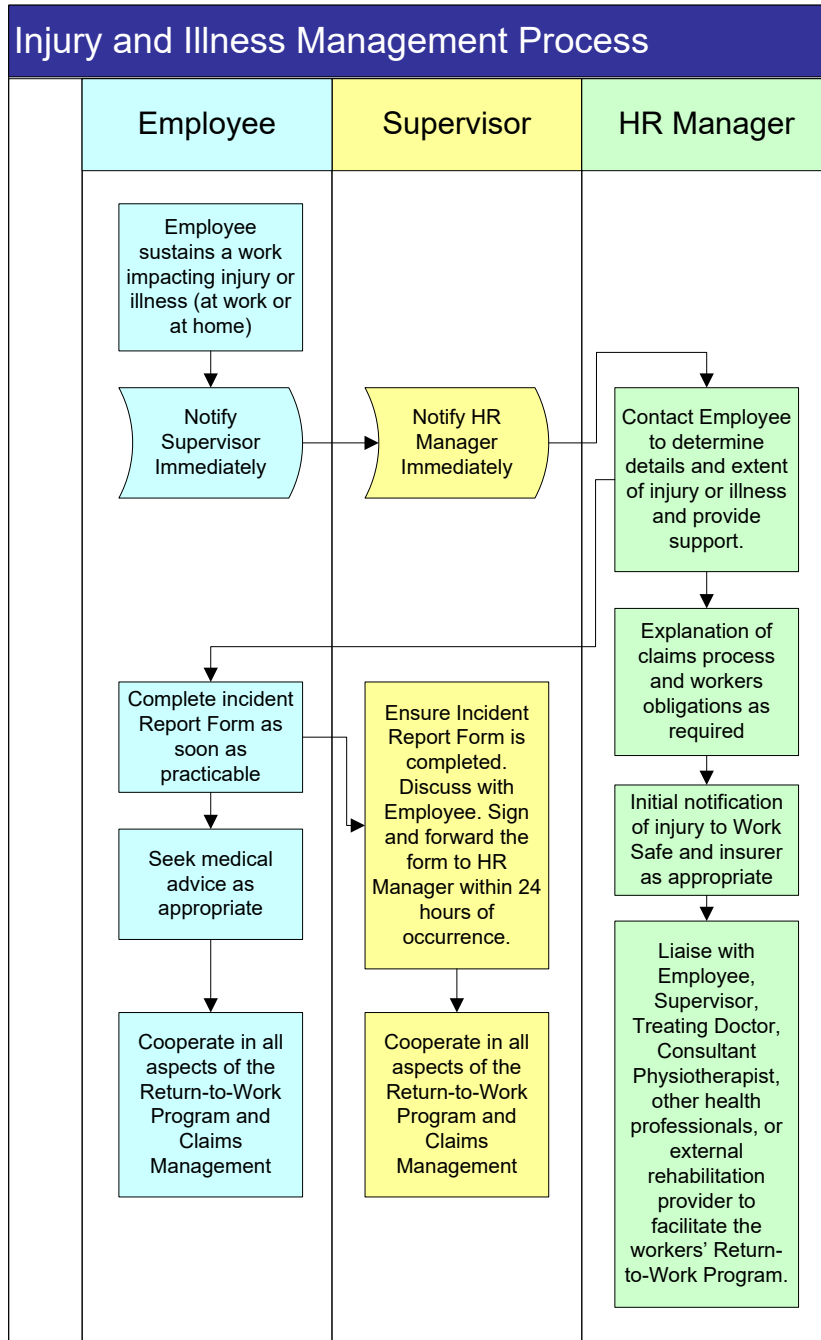
## 2. POLICY

- 2.1. All Staff have a responsibility to understand safe work procedures and practices and report any perceived occupational hazards. Staff are also responsible for following safe work practices and taking all reasonable precautions to ensure that Residents, other Staff and themselves are not exposed to unnecessary workplace risks.
- 2.2. Staff also have a responsibility to know correct procedures for reporting injuries and incidents, accepting medical and paramedical advice and participating in authorised rehabilitation and return to work programs.
- 2.3. At various times throughout the year, occupation health and safety programs are conducted in the Village. Whilst attendance at these programs is voluntary, attendance is undoubtedly in the interest of Staff or their health and safety.
- 2.4. All staff must have read and be aware of Village OHS policies and procedures as contained in the village Occupational Health and Safety Policies Manual.

## 3. RELATED POLICIES AND DOCUMENTS

- Policies 700 – 791
- Refer especially Policy 751.1 Hazard and Incident Reporting and Investigation.

<b>Policy Number:</b> 442	
<b>Title:</b> Injury and Illness (Work Impacting) Management Process	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low



<b>Policy Number:</b> 443	
<b>Title:</b> Salary Packaging	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. POLICY

Salary Packaging options as permitted by the Commonwealth Government are available for Permanent Staff and Casual Staff with regular work hours.

## 2. RESPONSIBILITIES

- 2.1. Village Baxter will appoint a Salary Packaging Provider. Individual Staff are responsible for seeking their own financial advice and Salary Packaging fees.
- 2.2. Only Staff who have Management Approval to use laptops in their regular work may take advantage of packaging laptops.
- 2.3. Staff are not permitted to exceed the Tax Free Salary Packaging limits set by the Tax Office
- 2.4. The total Salary Packaging deduction that is set up should not exceed the ordinary wages of the staff member.

## 3. PROCEDURES, RESOURCES AND LINKS

- [www.eziway.net.au](http://www.eziway.net.au)

<b>Policy Number:</b> 444	
<b>Title:</b> Staff Receiving Services From Village Baxter	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. POLICY

- 3.1. To ensure that there are clear professional boundaries, to avoid any conflict of interest, Fringe Benefits Tax conflict or confusion for existing Residents and suppliers, currently employed Staff are not permitted to live as permanent Independent Living Residents at Village Baxter and Rosebud Village, nor receive Commonwealth Government funded Community Aged Care Services through the Village Baxter Home Care Package program.
- 3.2. Current Staff may apply to go on the waiting list at either village for consideration for entry into the Village when they have retired from work. Admission to the waiting list is no guarantee that a unit will be offered and normal waiting list criteria will apply.
- 3.3. Staff may receive Community Care services through private fee for service arrangements, insurance, post-acute care or other programs, but in doing so the Staff member needs to ensure that there is no conflict of interest in the Village receiving information about their health through service provider referral.

## 2. PROCEDURES, RESOURCES AND LINKS

- Nil

<b>Policy Number:</b> 452	
<b>Title:</b> Education Evaluation Sheet	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To provide feedback on the effectiveness of Village training Programs, so that appropriate assessment, review and planning of training programs can be conducted.

## 2. POLICY

All staff attending in-house training programs will be required to complete the Village Baxter Education Evaluation Sheet and forward it to the Quality Co-Ordinator.

## 3. PROCEDURE

- 3.1. The Resident Services Co-ordinator or the trainer will ensure that an Education Evaluation sheet is issued to all attendees.
- 3.2. Attendees will complete the evaluation and return them to either the trainer or the Resident Services Co-ordinator. The trainer will also ensure that any Evaluation sheets received are forwarded to the Resident Services Co-ordinator.
- 3.3. The Quality Co-ordinator will collate the forms and prepare a report of the information contained therein.
- 3.4. A copy of the report will be forwarded to the trainer for their information and review.
- 3.5. A copy of the report will also be circulated to the Director of Nursing for evaluation of the training and as an aid to planning future programs.

## 4. RELATED POLICIES AND DOCUMENTS

- Education Evaluation Sheet.

<b>Policy Number:</b> 455	
<b>Title:</b> Staff Education	
<b>Owner:</b> Director of Nursing	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure that staff have appropriate skills and knowledge to act in a professional manner towards residents and deliver the appropriate level and quality of care.

## 2. POLICY

All staff are expected to take a proactive attitude to their professional development. Staff are expected to ensure they maintain a personal education program that meets the requirements of their appropriate professional registrations, and remain current in the standards and knowledge required for their role / position.

## 3. PROCEDURE

- 3.1. Staff will be given assistance to attend any training whereby they are expressly requested by management to attend, providing that such training is not a normal requirement of their own personal professional accreditation / registration.
- 3.2. The Village will organise training sessions throughout the year on topics relevant to the performance of duties. All staff are encouraged to attend relevant training.
- 3.3. Attendance at a training seminar may be financially supported by BVB depending upon the relevance of the topic and its applicability to the needs of the Village Baxter
- 3.4. Staff wishing to undertake other education e.g. workshops/seminars which they perceive as pertaining to their area of employment may do so at their own expense and in their own time. Assistance will be given to provide the appropriate time off
- 3.5. Applications for support should be made to the Executive Manager
- 3.6. It is expected that any skills that have been developed by a member of staff will be shared with their colleagues both in a formal and informal capacity.
- 3.7. The following are considered to be mandatory biennially for all employees:
  - 3.7.1. Emergency Procedures
  - 3.7.2. Manual Handling
  - 3.7.3. Compulsory Reporting of Elder Abuse
  - 3.7.4. Infection Control
  - 3.7.5. Any other training as nominated by the Village



- 3.8. Staff will be entitled to be paid for attendance at mandatory training sessions. Mandatory Training is defined as training where the Village instructs a member or group of staff that the training is compulsory. This does not include training that is required for the attainment or maintenance of a qualification or professional registration / membership of a professional body (e.g. AHPRA). Such training is the responsibility of the individual staff member.

#### **4. RELATED POLICIES AND DOCUMENTS**

- Nil

<b>Policy Number:</b> 460	
<b>Title:</b> Staff Health Assistance – Weight	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PREAMBLE

The Village Baxter acknowledges that staff health is integral in achieving a happy and efficient workforce. It is now commonly accepted that a person’s weight has a significant impact on health and increased risk of many diseases including Diabetes, High Blood pressure, Osteoarthritis, Cancer and Cardiac Diseases. In particular it is recognized that people with a BMI (Body Mass Index) of 35 or higher are at considerably increased risk of developing health problems.

## 2. PURPOSE

To improve overall staff health through individual weight loss programs that are appropriately developed, supported and achievable.

## 3. POLICY

Upon application by a staff member, and approval by the Executive Manager, the Village will make payment of up to \$500 to the staff member to assist in the cost of a weight loss program. The following procedures and requirements must be met.

## 4. PROCEDURE

- 4.1. Staff must make application for financial assistance for a weight loss program.
- 4.2. Application must be accompanied by a medical certificate certifying a BMI of 35 or greater and stating the health outcomes to be achieved from the program.
- 4.3. The program must be designed by a health professional.
- 4.4. The Village and the Staff member will enter into an agreement that provides payment on condition that the program outcomes are achieved and sustained during the term of employment.
- 4.5. Should the outcomes not be achieved or sustained, the Staff member agrees to repay the funds plus interest of 5% to the Village Baxter.
- 4.6. The Staff member will be required to report on successful attainment of the program outcomes.
- 4.7. Payment will be made upon presentation of receipt / invoice for the agreed program.

4.8. The Staff member agrees that should their employment terminate for any reason, either voluntarily or involuntarily, within 12 months of receipt of the payment then the full payment of \$500 will be refunded to the Village via a deduction from their final wage payment.

## 5. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 461	
<b>Title:</b> Staff Health Assistance - Smoking	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PREAMBLE

The Village Baxter acknowledges that staff health is integral in achieving a happy and efficient workforce. It is now commonly accepted that smoking has a significant impact on health and increased risk of many diseases including, High Blood pressure, Cancer and Cardiac Diseases.

## 2. OUTCOME

To improve overall staff health through supporting staff in their efforts to quit smoking.

## 3. POLICY

Upon application by a staff member, and approval by the Executive Manager, the Village reimburse certain expenses to offset the cost giving up smoking and to encourage staff in this endeavour. The following procedures and requirements must be met.

## 4. PROCEDURE

- 4.1. An approved Staff member is eligible for reimbursement of the “after Medicare”, out of pocket costs, of seeing their General Practitioner for the purpose of giving up smoking. Presentation of receipts and a letter from the Doctor stating the consultation was for the purpose of stopping smoking are required. Out of pocket expenses for up to three Doctors Appointments will be reimbursed.
- 4.2. An approved Staff member is eligible for the out of pocket expenses in relation to nicotine patches, gum and or other nicotine related medications specifically prescribed to assist the Staff member to stop smoking. Receipts will be required for proof of purchase for reimbursement. This assistance is available for 60 days following the date the Staff member stopped smoking.
- 4.3. The Staff member agrees to have their name published in the staff newsletter acknowledging that they are quitting smoking and are the recipient of the Village support.
- 4.4. The staff member agrees that should they recommence smoking at any stage during their employment, the support payments will be immediately refunded to the Village.

- 4.5. The Staff member agrees that should their employment terminate for any reason, either voluntarily or involuntarily, within 12 months of receipt of the payment then the support payment will be refunded to the Village via a deduction from their final wage payment.
- 4.6. To be eligible for this program, Staff must have been employed by Village Baxter in excess of 6 months, have permanent shifts and an exemplary employment record.  
Notwithstanding these criteria, approval for this program is at the discretion of the Executive Manager.

## **5. RELATED POLICIES AND DOCUMENTS**

- Nil

**Policy Number:** 462

**Title:** Staff ILU Purchase Discount Policy

**Owner:** Human Resources Manager

**Review Date:** September 2019

**Policy Risk Rating:** Low

## 1. PURPOSE

The Village Baxter has a rich history of caring within a community environment. The Village has always considered that staff are an integral part of the community, rather than mere servants to it, and this ethos is in large part responsible for the success of the Village and the atmosphere that has been created within it.

The commitment of staff to the Village mission and vision is integral to the successful attainment of Village goals and much of management policy is designed to encourage such commitment from staff. The Village also acknowledges that the aged care sector suffers from very low pay rates in comparison to other sectors of the community and seeks to find alternative methods of rewarding staff loyalty.

## 2. POLICY

- 2.1. Staff who have attained a minimum of 5 years continuous permanent employment service with the Village Baxter shall be eligible for the following
- i. A discount on the price of an Independent Living Unit
  - ii. A waiver of the minimum deposit required for application for Residency

## 3. DISCOUNT PRICE

- 3.1. The discount will be calculated on the difference between the final applicable purchase price and the price applicable at the time the deposit is paid. The discount given will be in proportion to the deposit paid in the initial purchase price but not exceed 30% of the difference. Simply speaking, staff have the ability to 'lock in' up to 30% of the market price of a unit to give them some protection from unit price rises over time.
- 3.2. The discount is subject to the following guidelines.
- i. The deposit must be in excess of the minimum deposit
  - ii. The discount applies to the staff member only and is not transferable to another person
  - iii. No more than 30% of the current purchase price at the time the deposit is paid will be discounted on the final purchase price

- iv. The staff member is not eligible to move into the Village within 12 months of leaving employment with the Village to ensure that no Fringe Benefit Tax Assessment applies to the discount.
- v. The monetary amount actually paid by the staff member will be included in the Occupancy Agreement
- vi. The Village reserves the right to decline any application for residency without explanation.

### 3.3. Examples

Current Price	Deposit	% of Current Price paid by Deposit	Purchase price upon entry	Discount = to % of price already paid	Final Purchase Price	Staff Saving
150,000	45,000	30%	200,000	60,000	185,000	15,000
150,000	30,000	20%	200,000	40,000	190,000	10,000
150,000	15,000	10%	200,000	20,000	195,000	5,000

## 4. DEPOSIT WAIVER

4.1. Staff who are unable to pay the minimum cash deposit may apply to be placed on the Independent Unit Waiting List subject to the following conditions:

- i. The Staff member is currently employed by the Village at the time of application
- ii. The Staff member is 60 years of age or over
- iii. The Staff member has attained a minimum of 5 years continuous permanent employment service
- iv. This deposit waiver applies to the staff member only and is not transferable to another person
- v. The Village reserves the right to decline any application for residency without explanation.

## 5. PROCEDURE

The staff member should make an appointment with the Sales Manager to discuss the standard application process and complete the required application documentation.

## 6. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 463	
<b>Title:</b> Staff Health Assistance - Financial	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To provide financial assistance to staff who are experiencing short term financial difficulties.

## 2. POLICY

Staff members experiencing short term financial difficulties may request a loan from the Village Baxter Staff Fund to provide temporary financial relief. A letter of agreement between the Village and the staff member detailing amounts borrowed and method/ timing of repayment will be signed by both parties. Approval for the loan will always be at the discretion of the Village Management. Amounts up to \$500 may be approved by the Human Resources Manager, amounts in excess of \$500 must be approved by either the Executive Manager or the General Manager

## 3. PROCEDURE

- 3.1. Staff wishing to apply for financial assistance should contact the Human Resources Manager in the first instance.
- 3.2. The HR Manager will interview the applicant and the reasons for the request and make a decision as to whether the loan is to be approved. For amounts above \$500 the HR Manger will brief either the Executive Manager or the General Manager for approval.
- 3.3. If approved the HR Manager will agree repayment terms with the applicant.
- 3.4. Once agreement has been reached a letter will be prepared outlining the amount of the loan, the repayment terms and will be signed by both parties. One copy will be retained by the Applicant, one copy will be forwarded to the Payroll Office, and a third copy will be used as authorisation for payment.
- 3.5. A cheque will be drawn for the agreed expense(s), and made payable to the appropriate authority. Cheques will not be paid directly to staff, nor cash provided unless specifically approved by the Executive Manager or the General Manager.
- 3.6. The applicant must provide documentary proof of the expenses for which assistance is sought, prior to any payments being made.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil



<b>Policy Number:</b> 464	
<b>Title:</b> Flexible Work Arrangements	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To apply Equal Opportunity Legislation regarding parental and carer responsibilities to the Village Baxter context, to ensure compliance with legislation whilst maintaining care to residents / clients of the Village

## 2. POLICY

- 2.1. The Village acknowledges that many people carry parental and / or carer responsibilities that may impact on the performance of their duties. The Village supports flexible workplace arrangements to enable staff to balance workplace and domestic responsibilities.
- 2.2. Given that the Village's first responsibility is to the care of the residents and clients of the Village Baxter, the Village will seriously consider requests for flexible work arrangements by employees who have parental or carer responsibilities to enable staff to balance workplace and parental / carer responsibilities.
- 2.3. The types of changes that may be considered include:
  - i. Working part-time or working agreed hours over fewer days
  - ii. Job sharing
  - iii. Working from home
  - iv. Starting and finishing earlier or later
  - v. Changing hours of work, break times, rosters.
  - vi. Extending unpaid leave where paid leave entitlements are exhausted
  - vii. Allowing an employee to temporarily work additional hours to make up for time taken for carer of parental reasons.
- 2.4. Agreement or refusal of any request will be based on consideration of the factors of each individual request. Any change proposed on a permanent basis will be trialled for a six month period. During this period the Village may cancel the arrangement at any time if the change is found to be detrimental to the care of Village residents or clients.

## 3. PROCEDURE

- 3.1. Employees may request a change to deal with a particular short term situation or an ongoing change to work arrangements.

3.2. Requests should be made in writing to the relevant Head of Department. Responsibility for decisions is as follows:

- i. RACF – Director of Nursing
- ii. Village Nurses – Executive Manager
- iii. Administration – General Manager
- iv. Maintenance – Infrastructure Manager
- v. Daycare / Homecare – Community Services Manager

In the event of a dispute, final decisions will be made by the Executive Manager or the General Manager.

3.3. Applications should provide the following information:

- i. Whether the request is a result of the employees parental or carer responsibilities.
- ii. The nature of those responsibilities.
- iii. The sort of changes requested.
- iv. The period of time over which the changes are required.

Additional information may be requested only for the purposes of understanding all relevant circumstances that may impact on the decision.

3.4. Decisions will be based on consideration of all the relevant facts, which may include the following:

- i. Nature of the employees job and parental or carer responsibilities.
- ii. Nature and cost of the changes requested.
- iii. Effect on the operation of the Village and the provision of services to residents and clients.
- iv. Other consequences to the Village of agreeing to the request.
- v. Consequences to other staff.
- vi. Impact on workload of other employees.
- vii. Job requirements.
- viii. Need for additional equipment.
- ix. Length of time of the arrangements.
- x. Effect on accrued entitlements of the employee.
- xi. Occupational health and safety implications.
- xii. Legal implications of the request.
- xiii. Impact on the employee of the request being refused.

- 3.5. Once a request is received a meeting will be arranged with the employee, the Head of Department and employees' supervisor to discuss the request.
- 3.6. A decision will then be made based on careful consideration of all known relevant factors.
- 3.7. The employee shall be notified in writing of the decision, and if refused, the reasons for the refusal.
- 3.8. The employee may appeal the decision by requesting a review by the Executive Manager or the General Manager.
- 3.9. An employee who believes they have been unreasonably refused flexible work arrangements because of their parental or carer responsibilities may make a complaint of discrimination to the Victorian Equal Opportunity & Human Rights Commission.

#### **4. RELATED POLICIES AND DOCUMENTS**

- Equal Opportunity Act 1995

<b>Policy Number:</b> 470	
<b>Title:</b> Alcohol and Substance Abuse	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

Ensure staff report to work in a fit state to perform duties and to establish Village responsibilities should staff be under the influence of drugs / alcohol. Nurses who breach this policy are subject to the mandatory reporting requirements of AHPRA

## 2. POLICY

- 2.1. No staff member is to report for duty while under the influence of alcohol or other non-prescribed drugs. The consuming of alcohol or administration of non-prescribed drugs, which may impair the capacity of an employee, in any form during working hours is not permitted.
- 2.2. Staff who operate machinery / equipment may have more specific responsibilities and are expected to act accordingly. For example, a driver of a Village Bus must not have any alcohol or drugs present in his or her blood or breath immediately before or while driving a bus. Prescription drugs are exempt providing a certificate from the treating physician is presented to the HR Manager or nominee, advising that the medication does not impair the ability to drive.
- 2.3. Medicines prescribed by a Medical Practitioner may be taken while on duty providing they do not impair the capacity of the employee to undertake their duties
- 2.4. Staff breaching this policy will be subject to disciplinary procedures, which may include instant dismissal.
- 2.5. Staff who advise their Head of Department that they have an off-duty problem involving drugs or alcohol will be offered counselling and support.

## 3. PROCEDURE

- 3.1. Any staff member reporting to work under the influence of drugs / alcohol:-
  - 3.1.1. Will be immediately evicted from Village premises
  - 3.1.2. The Department Head / Supervisor will document the incident
  - 3.1.3. The Director of Nursing / HR Manager will be advised to determine appropriate disciplinary response

3.1.4. Disciplinary action will be initiated per policies 475: Disciplinary Offence, and 476: Disciplinary Procedure.

3.2. Staff reporting a substance abuse problem:-

3.2.1. Will be counselled as to potential impacts upon employment and Village procedures

3.2.2. Will be assisted to locate appropriate medical support services.

#### **4. RELATED POLICIES AND DOCUMENTS**

- 475 - Disciplinary Offence
- 476 - Disciplinary Procedure

**Policy Number:** 471

**Title:** Bullying in the Workplace

**Owner:** Human Resources Manager

**Review Date:** September 2019

**Policy Risk Rating:** Low

## 1. SCOPE

This policy applies to all staff of the Village Baxter, their interactions with colleagues, clients and visitors to the Village Baxter. This policy should be read in conjunction with existing Village policies dealing with codes of behaviour, harassment, discrimination and related matters. Reference is also made to Village disciplinary policies and provisions of applicable awards and Enterprise Bargaining Agreement.

## 2. PURPOSE

To establish the Village Baxter as a bullying free workplace and to provide staff with behavioural expectations and establish systems to deal with incidences of bullying.

## 3. POLICY

3.1. The Village Baxter is a bullying free environment. The Village Baxter is committed to providing all employees and clients with a healthy and safe environment free from bullying and intimidation. Bullying can harm a person's health and well-being and is not an acceptable part of the Village culture. Bullying is considered to be serious misconduct and staff engaging in such conduct will be subject to disciplinary procedures.

### 3.2. What is Bullying?

Bullying is repeated and unreasonable behaviour directed towards a person or group of people that creates a risk to health and well-being. It may include:

- Excluding someone from activities
- Giving someone the majority of unpleasant tasks
- Humiliating someone through sarcasm or insults
- Sabotaging someone's work or activities
- Verbal abuse
- Ridiculing someone's opinion
- Intimidation
- Initiation practices

## 4. PROCEDURE

All persons who experience or witness bullying are encouraged to report it as soon as possible.

When bullying is reported, it will be seen as a serious matter and will be dealt with in a timely

manner in accordance with Village policies. (Refer to Village policies dealing with codes of behaviour, harassment, discrimination and disciplinary procedures).

## 5. RESPONSIBILITIES

### 5.1. Employer Duties:

- 5.1.1. Employers have a general duty under Section 21 of the OHS Act to provide and maintain so far as is practicable a working environment for employees that is safe and without risks to health.
- 5.1.2. Workplace bullying and occupational violence create an unsafe working environment and risks to the health of employees. Therefore the Village Baxter has a duty under Section 21 to ensure, as far as is practicable, risks to health and safety from bullying and violence in the workplace are eliminated or reduced.

### 5.2. Employee Duties:

- 5.2.1. Employees have duties under section 25 of the OHS Act to take reasonable care of their own health and safety, and the health and safety of others. They must cooperate in any action taken by their employer to comply with the OH&S Act.
- 5.2.2. Section 25 also prohibits employees from wilfully or recklessly interfering with, or misusing, anything provided in the interests of health and safety. In addition they must not wilfully place at risk the health and safety of any person in the workplace. If an employee bullies or attacks another employee, it is likely to amount to a breach of Section 25.

### 5.3. General:

- 5.3.1. All employees have a responsibility to comply with this policy and to treat everyone who works, resides, volunteers or interacts with the Village with dignity and respect. Managers and supervisors have a responsibility to ensure employees are not bullied.

## 6. RELATED POLICIES AND DOCUMENTS

- 472 - Anti-Discrimination Policy
- 473 - Employee Conduct Policy
- 475 - Disciplinary procedure Policy
- 476 - Disciplinary Offence Policy

<b>Policy Number:</b> 472	
<b>Title:</b> Anti-discrimination	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To establish the Village Baxter as an equal opportunity employer and a workplace free of harassment and discrimination. To ensure staff are aware of their rights and responsibilities in regard to these issues and to establish procedures to deal with incidents of discrimination / harassment.

### 1.1. Introduction

- 1.1.1. It is the Village's policy to treat all employees and applicants for employment and promotion, residents, clients and visitors equally and fairly, regardless of their sex, sexual orientation, age, race, religion, ethnic origin or disability. It is committed to providing an environment that is free from harassment on any of the above specified grounds. The Village will comply with all legislation in this regard.
- 1.1.2. Every employee has the responsibility to treat their peers with the respect and sensitivity that is the right of each individual.
- 1.1.3. The Village is an equal opportunity employer. Equal opportunity relates to good management practices and the recognition of the value of employees. Every employee has personal responsibility for the implementation of the policy. Any instance of doubt as to the application of the policy should be referred to the General Manager, Executive Manager, Care Manager/Director of Nursing, or Human Resources Manager.

### 1.2. What is Discrimination?

- 1.2.1. Any distinction, exclusion or preference made on the basis of race, colour, sex, religion, political opinion, national extraction or social origin that has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation; or any other distinction that has been declared by regulation to constitute discrimination.
- 1.2.2. Discrimination occurs when someone is treated unfavourably because of one of their personal characteristics. Discrimination may involve:
  - i. Offensive "jokes" or comments about another worker's racial or ethnic background, sex, sexual preference, age, disability or physical appearance
  - ii. Display of pictures or posters which are offensive or derogatory



- iii. Expressing negative stereotypes of particular groups, e.g. "married women shouldn't be working"
- iv. Judging someone on their political or religious beliefs rather than their work performance
- v. Using stereotypes or assumptions to guide decision-making about a person's career.
- vi. Undermining a person's authority or work performance because you dislike one of their personal characteristics.

### 1.3. What is Harassment?

- 1.3.1. Harassment is unwelcome, unsolicited and non-reciprocated behaviour. It involves the improper use of authority, power or behaviour, either personal or organisational and may be racial, sexual, religious, or based on any other specified grounds. Harassment may take many forms such as, verbal, written or physical. The distress caused can be the same whether the conduct is intentional or unintentional. It can be the result of individual behaviour or that of a group.
- 1.3.2. Harassment includes sexual harassment. Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material.
- 1.3.3. Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter.
- 1.3.4. Sexual harassment can be a single incident – it depends on the circumstances.
- 1.3.5. Obviously some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.
- 1.3.6. Other single incidents, such as an unwanted invitation out or compliment, may not constitute harassment if they are not repeated.
- 1.3.7. Any form of discrimination or harassment has the potential to cause distress, the loss of trained and talented staff and is damaging to staff morale and productivity.

## 2. POLICY

- 2.1. A person must not discriminate against or harass another person. The Village requires that all employees are treated equitably and are not subject to discrimination or harassment or victimised in any way.

- 2.2. Baptist Village Baxter considers discrimination and harassment unacceptable forms of behaviour which will not be tolerated under any circumstances.
- 2.3. Such behaviours are illegal under both State and Federal Laws.
- 2.4. Management ensures that all employees are treated fairly and equitably and are not subject to discrimination or harassment.
- 2.5. Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially. No staff member will be penalised for raising such matters, making complaints, or acting as witnesses in any such cases. However, any staff member making a complaint or statement that is untrue, mischievous or made in bad faith, may be subject to disciplinary action.
- 2.6. Disciplinary action will be taken against anyone who discriminates against or harasses a co-worker, resident or client. Discipline may involve a warning, transfer, counselling, demotion or dismissal, depending on the circumstances. (Refer Village Disciplinary procedures).

### 3. PROCEDURE

- 3.1. There is no onus on the person being discriminated against or harassed to say that they find the behaviour objectionable. Many people find it difficult to speak up. All employees are responsible for their own behaviour. If you think the behaviour **may** offend, then don't do it!
- 3.2. If You Are Discriminated Against or Harassed you have several options. Choose the course of action with which you feel most comfortable. You may:
  - 3.2.1. Contact one of the following people at Baptist Village Baxter who have been nominated to give advice and/ or investigate complaints of discrimination or harassment:

Stuart Shaw	General Manager
Kim Jackson	Executive Manager
Steve McCarthy	Human Resources Manager
Danni Campbell-Manley	Director of Nursing (Lodge)
Bridget Robinson	Director of Nursing (Manor)
Kim Male	Community Services Manager

3.2.2. A list of 'useful organizations' is issued to all staff on commencement of employment. The Equal Opportunity Commission listed on this sheet can provide you with information and support.

#### **4. RELATED POLICIES AND DOCUMENTS**

- 473 - Employee Conduct
- 475 - Disciplinary Procedures
- 476 - Disciplinary Conduct

<b>Policy Number:</b> 473	
<b>Title:</b> Employee Conduct	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure that staff are aware of the behavioural expectations placed upon them as employees of the Village Baxter.

## 2. POLICY

The Village Baxter expects that all staff will uphold the sensitivity and dignity of residents and colleagues by maintaining respectful and courteous attitudes in all interactions.

## 3. PROCEDURE

- 3.1. Each resident must be addressed with respect using his/her preferred names.
- 3.2. Conversations should not be conducted in front of residents unless they are included, particularly with regard to discussions about other residents or staff situations which may cause concern. (Refer to Policy - Confidentiality.)
- 3.3. If a member of Staff wishes to take Residents on outings in their off duty time, they should advise their Head of Department in advance and next of kin should be notified.
- 3.4. Members of Staff are expected to be loyal and respectful to their employer, their colleagues and our residents.
- 3.5. Staff are expected to maintain the privacy and confidentiality of residents and colleagues and treat any information obtained in the course of their employment as confidential.

## 4. RELATED POLICIES AND DOCUMENTS

- 471 - Bullying in the Workplace
- 472 - Anti-Discrimination
- 475 - Disciplinary procedure
- 476 - Disciplinary offence

<b>Policy Number:</b> 474	
<b>Title:</b> Performance Appraisal Process	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To provide opportunity for discussion in regard to operational and performance matters between staff and supervisor, and a forum to set staff goals and identify areas of required support.

## 2. POLICY

All staff shall be required to attend a Performance Appraisal interview with their Supervisor / Department head at least every 24 months (and annually where more appropriate) to review performance and to set goals for the future.

## 3. PROCEDURE

- 3.1. Each Facility Manager may decide on the appropriate timing of the performance appraisal process. This may be on the anniversary date of each respective staff member, or during a defined time-period (E.g. Jan / Feb) each year for all staff.
- 3.2. Each staff member will be notified of the time of the performance Appraisal interview. Attendance is compulsory.
- 3.3. Prior to the interview each staff member will be issued with the appropriate "Village Baxter Performance Appraisal" questionnaire.
- 3.4. Staff will return the questionnaire to the interviewer prior to the interview.
- 3.5. Staff must bring their Training Record to the interview.
- 3.6. Interviewer and staff will sign the PA questionnaire at the completion of the interview.
- 3.7. A copy of the questionnaire may be issued to staff at their request.
- 3.8. Interviewer shall note any agreed actions during the interview and ensure appropriate action is taken.
- 3.9. The PA Questionnaire shall be forwarded to the HR manager.
- 3.10. The HR Manager shall review each questionnaire to elicit any information that may be deemed relevant to the development of Village policies and procedures (eg training plans).
- 3.11. The PA Questionnaire shall then be forwarded to the Payroll Office for insertion in the staff members Personnel file.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 475	
<b>Title:</b> Disciplinary Offence	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To create an awareness and understanding among staff of their general responsibilities concerning care, and the possible consequences if performance is below the standard expected.

## 2. POLICY

- 2.1. Staff who provide care for others in residential care facilities have legal responsibilities that are common to all members of the community.
- 2.2. It is expected that staff follow legal principles that protect the rights and relationships of residents and other staff as well as protecting another's person, and property.
- 2.3. Staff have responsibilities imposed by the nature of their work. These include:
  - 2.3.1. The provision of safe, effective care which follows accepted standards such as Outcome Standards or similar documents related to nursing and care practices as may be issued from time to time by regulatory or professional bodies.
  - 2.3.2. Providing for the health and safety of all within the facility.
  - 2.3.3. Responsibilities to the employer such as to follow established policy and procedures and meet the requirement of the position description.
  - 2.3.4. Responsibilities to any relevant professional organisation
- 2.4. Staff may commit a disciplinary offence in the following situations:
  - 2.4.1. Failing to comply with the Employer's established Policies and Procedures (including Workplace Health and Safety and Documentation requirements) - see separate policies.
  - 2.4.2. Displaying behaviour (improper conduct) towards residents, staff and visitors which is disrespectful, physically harmful, or unkind in word and/or action (intimidation, bullying, discrimination, abuse, harassment - see separate policies.)
  - 2.4.3. Failing to discharge duties in a careful, competent and efficient manner with care and skill.
  - 2.4.4. Using intoxicating beverages or non-prescription or illicit drugs (or are under the influence of same) while on duty.

2.4.5. Disclosing of any confidential information regarding other staff, residents or facility activities without the permission of the persons concerned or the Head of Department.

### 3. PROCEDURE

- 3.1. Disciplinary procedures will be initiated by the senior person in charge or General Manager and action will be taken in the above instances where resident care, relationships and safety, and staff relationships and safety, are affected or have a high potential to be affected.
- 3.2. Discipline may involve a warning, transfer, counselling, further training, dismissal, or other course of action as may be determined and subsequently administered, depending on the circumstances.
- 3.3. Summary dismissal may be justified in cases such as:
  - 3.3.1. Neglect of Duty.
  - 3.3.2. Inefficiency or incompetence.
  - 3.3.3. Gross insubordination and abuse.
  - 3.3.4. Dishonesty including theft.
  - 3.3.5. Drunkenness / Drug abuse.
  - 3.3.6. Serious misbehaviour.
  - 3.3.7. Bullying, discrimination or harassment.
  - 3.3.8. Serious and wilful disobedience.
  - 3.3.9. Entering into a relationship or dealing with residents or clients for personal gain.
  - 3.3.10. Striking, slapping, hitting, punching or any other physical, verbal, sexual or emotional abuse of residents.
  - 3.3.11. Breach of privacy / confidentiality.
  - 3.3.12. Any other conduct of a type that would amount to gross misconduct.

### 4. RELATED POLICIES AND DOCUMENTS

- 471 - Bullying in the Workplace
- 472 - Anti-discrimination
- 473 - Employee Conduct
- 476 - Disciplinary Procedures
- 477 - Verbal Warning Template
- 478 - Written Warning template
- 479 - Dismissal letter template
- Village Baxter Collective Agreement
- ANF Award
- HSU Award

<b>Policy Number:</b> 476	
<b>Title:</b> Disciplinary Procedure	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure that procedural fairness is followed and that staff are aware of their rights.

## 2. POLICY

- 2.1. The Policies and Procedures of the facility are to be adhered to at all times.
- 2.2. If the work performance, attendance or behaviour of the employee is below the standard expected, this will be brought to the employees attention by either the Head of Department, General Manager, Executive Manager Director of Nursing or Human Resources Manager (who have the authority to counsel and discipline staff).
- 2.3. Counselling and disciplinary procedures will follow the order as outlined in the relevant award and / or Collective Agreement.
- 2.4. All disciplinary procedures will be documented and a witness may be present at the request of the staff member concerned.

## 3. PROCEDURE

- 3.1. Where the Head of Department or General Manager, or other duly authorised member of staff believes that the work performance of an employee is unsatisfactory, the employee will be interviewed and notified in writing of this concern.
- 3.2. Throughout the disciplinary process, the following principles apply:
  - 3.2.1. The employee is notified in writing, of the diminished performance or behaviour issue.
  - 3.2.2. The employee is given an opportunity to explain the behaviour, conduct, or performance (with representation if preferred)
  - 3.2.3. The employer must establish the facts and then give due consideration to matters raised by the employee
  - 3.2.4. The employee is given a clear statement of their performance standard expected
  - 3.2.5. The employee is offered assistance E.g. training etc., to assist in rectifying the problem where appropriate.
  - 3.2.6. Attempts are made to reach an agreement on action required to rectify the problem



- 3.3. Arrange for future review of performance including a specified date.
- 3.4. Advise the employee of the consequences of diminished performance.
- 3.5. Counselling/disciplinary procedures will take the following steps:

- |         |                           |
|---------|---------------------------|
| Step 1: | Counselling               |
| Step 2: | First Written Warning     |
| Step 3: | Final Written Warning     |
| Step 4: | Termination of Employment |

- 3.6. Where the offence is proven, and in the opinion of Village management constitutes gross misconduct, employment may be immediately terminated.

#### **4. RELATED POLICIES AND DOCUMENTS**

- 475 - Disciplinary Offence
- 477 - Verbal Warning template
- 478 - Written Warning template
- 479 - Village Baxter Collective Agreement
- ANF Award
- HSUA Award

<b>Policy Number:</b> 477	
<b>Title:</b> Verbal Warning Procedure	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To provide a record of staff counselling meetings during which staff are warned of the consequences of continued inappropriate behaviour / performance.

## 2. POLICY

Where a staff member is counselled as a result of Village Disciplinary Procedures, the counsellor shall provide a written record of the discussions and outcomes.

## 3. PROCEDURE

3.1. The counsellor shall document the discussions of the meeting including:

- 3.1.1. Date and time
- 3.1.2. Persons attending
- 3.1.3. Reason for meeting
- 3.1.4. Discussion during meeting
- 3.1.5. Outcomes / agreed actions.

3.2. A copy of the record shall be forwarded to the HR Manager for insertion in the employees personnel file.

3.3. The record will be deleted from the file after the expiration of a twelve month period from the date of the interview should the matter be resolved and no further action is necessary.

3.4. Should the matter not be resolved and further disciplinary action is necessary the record shall be kept in the file until such time as the matter has been resolved for at least 12 months.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil

**Policy Number:** 478

**Title:** Warning Letter Template

**Owner:** Human Resources Manager

**Review Date:** September 2019

**Policy Risk Rating:** Low

## 1. PURPOSE

To provide a common format for preparing formal “Written Warnings” where necessary.

## 2. POLICY

Where a staff member is found to have behaved in such a manner that a formal written warning is warranted, a warning letter will be issued. The Warning Letter template will be used for this purpose.

## 3. PROCEDURE

---

DATE

ADDRESS

ADDRESS

Dear \_\_\_\_\_,

Re: \_\_\_\_\_.

I refer to our recent meeting(s) in regard to the allegations of \_\_\_\_\_ made against you.

During the meeting(s) and in your written response you indicated that \_\_\_\_\_.

After investigating the complaint, I believe the allegations made against you are supported by the evidence, specifically that (specific incident if possible), constitutes behaviour as alleged.

As a result this letter serves as an official “First / Second Written Warning” under the Village Baxter Collective Agreement and Disciplinary Procedures Policy. You should be aware that this letter serves as official warning that your employment at the Village Baxter will be terminated should such behaviour recur / unless your performance improves to the required standard.

You are expected to perform the duties of \_\_\_\_\_ to a standard consistent with \_\_\_\_\_.

To ensure you meet these standards you are required to \_\_\_\_\_.

Your performance in this regard will be monitored and this matter will be reviewed on (date).

Yours faithfully,

---

#### 4. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 479	
<b>Title:</b> Dismissal Letter Template	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To provide a common format for preparing formal “Dismissal Letters” where necessary.

## 2. POLICY

Where a staff member is found to have behaved in such a manner that a termination of employment is warranted, a Dismissal Letter will be issued. The Dismissal Letter template will be used for this purpose.

## 3. PROCEDURE

---

DATE

ADDRESS

ADDRESS

Dear \_\_\_\_\_,

Re: \_\_\_\_\_.

I refer to the allegations of \_\_\_\_\_ made against you.

During the meeting(s) and in your written response you indicated that \_\_\_\_\_.

After investigating the complaint, I believe the allegations made against you are supported by the evidence, specifically that (specific incident if possible), constitutes behaviour as alleged.

As a result this letter serves as an official Notice of Termination of Employment under the Village Baxter Collective Agreement and Disciplinary Procedures Policy. Your employment with the Village is terminated effectively immediately.

You should now return any Village property that you may have in your possession, (ID, keys, access cards, etc.). Once these items are returned, any final payments owing to you will be made and details of the payment forwarded to you.

Yours faithfully,

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#### **4. RELATED POLICIES AND DOCUMENTS**

- Nil

<b>Policy Number:</b> 480	
<b>Title:</b> Personnel file note template	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To ensure consistency in the recording of information in Village Personnel Files

## 2. POLICY

Written information may be included in Personnel files by staff members in their own personnel file, supervisors and management. Such information will be recorded on the “Personnel File Note” template.

## 3. PROCEDURE

- 3.1. The “Personnel File Note” Template can be downloaded from the HR Policy Manual on the Village H:\drive.
- 3.2. The template should be used to record the required information, and clearly identify the staff member in whose file it is to be included.
- 3.3. The completed template shall be then forwarded to the pay office for insertion into the personnel file.

## 4. RELATED POLICIES AND DOCUMENTS

- Personnel File Note template

<b>Policy Number:</b> 481	
<b>Title:</b> Social / Electronic Media Policy	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To identify the responsibilities of staff to the Village when using social media.

## 2. POLICY

The use of Social media in any form (email, SMS, twitter, Facebook, Instagram, etc.) is subject to the Village policies relating to employee conduct, privacy and disciplinary procedures. The use of social / electronic media in any way that breaches Village standards of behaviour may be subject to disciplinary actions, including summary dismissal.

## 3. PROCEDURE

- 3.1. All staff should be aware that Social and Electronic media forums should be considered as public domains. Even confidential or “closed” Facebook pages are subject to distribution beyond the control of the owner and should be considered as public content.
- 3.2. All staff should refrain from making any comment on social / electronic media that involves matters relating to the Village.
- 3.3. Any comment posted on social / electronic media that could be considered detrimental to the Village, its reputation, or operations, that may be hurtful, damaging or disrespectful to residents, families and other staff will be subject to disciplinary action.
- 3.4. Any breaches of this policy should be reported to the Head of Department who will initiate an investigation of the incident and circumstances according to the Village Baxter Disciplinary Procedures Policy.

## 4. RELATED POLICIES AND DOCUMENTS

- 475 - Disciplinary Offence
- 473 - Employee Conduct
- 165 - Privacy & Dignity



<b>Policy Number:</b> 482	
<b>Title:</b> Fitness for Work Policy	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To promote and provide a safe working environment by:

- 1.1. Improving and maintaining fitness for work;
- 1.2. Meeting the Village's duty of care obligations;
- 1.3. Improving and maintaining an awareness of fitness for work responsibilities;
- 1.4. Providing appropriate assistance to overcome problems that could impair fitness for work;
- 1.5. Monitoring compliance with and enforcement of this policy and its procedures, and
- 1.6. Providing effective, fair and constructive procedures for dealing with people who are unfit for work.

## 2. DEFINITION

All employees are required to report for work in a fit condition, in order to perform their required duties in a safe, competent and proficient manner. Fitness for Work means that an individual is in a physical and psychological state which enables them to perform their work tasks assigned to them competently and in a manner that does not compromise or threaten their safety, health, or wellbeing or that of others.

## 3. FATIGUE

- 3.1. The Village Baxter will take all reasonable precautions in the placement of employees to ensure the hours of work, shifts/rosters and workplace conditions do not create an unacceptable risk of fatigue. Employees must not commence work when deemed to be fatigued by Management. An employee who does so is operating outside of the Fitness for Work company policy and may be subject to counseling and / or disciplinary action, particularly in the case that the safety of any person is at risk, including their own. The Village Baxter reserves the right to request that any employee, who it believes is unable to safely perform their duties because of fatigue or any other form of impairment, attend the Village Baxter's Consultant Doctor, Consultant Physiotherapist, &/or Consultant Occupational Therapist.

3.2. Intervention - Where it is deemed by Management that an individual may not be fit for work then intervention is required to ensure that the risk to health, safety, and well-being is minimised. Employees should be aware that certain activities can impact significantly on their well-being and capacity to work effectively. These include:

- A second job
- Recreational activities and sport
- Insufficient sleep
- Consumption of alcohol and/or drugs (prescribed or otherwise)
- Stress

If there is reasonable doubt about an employees' fitness for duty, The Village Baxter may not allow that employee to commence work until they have been assessed as fit for work to the satisfaction of Management. In order to make this assessment, we may utilize the services of a Consultant Doctor, Consultant Physiotherapist, &/or Consultant Occupational Therapist.

### 3.3. Supervisors/Managers Role

- 3.3.1. Fostering active cooperation with the Policy – Supervisors/Managers will implement and manage the Policy in a way which encourages Individuals to raise concerns about their own or other Individuals' fitness for work.
- 3.3.2. Assessment of fitness for work – Supervisors/Managers are responsible for making an assessment of the fitness for work of Individuals, both at the start of and throughout the work period.
- 3.3.3. Action required when an Individual is unfit for work - Supervisors/Managers must take prompt and appropriate action whenever they believe that any Individual is not capable of working in a safe and effective manner

### 3.4. Individual's Role

Each individual is responsible for their own health, safety, and well-being at work and must avoid adversely affecting the health, safety, and wellbeing of all other Individuals.

- 3.4.1. Individuals must be fit for work when they present for work and must be able to carry out their duties without risk to themselves or others.
- 3.4.2. An individual must, if requested by a Supervisor (Management), satisfactorily demonstrate that they are fit for work.
- 3.4.3. Individuals must notify a Supervisor/Manager if they believe they may be unfit (whether totally or partially) for work. If an Individual has a medical condition that

could affect their fitness for work, that Individual must inform their Department Manager of the likely impact of the medical condition on their fitness for work.

3.5. Where appropriate, a medical certificate must be provided by the Individual to their Supervisor.

3.6. Appropriate use of medication - Individuals are required to:

3.6.1. Discuss with the prescribing medical practitioner the inherent requirements of their job and the likely impact of any medication on their safety or fitness for work; and

3.6.2. Take any medication strictly in accordance with the medical practitioners', chemist's &/or manufacturer's recommendations.

3.7. Notification of breaches of the Policy

All individuals must notify their Supervisor/Manager of any situation in which the Policy may have been breached. This includes:

3.7.1. Any situation in which other individuals may be unfit for work;

3.7.2. The unauthorised possession or consumption of drugs or alcohol on site or during the work period by another Individual; and any other apparent breach of the Policy.

All such information will be dealt with in confidence.

3.8. Management of Employees with fitness for work issues - The management of Employees with fitness for work issues is to facilitate the Employee's prompt and safe return to the workplace. All concerns relating to Employees' fitness for work should be resolved in an effective, constructive and inclusive manner. The Village will only become involved in managing an Employee's behaviour where it has the potential to impact on the Employee's fitness for work.

3.9. Action required when an Employee is unfit for work – Supervisors/Managers MUST take prompt and appropriate action whenever they believe that an Employee is not capable of working in a safe and effective manner. The following is a list of reasonable actions that may be taken: (this list is not exhaustive)

- Remove the employee from the workplace;
- Prohibit the employee from driving a vehicle;
- Prohibit the employee from operating machinery or using instruments; and/or
- Isolate the employee from potential hazards.

The Supervisor/Manager must notify the Department Manager and the Human Resources Manager of the circumstances as soon as possible.

- 3.9.1. In cases where an immediate danger exists, as a result of an Employee's state (e.g. Drug overdose), the Supervisor/Manager must take appropriate action which may include: contacting the police and/or obtaining appropriate medical assistance. The Employee will be prevented from returning to work until such time as they have undergone appropriate discussions with their Supervisor/Department Manager and are able to demonstrate that they are fit for work and will not adversely affect the health, safety, and wellbeing of any other Individuals.
- 3.9.2. The Village Baxter will require reasonable proof from the Employee that the concern has been satisfactorily resolved prior to the Employee being permitted to return to work. The Village Baxter reserves the right to suspend payment of wages, without notice, if the Employee unreasonably refuses or delays in providing this proof.
- 3.9.3. The Village Baxter reserves the right to withdraw access to company allocated or custodial vehicles until such time as the Employee has demonstrated they are fit for work.
- 3.10. Responsibility for performance management - Employees with fitness for work issues are accountable for achieving and maintaining an acceptable level in their job performance.
- 3.11. Assessment of fitness for work - Assessment methods:
  - Individual self-assessment, including self-testing for alcohol;
  - Face to face discussions between Supervisors/Managers and individuals at the start of and/or during the work period;
  - Medical and / or other relevant health assessments;
  - Drug and alcohol testing; and
  - Other recognised assessments as appropriate.
- 3.12. Breaches of Fitness for Work Policy

Breaches of this policy may lead to disciplinary action which may include or lead up to termination of employment.

#### 4. RELATED POLICIES AND DOCUMENTS

- 721 – Occupational Health and Safety (and attachments)
- 722 – Roles and Responsibilities
- 431 – Responsibility of the Heads of Departments
- 475 – Disciplinary Offence
- 476 – Disciplinary Procedures

<b>Policy Number:</b> 483	
<b>Title:</b> Serious Misconduct	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. POLICY

Allegations of Serious Misconduct are taken seriously and will be investigated in accordance with the procedures identified in the Village Baxter Enterprise Agreement and reported as required by legislation to the relevant regulatory bodies or authorities.

## 2. RESPONSIBILITIES

2.1. FWA has definition of Serious Misconduct is conduct that involves an employee deliberately behaving in a way that is inconsistent with continuing their employment. Examples include: causing serious and imminent risk to the health and safety of another person or to the reputation or profits of their employer's business, theft, fraud, assault, or refusing to carry out a lawful and reasonable instruction that is part of the job.

2.2. Examples of these types of conduct are not limited to but may include:

- Neglect of Duty
- Inefficiency or incompetence.
- Gross insubordination and abuse.
- Dishonesty including theft of money, time or property.
- Drunkenness / Drug abuse.
- Serious misbehaviour.
- Bullying, discrimination or harassment.
- Serious and wilful disobedience.
- Entering into a relationship or dealing with residents or clients for personal gain.
- Striking, slapping, hitting, punching or any other physical, verbal, sexual or emotional abuse of residents.
- Breach of privacy / confidentiality.
- Sleeping on duty
- Deliberate destruction of Client, Resident, Staff or Company Property
- Any other conduct of a type that would amount to gross misconduct

## 3. PROCEDURES, RESOURCES & LINKS

- [www.fairwork.gov.au/Dictionary.aspx?TermID=2080](http://www.fairwork.gov.au/Dictionary.aspx?TermID=2080)
- [www.fwc.gov.au/awards-and-agreements](http://www.fwc.gov.au/awards-and-agreements)

<b>Policy Number:</b> 490	
<b>Title:</b> Exit Interview	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To elicit information from exiting staff members that may aid in the identification of existing issues and in the general improvement of the Village Baxter services, policies and procedures.

## 2. POLICY

All exiting staff should be given the opportunity of an Exit Interview with their immediate Supervisor or head of Department.

## 3. PROCEDURE

- 3.1. The Supervisor shall request the exiting staff member attend an exit interview on the last day of work.
- 3.2. The purpose of the interview should be explained to the exiting staff member.
- 3.3. The interview should take the form of a discussion, and be non-threatening in manner to elicit freedom of information exchange.
- 3.4. The Village Baxter Exit Interview template may be used as a guide by the Supervisor to develop appropriate questions / topics for discussion during the interview.
- 3.5. Information received during the interview should be evaluated and the most appropriate course of action determined by the supervisor. This may include further investigation of topics discussed, direct action by the supervisor within their area of responsibility, referral of the information to other departments, committees, management staff for action by appropriate authority.

## 4. RELATED POLICIES AND DOCUMENTS

- Exit Interview Template

<b>Policy Number:</b> 491	
<b>Title:</b> Final Payment Upon Termination	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To identify staff entitlements and responsibilities in regard to final payment upon termination of employment and the procedure for effecting final payments.

## 2. POLICY

Upon termination of employment all staff will be entitled to payment of outstanding wages and applicable accrued entitlements. Such amounts will be paid subject to the return of all Village property, any amounts owing to the Village or amounts required to be withheld for legal reasons. Termination payments will be processed as part of the standard payroll run immediately following termination of employment, unless otherwise authorised by the Human Resources Manager.

## 3. PROCEDURE

Upon receipt of the Letter of Resignation / Letter of Dismissal or any other applicable notification of termination of employment, the Head of Department will:

- 3.1. Arrange for the return of all Village property including ID Badge, keys.
- 3.2. Complete a Termination of Employment Form, confirming return of property.
- 3.3. Forward the certified Termination of Employment Form to the Pay Office.
- 3.4. The Payroll Officer will check Personnel File for any amounts owing to the Village (E.g. Staff Fund Loans).
- 3.5. Ensure final timesheets are completed.
- 3.6. Calculate final payment including applicable entitlements.
- 3.7. Process termination pay in the following payroll run.
- 3.8. Forward payslip to the home address of the employee.

## 4. RELATED POLICIES AND DOCUMENTS

- Termination of Employment Form

<b>Policy Number:</b> 492	
<b>Title:</b> Providing a Reference for Staff	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To identify responsibilities for the issuing of references for staff.

## 2. POLICY

- 2.1. Staff will not automatically be entitled to a reference from the Village in regard to their employment.
- 2.2. References may only be issued by the Human Resources Manager, Director of Nursing, Infrastructure Manager, General Manager, Executive Manager or the Community Services Manager. No other employee will have authority to provide a reference for staff on behalf of the Village.

## 3. PROCEDURE

- 3.1. Any staff wishing a reference from the Village should forward their request to the HR Manager.
- 3.2. With the HR Managers permission, his name and contact details may be forwarded to the relevant party.
- 3.3. The relevant party may then contact the HR Manager to discuss aspects of the staff members' employment.
- 3.4. The Village Baxter does not accept any responsibility for decisions made by third parties as a result of information provided through the reference process.
- 3.5. Written references will not normally be provided, but may be provided at the discretion of the HR Manager.
- 3.6. The HR Manager must be notified by the employee of any areas / topics / issues that are not to be discussed during the reference process.
- 3.7. The HR Manager will notify third parties of these topics at the beginning of the reference process.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil



<b>Policy Number:</b> 493	
<b>Title:</b> Re-Employment of Staff	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

To articulate the circumstances under which ex-staff members may be re-employed by the Village.

## 2. POLICY

- 2.1. Any staff member whose employment is terminated either voluntarily or involuntarily as a result of disciplinary action, inappropriate behaviour, non-performance of duty, conflict with other staff or residents, expressed dissatisfaction with Village mission, vision and values will not be re-employed by the Village Baxter.
- 2.2. It is Village Baxter policy not to reemploy past staff, however in exceptional circumstances employment will be at the discretion of the Executive Manager.

## 3. PROCEDURE

- 3.1. Where an ex-staff member has applied for re-employment the matter will be immediately referred to the Executive Manager who will consider the circumstances and if exceptional circumstances exist that warrant consideration of reemployment, refer the file to the HR Manager who will:
  - Refer to personnel file to determine reasons for initial termination of employment.
  - Contact previous Village supervisor to elicit information in regard to previous employment.
  - Undertake any other research deemed necessary to make a determination.
  - Seek final approval from the Executive Manager prior to progressing the application
  - Approve / disapprove employment.

## 4. RELATED POLICIES AND DOCUMENTS

- Nil

<b>Policy Number:</b> 494	
<b>Title:</b> Staff Farewells	
<b>Owner:</b> Human Resources Manager	
<b>Review Date:</b> September 2019	<b>Policy Risk Rating:</b> Low

## 1. PURPOSE

The purpose of this policy is to provide basic guidelines for the Company involvement in the arrangement of farewell activities for staff whose employment with the Village is terminating.

## 2. PREAMBLE

- 2.1. This policy applies to all staff of the Village Baxter.
- 2.2. It is natural that staff build relationships with colleagues during their working life, and natural that staff wish to farewell a departing colleague. A Farewell policy seeks to provide guidelines to that process in a way that recognises the contribution of the departing member, in a manner that is supportable in the work environment, and is fair and equitable.
- 2.3. There are many factors that impact on the type of farewell a staff member may experience on terminating their employment. These may include, but not be limited to:
  - Popularity of staff member
  - Interaction with other staff (E.g. Department only, or Village wide).
  - Resignation
  - Retirement
  - Illness
  - Retrenchment
  - Dismissal for misconduct
  - Length of service
  - Seniority
  - Person organizing the farewell
- 2.4. It is therefore difficult to create procedures that cover all situations, and as a result any policy attempting to address staff farewells serves only to impose limits on company involvement. It should also be realised that any such policy will always be open to criticism as each individual will have their own assessment of the relative merits of the person being farewelled and the type of function arranged.

- 2.5. Generally, assessments of popularity, impact, interaction, etc are very subjective and any policy based on such criteria is unmanageable. This policy will therefore use length of service as the major criteria for company recognition.
- 2.6. It is also important to differentiate between company involvement and private arrangements. Functions that are conducted off-site, are not officially sanctioned and have no company financial involvement should not be subject to company policy. These should be viewed as entirely private events.

### 3. POLICY

- 3.1. The responsibility for ensuring an appropriate farewell function will be that of the relevant Head of Department.
- 3.2. As far as practicable the farewell should be held on the last day of duty. A morning or afternoon tea is appropriate for a function held within working hours. Invitees to the function should be: a) Colleagues within the Department; b) A representative from other departments.
- 3.3. Only staff completing a minimum of 1 years' service will be entitled to a farewell function.
- 3.4. Staff Collection: A collection for the purchase of a farewell gift may be held, on the following guidelines:
  - 1 – 5 years' service: Departmental collection only.
  - In excess of 5 years: Open to Village.
- 3.5. Company financial contribution: The Company will make a financial contribution towards the cost of either a farewell gift or farewell function as follows:

• 0 – 1 year service:	Nil
• 1 – 5 years' service:	\$25.00
• 5 – 10 years' service:	\$50.00
• 10 – 15 years' service:	\$75.00
• In excess of 15 years' service:	\$100.00
- 3.6. Any staff member whose termination of employment is related to Village Disciplinary procedures will not be eligible to a farewell under this policy.

### 4. PROCEDURE

- 4.1. The Head of Department will determine the type and date of the function to be held.

- 4.2. The Head of Department will request from the Finance Officer payment of any company contribution. This may be made as an advance or reimbursement of funds to the person purchasing the gift or arranging the function, or by direct payment to the gift / function provider.
- 4.3. Request for payment may be made by written memo or email to the Finance Officer.

## **5. RELATED POLICIES AND DOCUMENTS**

- Nil