



Complementary Therapies | Community Generosity

EMPLOYEE HANDBOOK

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Revisions

Draft v1.7 – 24 Feb 2021	Table of contents formatting correction	Requested by Ilse Blignault. Updated by Louise Palmer	Approved by Bronwen Johnston
V1.0 - 15 Mar 2021	Corrections to published dates in footer and an updated organisational chart.	Requested by Ilse Blignault. Updated by Louise Palmer	Approved by Bronwen Johnston

NOTE:

This Employee Handbook is current as at 16 December 2020. The contents replace any other employment policies, whether written or not. Cancer Wellness Support reserves the right to change, add to, modify, replace or terminate any of the provisions of this handbook. This handbook will apply to both new and existing employees.

Section 1 – Introduction

Welcome Message



I would like to extend a very warm welcome to you as a new employee of Cancer Wellness Support. Our organisation thrives on a rich culture, built on a community model of assisting people living with cancer in the Penrith and Blue Mountains regions. We are funded by our busy Penrith and Katoomba Op Shops and our Online Op Shop through donations from our community together with the generosity of volunteers.

We have a membership of over 600 people, and our highly trained therapists deliver over 5,000 complimentary therapies annually to people living with cancer and their carers.

Our cohesive team looks forward to working with you towards our goal of building and strengthening our organisation to assist our clients.

As an employee, you will be an integral part of a team that genuinely makes a difference in the lives of other people. We look forward to your contribution.

Bronwen Johnston, CEO

About Us

Cancer Wellness Support is a local organisation, unique in NSW, supporting people diagnosed with cancer in the Blue Mountains and Penrith communities. Founded by Robyn Yates (1951 – 2020) and a team of supporters in 2005, we are a registered, charitable organisation with deductible gift recipient status. Our organisation is based on the 'Bloomhill' model established by Margie Gargan and the Sunshine Coast community in Queensland in 1997.

With over 50 fully trained and insured therapists, Cancer Wellness Support provides a wide range of therapies, such as Massage, Lymphoedema Management, Reflexology, Art Therapy, Reiki, Acupuncture, Hypnotherapy, Naturopathy, Bowen Therapy, Counselling, Yoga, Qi Gong and Meditation, as well as facilitated support groups for member clients and their families. These services promote relaxation and provide information and support during very challenging, often life changing experiences. All therapies are subsidised by Cancer Wellness Support. We have book and wig libraries for members' use.

Each new client member is initially assessed by a Registered Nurse after which they may choose to access any of the above services. Our aim is to work alongside General Practitioners and Specialists and to complement existing services such as Community Health, Palliative Care and other support organisations in the Blue Mountains and Penrith Valley. The organisation has provided a sense of purpose, friendship and support to many clients and their families and we are committed to continuing this into the future.

Interviews, therapies and support group take place at our head office at Robyn Yates Cancer Wellness Support Centre in Leura, or at our Penrith Valley Cancer Wellness Support Centre in Penrith. Administration is also located at the head office in Leura.

Cancer Wellness Support Op-Shops in Katoomba and Penrith Valley provide a regular source of income and have become an important focal point for the community and volunteers. Volunteer training is offered on a regular basis. Fund-raising events and donations also supply income.

Our Founder



Robyn Yates OAM, Founder. 1951 – 2020

Robyn Yates OAM founded the organisation in 2005 and has worked tirelessly to achieve major outcomes for cancer wellness in the Blue Mountains and Nepean communities.

With a great vision in mind, Robyn leased a space in Katoomba and opened an Op Shop to fund her work. Within days, someone had donated the contents of a late relative's home and the RSPCA gave her a cash register and shelves to sell. The word spread, the shop expanded and a second shop began successfully operating in Penrith in 2009.

This community based model today, annually provides over 5,000 subsidised therapies, supporting people who are experiencing cancer, including counselling, lymphoedema management, massage, yoga and art therapy.



Complementary Therapies | Community Generosity

Vision

That people in the Blue Mountains and Penrith Valley regions experiencing cancer will have the opportunity to access **affordable** therapies and services to assist them and their families to cope more effectively with their diagnosis and to feel supported by their local community.

Mission

Cancer Wellness Support Inc. is a non-profit, non-denominational charitable organisation committed to helping cancer clients and their families retain their sense of control and balance through innovative, integrated and holistic therapies and education, whilst at all times giving hope for those facing challenging circumstances. We treat everyone with **compassion, care, confidentiality and respect**.

Principles and values

- With the community working together, we can achieve anything.
- We treat everyone with compassion, care, confidentiality and respect.
- Our focus is on wellness for people living with or recovered from cancer.
- Complementary therapies are not intended to replace medical interventions, but to mitigate some of the negative aspects of cancer and its treatment and minimise some of the residual effects, such as lymphoedema.
- CWS services are delivered at a subsidised cost to the client, by qualified therapists who work within a holistic model of care.
- CWS op-shops provide a focal point for socially disadvantaged community members who are able to obtain good quality goods at low cost, as well as financing services.
- We work as a team to make a genuine difference in the lives of other people.

CWS Board



Bob Reid OAM, Chair



Kerry Fryer, Deputy Chair 1



Dr. Ilse Blignault, Deputy Chair 2



Bob Yates, Treasurer



Kevin Stapleton, Secretary



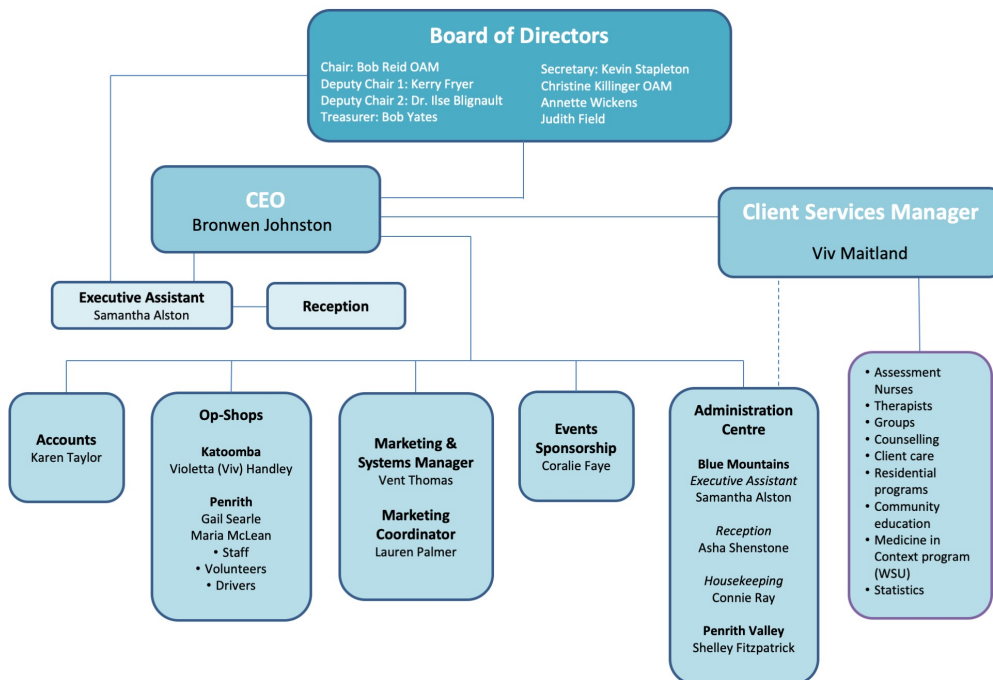
Christine Killinger OAM



Annette Wickens



Judith Field



Section 2 - Code of Conduct

1. Employee Code of Conduct

Purpose

Cancer Wellness Support recognises the importance of a work environment which actively promotes best practice. The purpose of this Code of Conduct is to describe the standards of behaviour and conduct expected from workers (i.e. employees, agents, volunteers and contractors) in their dealings with customers, suppliers, co-workers, management and the general public.

Cancer Wellness Support expects all workers to observe the standards set out in this Code of Conduct. Compliance with this Code is required at all times. Non-compliance may result in disciplinary action.

The Code

All employees of Cancer Wellness Support are expected to observe the highest standards of ethics, integrity and behaviour during the course of their engagement with Cancer Wellness Support. This Code provides an overview of our expectations. It is not exhaustive but summarises the most important requirements.

As representatives of Cancer Wellness Support, all workers are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the worker can be perceived as representing Cancer Wellness Support:

- Comply with all laws, policies, procedures, rules, regulations and contracts
- Demonstrate the values of Cancer Wellness Support at all times
- Carry out all reasonable lawful instructions given to you to the highest level of your skill, competence and training. You must efficiently and satisfactorily comply with all reasonable lawful requests made by the business. There may be occasions when the work required of you is not work usually required of you or someone in your position. Notwithstanding this, you are expected to carry out that work. You are not required to take on any work that is dangerous or which requires particular training or experience which you do not have.
- Be honest and fair in your dealings with customers, suppliers, co-workers, management and the general public
- Display the appropriate image of professionalism at your workplace. Wear any required uniform, safety equipment or work clothes, and at all times, ensure your appearance is neat and tidy.
- Treat customers, suppliers, co-workers, management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, creed, religion, national origin, citizenship, age, sex, sexual orientation, marital status, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated
- Promptly report any violations of law, ethical principles, policies and this Code to Management
- Maintain punctuality. If you are late or cannot report for work, please telephone and let Management know prior to your normal start time
- Do not use work time for private gain. If you are required to leave the work premises for personal reasons you should advise Management well in advance

- Maintain and develop the knowledge and skills necessary to carry out your duties and responsibilities
- Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by Cancer Wellness Support in the interests of workplace health and safety
- Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance
- Never demand or request any gift or benefit in connection with employment or engagement
- Respect Cancer Wellness Support's Ownership of all stock, funds, equipment, supplies, books, records and property. Use Cancer Wellness Support resources only for the purpose intended.
- Maintain during your engagement with Cancer Wellness Support, and after the termination of your engagement, the confidentiality of any confidential information, records or other materials acquired during your engagement
- While working with Cancer Wellness Support, and unless specifically authorised, do not accept any work with another organisation that is a supplier or competitor of Cancer Wellness Support, or any other work that is in conflict with your position at Cancer Wellness Support. Notify Cancer Wellness Support of any other work.
- Do not make any unauthorised statements to the media about Cancer Wellness Support business
- Never report for work under the influence of illegal drugs or alcohol or be in possession of illicit drugs at work.

Breaches of this Code

A breach of this code may lead to disciplinary action, potentially including termination of employment or services.

2. Customer Code of Conduct

Whilst conducting business inside or within the immediate vicinity of Cancer Wellness Support, we request that customers please respect the following:

1. COVID-19 hygiene practices and social distancing laws to be observed by all who enter our premises during the pandemic, in accordance with NSW Government advice.
2. Interactions with staff, volunteers and other customers are to be conducted in a friendly, respectful and patient manner.
3. No swearing or aggressive behaviour.
4. No soliciting business or bargaining with others for the purchase or sale of either inside or outside the store.
5. No aggressive buying/selling or illicit dealing on premises.
6. No theft – we reserve the right to check bags.
7. Customers to approach staff to discuss pricing at the sales counter.

Breaches of this Code

A breach of this code may lead to disciplinary action, potentially including exclusion from premises or termination of services.

Section 3 - General Rules and Requirements

3. Rostering

Op Shop Rostering

1. Staff and volunteers use the sign in sheet for rostering, which is created at least two weeks in advance.
2. Shift changes: Contact the Op Shop Manager if you are unable to make your shift. Make contact with them at least one hour before the Op Shop opens or advise them the day before, where possible.
3. Changes to the roster can only be made by the Op Shop Manager.

Currently, there is no other requirement for office or wellness staff to be on a rostering system. Where the need arises, it may be agreed to as part of your working conditions and formally entered into your position description.

4. Uniform/Dressing for work

Op Shop Uniforms (Staff, Drivers and Volunteers)

Cancer Wellness Support name badges are the only uniform that is mandatory when dealing with customers at the Op Shop or driving the Cancer Wellness Support trucks. Our badges help Staff, Volunteers and Customers easily identify each other and must be worn at all times. Your manager will issue you with a badge on your first day.

Other requirements when working in the Op Shop or driving our vehicles:

- Dress in safe, comfortable clothing, e.g. closed shoes, long pants or jeans.
- Please:
 - No clothing with political statements.
 - No Ugg boots, caps, hats, hoodies, singlets or revealing clothing.
 - No mobiles phones, headphones or ear plugs whilst working.

Personal protective equipment (PPE) is available for you to use, such as gloves, facemasks and aprons, when needed. Use at your discretion or at the direction of your manager. Your manager will discuss this with you during your induction.

Wellness Centre Uniforms

Where the need arises, permanent Wellness Centre staff will be issued with Cancer Wellness Support branded uniforms which will be agreed as part of your work conditions and be entered into your position description.

5. Housekeeping

All staff and volunteers are responsible for enforcing good housekeeping practices as it is recognised that poor housekeeping creates hazards which can lead to injuries in the workplace.

Housekeeping should be performed daily as part of normal work practices or at the end of each work shift, where applicable.

Good housekeeping practices include, but are not limited, to the following:

- a) Work, storage and amenities will be kept and maintained in a clean and hygienic manner at all times.
- b) Appropriate waste disposal facilities will be provided and used.
- c) Oils, greases, flammable or chemical spills must be cleaned up immediately and disposed of correctly.
- d) Portable equipment must be returned to appropriate storage facilities after use.
- e) Adequate working space for the work activity being performed is to be maintained at all times.
- f) Work areas including doors, stairwells, aisles and other means of egress must be kept clear and unobstructed at all times.
- g) Electrical cords, hoses and pipes are not to be placed in areas where they may be subjected to damage or cause a trip hazard.
- h) PPE must be maintained in good working order and stored in a clean and hygienic manner when not in use, and single use items (e.g. gloves and facemasks) disposed of after use.
- i) All rubbish must be cleared away as soon as possible and placed in correct bins.
- j) Material stored in open areas must be stored in a tidy manner and in appropriate containers.
- k) Aisles, walkways, corridors, staircases, doorways, entrance halls, foyers and exits must be unobstructed, free from tripping (hoses, cables etc.) and slipping hazards, and the accumulation of combustible materials.
- l) Safety signs, fire extinguishers/hoses and emergency exits must not be obstructed.
- m) Compressed air and fire hoses must not be used for any housekeeping activity or for dusting down clothing.
- n) Vehicles must be parked in authorised parking places only.

6. Use of personal phones

Personal phones must not be used when serving on the counters in the Op Shops.

7. Care and maintenance of vehicles

Only in possession of a current NSW Driver's Licence are permitted to drive on Cancer Wellness Support business. Staff employed as Drivers must notify management immediately if they are charged with any driving offences or if their licence is suspended or cancelled. Suspension or cancellation of the licence may result in the termination of employment.

In all cases, the driver of a Cancer Wellness Support vehicle will be held responsible for any speeding, parking, camera or any other fines. Accordingly, the maintenance of proof of use such as diary notes and/or logbooks is the responsibility of the driver of the vehicle.

If the vehicle is damaged in any way, you must notify management of this immediately. In the event that the vehicle is involved in a collision, you should notify management, and no admission of liability should be made.

No person other than the Cancer Wellness employee to whom the vehicle is allocated is permitted to drive the vehicle. The Head Office vehicle must be booked on the calendar to schedule its use.

Vehicles are not to be used for personal purposes unless permission is sought and given by management in

advance.

Smoking in Cancer Wellness vehicles is strictly prohibited.

Vehicles must be left clean and rubbish free. If the petrol tank is less than half full, it should be filled before returning the vehicle.

All Cancer Wellness Support Vehicles must be parked at their designated parking locations at the Wellness Centres or Op Shops, unless otherwise approved.

8. Confidential Information and Client Information

All staff and volunteers must sign a confidentiality agreement prior to commencing work with Cancer Wellness Support.

Membership and client database is held in Active Campaign CRM which uses 2-factor authentication. Active Campaign's security statement is here: <https://www.activecampaign.com/au/security>.

No client sensitive data is recorded for clients in Active Campaign. Staff in the Op Shops who access Active Campaign, do not have access to any personal client data in the Wellness Centres.

9. Conflicts of Interest

A conflict of interest occurs when the private interests of an employee interferes with or influences, or appears to interfere or influence, their official duties and responsibilities. A private interest is broadly defined as anything personal in your private life that impacts on you. This includes private interests in social, professional or business activities held jointly with, or held separately, by friends, relatives, associations/businesses, community groups, and rivals and enemies. A private interest is only relevant to this policy where there is, or could be perceived to be, a connection to your official duties for Cancer Wellness Support. Personal political views must not be discussed when representing Cancer Wellness Support.

It is important to note that a conflict of interest can arise in many situations, and is not necessarily wrong or unethical. What is important, however, is to appropriately identify, report and effectively manage any actual, perceived or potential conflict of interest in a timely manner.

Former employees: All individuals must be careful when dealing with former employees, and make sure they do not receive favourable treatment or access to private or confidential information. Individuals must report incidents where attempts are made to influence them by former employee.

Cancer Wellness Support is committed to achieving the requirements of this policy and will provide training, information and advice to employees and managers and maintain a register containing details of the conflicts of interest and the decision associated with each.

10. Smoking at Work

Smoking and using e-cigarettes are banned in all enclosed public areas and certain outdoor public areas, under the [Smoke-free Environment Act 2000](#) and the [Smoke-free Environment Regulation 2016](#). These bans

protect people from harmful second-hand tobacco smoke. There is no safe level of exposure to second-hand smoke.

At Cancer Wellness Support, smoking on the premises at work won't be tolerated. Smoking is allowed during allocated break times only. To know where you can legally smoke visit:

<http://www.health.nsw.gov.au/tobacco/Pages/default.aspx>

Quitting smoking is one of the most important things you can do to reduce your risk of cancer. For help on quitting smoking for good visit <https://www.cancer.org.au/preventing-cancer/reduce-your-risk/quit-smoking.html>

11. Breaks/Social Time

For all employees, break times have been outlined for you in your letter of offer.

12. Work Calendar

All work commitments and work appointments must be logged on our work calendar.

13. Security of Premises

Security of all premises is paramount. Premises are to be locked and security coded prior to the last staff member leaving. Only approved staff and therapists will be issued with keys and security access.

14. Media Enquiries

All enquiries from the media need to be firstly directed to the Chair or CEO for comment. If necessary, referred by the Chair or CEO to the Client Services Manager.

15. How and when pays are processed

Cancer Wellness Support employees are paid on a fortnightly basis. The period is from Monday Wk1 – Sunday Wk2. Payroll is processed by the Financial Administrator on the Wednesday after the end of the pay period. Please ensure that all timesheets are completed, and approved by a manager before forwarding on to accounts@cancersupport.org.au BEFORE Wednesday.

16. Employee Benefits

Salary Sacrifice

Permanent staff of Cancer Wellness Support are able to allocate \$15,900 per year of their wage to salary sacrifice.

Cancer Wellness Support provide staff with two Salary Packaging bank cards:

1. B-packaged \$15,900
 - a. The **b-packaged** card allows employees to make payments with their card as part of their fringe benefits, instead of their taxable income, whilst also keeping track of spending and managing tax requirements.

- b. The **b-packaged** card meets taxation requirements through an Australian Taxation Office Class Ruling ([CR 2007/15](#)).
2. B-entertained \$5,000
 - a. The **b-entertained** account allows staff to access the meal and entertainment fringe benefit component of their salary subject to a grossed up taxable value of \$5,000 via a low fee debit MasterCard®.
 - b. The card can be used at businesses registered as cafes, restaurants or hotels that accept MasterCard.
 - c. The **b-entertained** card meets taxation requirements through an [Australian Taxation Office Class Ruling \(CR 2016/29\)](#).

What restrictions apply to the b-packaged account and card?

b-packaged is compliant in terms of taxation requirements through an Australian Taxation Office (ATO) Class Ruling (CR 2007/15). The following is a list of restrictions that apply to the **b-packaged** account under the ATO Class Ruling:

- no cash withdrawals (including bank cheques)
- no cash deposits (only deposit to this account is made by the employer)
- no cheque book facilities
- no phone or internet banking facilities (restricted e-banking access only)
- cardholders cannot transfer funds into personal bank accounts
- no in-branch transactions
- no direct debits using card numbers
- no BPAY® facility

For further information visit: <https://www.communitysectorbanking.com.au/banking/b-packaged> or talk to the Cancer Wellness Support Accounts & HR Coordinator at Head Office.

17. Mileage Claims

A company car is available for work use from Head Office in Leura. Seek approval from your Manager prior to requesting a car booking.

Mileage reimbursement when using personal your vehicle use won't be reimbursed unless approved by the CEO prior to use. This would only be in extenuating circumstances. The cheapest form of transport will be reimbursed, i.e. train or bus.

Section 4 – Employment Policies

18. Attendance and Absenteeism Policy

Purpose

This policy sets out what is expected of Cancer Wellness Support employees in terms of their attendance at work, and what they are required to do if they are absent from work.

Attendance

Regular attendance is essential to ensure efficient workflow is achieved and productivity of the Cancer Wellness Support is maintained. An employee not attending for duty as required shall lose their pay for the actual time of such non-attendance, other than for authorised paid leave. Cancer Wellness Support may require an employee to make up any time lost due to an unauthorised non-attendance.

Absence

If an employee is absent for any reason, they must notify the Office by telephone on the first day of incapacity or at the earliest possible opportunity and, in any case, between 8.00am and 8.30am on the day of absence. If you are required to start earlier than 8.00am, you should notify your manager and if not available contact the CEO as soon as practicable. If you are organised to attend a work site on the day of absence you must contact your manager ASAP giving notice you may be late or not attending.

If you are unable to reach either your manager or CEO, you are required to leave a voicemail outlining the purpose of the call, with the expectation of a call back.

Text messages and e-mails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally to your manager.

You should advise the reason for / nature of your absence, and try to give an indication of your expected return date and notify the Employer as soon as possible if this date changes. The notification procedures should be followed on each day of absence, unless you are covered by a doctor's medical certificate.

If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed, indicating the reason for the absence and extent of the anticipated absence. When phoning in to notify us of your inability to attend work (whether for a full or part day) please speak with the manager directly. Only in emergency circumstances should you send a text message or should someone else call on your behalf.

This notice will ensure that your absence minimises any disruption to clients and to other team members who may have to cover for you.

During absences extending more than one day, both permanent and casual employees must contact their manager regularly and keep them updated as to the circumstances of their continuing absence. Where an employee finds that they cannot return to work as scheduled, they must notify the manager as soon as possible. All unplanned absences of two or more days, or on any days immediately before or after a weekend or public holiday are required to be supported by documentation (a medical certificate or a statutory declaration). When you return to work, you will be required provide us with this supporting documentation within two days and complete a leave form for our records.

Employees must also comply with any requirements set out in their contract of employment, employment agreement, award or legislation that applies to their employment dealing with attendance or absence.

Disciplinary and Other Action

Non-compliance with the notification and/or evidence requirements of this policy, and/or repeated late attendance or absence from work without a valid reason will be cause for disciplinary action, which may include termination of an employee's employment.

19. Leave Policy

Purpose

This policy covers the following types of leave: Annual, Personal/Carer's, Community Service, Long Service Leave and Family & Domestic Violence Leave. It applies to all full-time, part-time and casual employees as detailed in the policy. This policy reflects the National Employment Standards (**NES**) as set out in the *Fair Work Act 2009* (Cth) (**the Act**) on leave but does not override the NES.

Definitions

- *"Immediate family"* means a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the employee; or a child, parent, grandparent, grandchild or sibling of a spouse of the employee.
- *"Spouse"* includes a former spouse, a de facto spouse or a former de facto spouse.
- *"De facto partner"* means a person who, although not legally married to the employee, lives with the employee in a relationship as a couple on a genuine domestic basis (whether the employee and the person are of the same sex or different sexes) and includes a former de facto partner of the employee.
- *"Child"* includes an adopted child, stepchild, an ex-nuptial child and an adult child.

Annual Leave

Cancer Wellness Support provides annual leave in accordance with the Act.

Please note that casual employees are not entitled to annual leave.

Amount of Leave

For each year of service, an employee (other than a casual employee), subject to their hours and employment status, progressively accrues 4 weeks of paid annual leave. Casual employees are paid a casual loading in lieu of paid leave entitlements.

Annual leave accrues progressively from year to year.

Taking Annual Leave

Annual leave is to be taken for a period agreed between the employee and Cancer Wellness Support management. Cancer Wellness Support will not unreasonably refuse a request for annual leave. A leave request must be made in writing a minimum of two (2) weeks prior to when the leave is requested to be taken.

Employees may be directed to take annual leave where it is reasonable. This might include where the employee has accrued an excessive amount of paid annual leave, or where the business is being shut down for a period such as Christmas or New Year.

In addition to the Cancer Wellness Support directing an employee to take annual leave, employees can be directed to take annual leave in accordance with the relevant award or agreement that applies to them. You may also be directed to take annual leave during extended no work times, such as: Slow business periods caused by Coronavirus and long periods of rain, snow or fire (in these three instances, please come to work if it is safe to do so).

Payment on Annual Leave

Annual leave will be paid at the employee's base rate of pay for the employee's ordinary hours of work in the period. This will not include payment for any allowances, loadings, penalties or the like. If applicable, annual leave loading will also be paid. The payment will be processed at the usual pay time.

Cashing Out Annual Leave

Award covered and agreement covered employees may only cash out annual leave in accordance with the terms of the award or agreement that applies to them. Cashing out annual leave will not be permitted if there is no provision in the award or agreement which expressly permits cashing out. This can be implemented at the discretion of the Cancer Wellness Support Board.

1. the employee maintains a minimum of four (4) weeks annual leave after the cashing out;
2. the Cancer Wellness Support agrees; and
3. the agreement to cash out is made in writing and signed by the employee and the Cancer Wellness Support General Manager.

Payment of Annual Leave on Termination

Subject to the terms of any other agreement, contract or award, any accrued but untaken annual leave will be paid out on termination. Such payment will be the amount that would have been payable to the employee in accordance with this policy had the employee taken that period of leave.

Personal/Carer's Leave

Cancer Wellness Support provides Personal/Carer's leave in accordance with the Act. Personal/Carer's leave encompasses Sick leave and Carer's leave.

For each year of service with Cancer Wellness Support, an employee (other than a casual employee) will, subject to their hours and terms of employment, accrue ten (10) days of paid Personal/Carer's leave. Such leave accrues progressively during a year of service according to the employee's ordinary hours of work and accumulates from year to year.

Taking Paid Personal/Carer's Leave

An employee may use their accrued paid Personal/Carer's leave for personal illness or personal injury affecting the employee. An employee may also use this leave to provide care or support to a member of the employee's Immediate Family, or a member of the employee's household, who requires care or support because of a personal illness, or personal injury affecting the member, or an unexpected emergency affecting the Immediate Family/household member.

Paid Personal/Carer's Leave - Notice and Documentation Requirements

In order to access an entitlement to Personal/Carer's leave, an employee must:

1. comply with any requirements in their award, agreement or contract;
2. as soon as practicable, inform their manager that they will be absent from work because of reasons as specified in this policy;
3. inform Cancer Wellness Support of the period of the absence; and
4. provide evidence that would satisfy a reasonable person that the leave is taken for Personal/Carer's reasons as specified in this policy, such as either a medical certificate or a statutory declaration.

Payment for Personal/Carer's Leave

Paid Personal/Carer's leave for employees other than casuals, will be paid at the employee's base rate of pay for all ordinary hours of work in the period. This will not include payment for any allowance, loadings,

penalties or the like. The payment will be processed at the usual pay time provided the employee has complied with the notice and documentation requirements. Staff to provide a doctor's certificate to managers.

Payment for Personal/Carer's Leave on Termination

Subject to the terms of any other agreement, contract or award, any accrued but untaken Personal/Carer's leave will **not** be paid out on termination of employment.

Unpaid Carer's Leave

Casual employees and those full-time and part-time employees who have used their entitlement to paid Carer's Leave, are entitled to up to two (2) days Unpaid Carer's Leave for each occasion when a member of the employee's Immediate Family or household requires care or support because of a personal illness or injury of the member, or an unexpected emergency affecting the member.

Compassionate Leave

Cancer Wellness Support provides Compassionate leave in accordance with the Act. Employees (other than casuals) are entitled to up to two (2) days paid Compassionate leave for each occasion when a member of the employee's Immediate Family or a member of their household has a personal illness or injury that poses a serious threat to his or her life, or dies.

Payment for Compassionate Leave

Compassionate leave for employees other than casuals will be made at the employee's base rate of pay for the employee's ordinary hours of work in the period. This will not include payment for any allowances, loadings, penalties or the like. The payment will be processed at the usual pay time provided the employee has complied with the notice and documentation requirements.

Cashing Out Compassionate Leave

Compassionate leave cannot be cashed out.

Casuals

Casual employees are entitled to up to two (2) days off unpaid for each occasion when a member of the employee's Immediate Family or a member of their household has a personal illness or injury that poses a serious threat to his or her life or dies. This requires evidence of the event e.g.: Medical Certificate/Hospital Records.

Compassionate Leave – Notice and Documentation Requirements

In order to access an entitlement to Compassionate leave, employees must as soon as practicable, inform their manager that they need leave to:

1. grieve following the death of a member of the employee's Immediate Family or a member of the employee's household; or
2. attend the funeral of that Immediate Family member or a member of the employee's household; or
3. spend time with an Immediate Family member or a member of the employee's household because that member has a personal illness or injury that poses a serious threat to his or her life.

An employee must also provide Cancer Wellness Support with any evidence the Cancer Wellness Support requires to substantiate the fact that the leave is for one of the reasons for Compassionate leave listed above.

No accumulation

As Compassionate leave is an event-based leave, it does not accrue and accordingly, will not be paid out on termination of employment.

Long Service Leave

Long Service leave will be granted to employees in accordance with applicable long service leave legislation as varied from time to time.

Community Service Leave

Cancer Wellness Support provides Community Service Leave in accordance with the Act.

Community service leave incorporates jury service and voluntary emergency management activities.

Jury service

Employees are entitled to be absent from work in order to perform jury service.

Subject to the provisions detailed below, employees (other than casuals) who are absent from work in order to perform jury service are entitled to receive payment at their base rate of pay for ordinary hours of work for which they are absent for the first 10 days of absence on jury service only. This will not include payment for any allowances, loadings, penalties or the like. The payment will be processed at the usual pay time provided the employee has complied with the notice and documentation requirements.

The amount the Cancer Wellness Support will pay to the employee for the first 10 days of the absence for jury service will be reduced by the jury service pay which the employee receives or is entitled to receive from the court.

Voluntary emergency management activities (unpaid)

An employee is entitled to be absent from work to undertake voluntary emergency management activities if:

- the employee engages in an activity that involves dealing with an emergency or natural disaster; and
- the employee engages in the activity on a voluntary basis (whether or not the employee is paid a gratuity); and
- the employee is a member of, or has a member-like association with, a recognised emergency body such as a firefighting, civil defence or rescue body, and either:
 - is requested by or on behalf of the body to engage in the activity; or
 - it is reasonable to expect that a such a request would have been made if circumstances permitted; and
- the employee's absence is reasonable in all the circumstances.

The amount of time which Cancer Wellness Support will permit an employee to be absent from work for a voluntary emergency management activity will depend on whether the employee's absence is reasonable and will be reassessed from time to time. However, as a guide, the absence time may consist of the time the employee engages in the activity, reasonable travelling associated with the activity and reasonable rest time immediately following the activity.

Notice and documentation for community service leave

In order to access an entitlement to community service leave, an employee must:

- comply with any requirements in their award, agreement and contract;

- as soon as practicable, inform their manager that they will be absent from work due to either a voluntary emergency management activity or jury service leave;
- inform their manager of the period of the absence;
- provide evidence that their absence is because they have been or will be engaging in a voluntary emergency management activity or jury service leave, and;
- in the case of absence for jury service, provide Cancer Wellness Support with evidence of any jury service pay they have received or may be entitled to receive.

Parental Leave

Parental leave is a general term encompassing birth-related and adoption-related leave.

Cancer Wellness Support provides parental leave in accordance with the following legislation, as varied from time to time:

- a) the Fair Work Act 2009 (Cth) ('FW Act');
- b) the Australian Government Paid Parental Leave scheme governed by the Paid Parental Leave Act 2010 (Cth) ('PPL Act') incorporating changes as a result of the Paid Parental Leave and Other Legislation Amendment (Dad and Partner Pay and Other Measures) Act 2012 (Cth); and
- c) the *Fair Work Amendment Act 2013* (Cth).

Employees requiring further information about Parental Leave should speak with their manager.

Family and Domestic Violence Leave

Cancer Wellness Support is committed to supporting employees experiencing domestic and family violence. Cancer Wellness Support recognises that employees sometimes face difficult situations in their work and personal life, such as domestic and family violence and that impact of domestic and family violence may extend to the work environment.

This policy section is intended to encourage employees who experience domestic or family violence to seek support and to allow an employee to continue to participate in the workforce and maintain their employment through a broad range of support.

This Policy applies to employees of Cancer Wellness Support including casual employees. It does not form part of any employee's contract of employment.

Family and domestic violence means violent, threatening or other abusive behaviour by a family member of an employee that seeks to coerce or control the employee and that causes them harm or to be fearful.

Family member means:

- a spouse, de facto partner (including a former spouse or de facto partner), child, parent, grandparent, grandchild or sibling of the employee; or
- a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee; or
- a person related to the employee according to Aboriginal or Torres Strait Islander kinship rules.

Responsibilities

Managers will:

- model Cancer Wellness Support values, including behaving in a way that promotes a work environment free from any form of violence;
- sensitively communicate with employees affected by domestic and family violence;
- take prompt and appropriate action to address any reports of employees affected by domestic and family violence;

- ensure appropriate levels of support are provided to employees affected by domestic and family violence; and
- ensure appropriate management of work performance and monitoring of attendance issues.

Employees will:

- model Cancer Wellness Support values, including behaving in a way that promotes a work environment free from any form of violence;
- sensitively communicate with colleagues affected by domestic and family related violence;
- ensure colleagues are aware of available support services and encourage colleagues to seek assistance.

Support for Victims and Carers

Support will be provided to any employee who discloses that they are a victim of domestic and family violence, or that they are caring for a person who is a victim of domestic and family violence.

Documentation

Cancer Wellness Support acknowledges that employees affected by domestic and family violence may not be in a position to provide supporting documentation. An employee's access to leave and other support options should not be unreasonably denied in the absence of supporting documentation.

Any related communications should be conducted in a sensitive and non-judgmental manner. Any documentation sighted must be returned to the employee unless the employee requests otherwise.

Leave Entitlements

*Access to domestic and family violence **unpaid** leave*

An employee of Cancer Wellness Support will be entitled to five (5) days per year of unpaid leave to deal with family and domestic violence.

The leave will be available in full at the start of each 12-month period of the employee's employment and the leave does not accumulate from year to year.

An employee may take unpaid leave to deal with family and domestic violence if the employee:

- is experiencing family and domestic violence; and
- needs to do something to deal with the impact of the family and domestic violence and it is impractical for the employee to do that thing outside their ordinary hours of work.

An employee must give Cancer Wellness Support notice of the taking of leave. The notice:

- must be given to Cancer Wellness Support as soon as practicable (which may be a time after the leave has started); and
- must advise Cancer Wellness Support of the period, or expected period, of the leave.

An employee who has given Cancer Wellness Support notice of the taking of leave may be required to give evidence that would satisfy a reasonable person that the leave is taken for the purpose specified in this policy.

The employee does not have to use other leave entitlements before accessing this leave. This leave can be taken as consecutive days, single days or part-days by agreement with Cancer Wellness Support.

Cancer Wellness Support will take steps to ensure information concerning any notice an employee has given, or evidence an employee has provided is treated confidentially, as far as it is reasonably practicable to do so. However, Cancer Wellness Support may be required to disclose information provided by an employee if

the disclosure is required by an Australian law or is necessary to protect the life, health or safety of the employee or another person.

Work performance and attendance

Work performance or attendance may be influenced by factors not connected with work. Employees will be supported and encouraged to raise concerns about their personal circumstances, including whether domestic and family violence is a contributing factor to work performance and attendance.

It may also be necessary to include additional support and provide reasonable workplace and role adjustments for a period of time. Regular reviews, a return to work plan and performance improvement process may still be required.

Flexible work arrangements

Cancer Wellness Support will provide employees affected by domestic and family violence with access to flexible work arrangements. Employees are encouraged to discuss their request for flexible work arrangements with their managers in the first instance.

Other workplace support

Cancer Wellness Support may also consider the following:

- workplace safety needs and arrangements to protect the employee and colleagues following a risk assessment, including increased security measures;
- supporting employees to have the workplace included in a Domestic Violence Order issued by the courts, where appropriate;
- providing other support and reasonable adjustments in the workplace, such as:
 1. job redesign or changes to duties;
 2. changes to working hours or patterns of work;
 3. alternative suitable employment in other teams, offices and locations;
 4. changes to email address and telephone numbers; or
 5. secure parking.

Perpetrators of domestic and family violence

Domestic and family violence is unacceptable in any setting, including the workplace.

Any employee of Cancer Wellness Support who perpetrates violence and abuse from the workplace, including by telephone, fax, mail, email, internet or social media may be subject to disciplinary action.

Disclosures of domestic and family violence

All employees of Cancer Wellness Support have a right to choose whether, when and to whom they disclose information about being affected by domestic and family violence. This policy does not override any legal obligations to disclose information.

Information disclosed by an employee in relation to domestic and family violence will be kept confidential, except to the extent that disclosure is required or permitted by law.

Applying for Leave

Any employee who requests leave of any type specified by this policy should submit a Leave Application form and comply with any relevant notice and documentation requirements outlined in this policy. All documents should be given to your manager.

Time Off in Lieu (TOIL) Policy

The Employer recognises that from time to time there may be cause for an employee to work additional time at the end of a work day or week pursuant to the performance of your duties.

In certain circumstances, and subject to your eligibility, the Employer will recognise these hours through the provision of Time Off in Lieu (TOIL) for any additional hours you work in excess of your ordinary hours, as stipulated in your contract of employment.

It is not expected that TOIL will be a standard or regular occurrence. No employee will be required to work excessive overtime hours on a regular basis.

Your Entitlements

TOIL may be offered to those employees who, by the nature of their role, are required or directed to work additional hours to complete their duties. These circumstances may include where an employee is required to travel for business reasons, or attend a training course outside of business hours at the direction of management.

Additional hours worked to complete your ordinary duties, for example, staying back late to correct your own erroneous work, will not ordinarily accrue towards TOIL.

Your Responsibilities

Where you feel that additional hours are outside your normal duties, you are responsible for ensuring that any additional hours are pre-approved by CEO as accruing towards TOIL. If you are unsure whether additional hours will accrue as TOIL, you should seek clarification from your manager before pre approval.

Procedure

You will only be entitled to TOIL if this has been approved in advance by CEO.

You must keep a record of any additional hours worked and, if necessary, a written agreement in the form required by the Employer. You must provide this to management by the end of the same pay period. This record must include the date and time on which the additional hours were completed, the nature of the tasks being performed during these hours, and the manager who approved these hours to accrue as TOIL.

Any TOIL must be taken at a mutually convenient time agreed between yourself and the Employer, but no later than three months after its accrual (unless a prior arrangement has been approved by management).

Any fraudulent or dishonest attempt to claim TOIL is considered serious misconduct and may lead to disciplinary action, up to and including the termination of your employment.

20. Performance and Misconduct Policy

Purpose

The objectives of this policy are to:

1. correct and/or improve the standard of performance and/or conduct of an employee where appropriate or necessary;
2. provide particular employees with an opportunity to improve their performance and/or conduct (other than in situations where summary dismissal is appropriate);
3. ensure that all employees are treated fairly, equally and consistently; and
4. ensure that each situation is reviewed and addressed on an individual basis and in relation to the particular circumstances.

Application of the Policy

This policy may be used to deal with instances of unsatisfactory work performance and/or conduct in any circumstances connected with work, which may include out-of-work conduct and conduct at work-related functions that impacts on Cancer Wellness Support. A work-related function is any function that is connected to work. Work lunches, work events, dinners, conferences, Christmas functions and client/customer functions are examples of work-related functions. This policy also applies when employees go to other workplaces in connection with work, for example, when visiting a supplier, client or customer.

Grounds for Disciplinary Action

Disciplinary action may be taken in response to any:

1. unsatisfactory performance
2. unacceptable conduct
3. wilful or serious misconduct

Disciplinary Procedure

The procedures outlined below are intended as a guide only to the disciplinary procedures which may be implemented by Cancer Wellness Support. In every case, the actual disciplinary procedure to be adopted will be a matter for Cancer Wellness Support's discretion and in consideration of the circumstances of the case as a whole. Nothing in this policy prevents Cancer Wellness Support from issuing a final warning at any stage of the process. Similarly, if the circumstances warrant it, nothing in this policy prevents Cancer Wellness Support from dismissing an employee at any stage of the procedure set out in this policy, for example, in circumstances involving wilful or serious misconduct by an employee.

Investigation

Depending on the circumstances, it may be necessary to conduct an investigation into incidents and/or allegations. This may involve collecting relevant data, interviewing the relevant employee, relevant witnesses such as the employee's co-workers or managers, or even customers and suppliers with whom the employee has had contact. Cancer Wellness Support will endeavour to investigate all allegations of unsatisfactory performance, unacceptable conduct, or wilful or serious misconduct by an employee fairly and promptly.

An employee may be suspended from duty on ordinary pay pending completion of an investigation.

Disciplinary Interview

If on the basis of the investigation, Cancer Wellness Support believes that there is a case to be answered by the employee, the employee may be asked to attend a meeting to discuss the issue(s) of concern.

A process such as the following may be applied:

1. The employee is given advance notice of the meeting and what will be discussed at the meeting;
2. The employee is given a reasonable opportunity to have a support person present at the meeting;
3. At the meeting the issue(s) of concern or allegations are put to the employee;
4. The employee is given an opportunity to respond to the concerns or allegations;
5. The managers/manager consider the employee's response and makes any further enquiries or investigations that may be necessary;
6. After making any further enquiries or investigations which may be necessary and after consideration of the response or explanation of the employee, the managers/manager determines whether the concern(s) or allegations have been substantiated on the balance of possibilities.

If it is determined that all or some of the concerns or allegations are substantiated, the managers/manager will make a decision on what, if any, disciplinary action is appropriate.

Disciplinary Action

Any disciplinary action to be taken will vary from case to case, depending upon all of the circumstances, including consideration of whether the employee has received any prior verbal or written warnings in relation to their performance or conduct.

Examples of disciplinary action which may be taken by Cancer Wellness Support include, but are not limited to, the following:

- redirection, retraining;
- verbal warning;
- written warning; and
- dismissal, including summary dismissal in circumstances of serious or wilful misconduct.

Regardless of whatever disciplinary action is imposed, any further unsatisfactory performance, unacceptable conduct or misconduct of any kind may result in dismissal of the employee.

21. Grievances, Conflicts and Disputes Policy

Purpose of Policy

The procedures outlined in this policy aim to achieve consistent treatment in the handling of personal grievances in the workplace and provide a procedure to follow in the event a personal grievance arises.

Application of the Policy

This Policy applies to the personal grievances of employees of Cancer Wellness Support. Note that other policies may apply in the case of grievances related to discrimination, harassment or bullying.

Cancer Wellness Support may at its sole discretion, on a case by case basis, alter the manner in which the process outlined in this policy is conducted to ensure it suits the particular grievance.

What does this Policy cover?

A **grievance** is any type of problem, concern or complaint related to an employee's work or the work environment. A personal grievance can be about any act, behaviour, omission, situation or decision impacting on an employee that the employee thinks is unfair or unjustified.

A grievance can relate to almost any aspect of employment, for example:

- a) Safety in the workplace
- b) Staff development or training
- c) Leave allocation
- d) Supervision
- e) Rosters or hours of work
- f) Performance appraisal
- g) Transfer or promotion
- h) Wage or salary levels

A **conflict** is a serious disagreement or argument, typically a protracted one, and usually between two or more employees.

A **dispute** is a disagreement followed by opposition against something.

Dealing with Grievances, Conflicts and Disputes

Cancer Wellness Support recognises that an employee may not perform to the best of their ability if they feel they are being treated unfairly or are feeling aggrieved. Accordingly, Cancer Wellness Support will endeavour to provide a fair and just working environment, by aiming to ensure that employees have access to processes for the resolution of genuine personal grievances related to the workplace.

As such, Cancer Wellness Support will use its reasonable endeavours to:

- a) encourage staff to come forward with grievances, conflicts or disputes;
- b) deal with these issues in a supportive way, without victimisation or intimidation of any person connected with the grievance, conflict or dispute;
- c) encourage fairness, impartiality and the resolution of issues as reasonably promptly and as close as possible to the source of the issue; and
- d) have managers seek to prevent and resolve issues.

Where an issue arises, Cancer Wellness Support will endeavour, if appropriate, to resolve the dispute in line with the following procedure:

Preliminary step - Attempt to resolve the issue yourself

If the employee feels comfortable in doing so, they may attempt to address the issue directly with the person(s) involved. The employee may discover that the other person was not aware of the issue and the matter can be resolved directly.

If the employee does not feel comfortable talking to the person(s) involved, or they have attempted to and were ineffective in resolving the issue, or if there is no other person involved in the issue, the employee should report the issue to their manager.

After reporting an issue, the manager will make reasonable attempts to conduct an initial meeting with the employee to:

- obtain information about the issue and what the employee considers will resolve it;
- explain how this procedure works;
- decide if they are the appropriate person to handle the issue. This includes considering whether they have the necessary authority and can deal with the issue in an impartial manner. If the manager feels they cannot effectively handle the employee's issue they will refer the matter to another more appropriate manager.

Where it is not practical to conduct a meeting, the manager may carry out these steps by telephone or written correspondence.

Next steps – resolving with management support

Once the employee has reported the matter to the manager, they may commence one of the procedures outlined below that is regarded as suitable for dealing with the issue.

- Step 1 – Informal Review
- Step 2 – Formal Procedure – Investigation
- Step 3 – Appeal

Other Actions – Referral to external mediator

Where all parties to the issue (including Cancer Wellness Support) agree that mediation may be appropriate in resolving the issue, the issue may be referred to an external mediator.

Other Procedural Issues

Work to Continue

Work will continue as normal while a personal grievance is being dealt with under this policy. All persons affected by the issue are expected to co-operate with Cancer Wellness Support to ensure the efficient and fair resolution of the issue.

Victimisation

Disciplinary action will be taken against any person who victimises or retaliates against a person who has lodged or is involved in an issue under this policy. Such action may include termination of employment.

Confidentiality

Managers dealing with issues will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other employees or workplace participants in order to determine what happened, to afford fairness to those against whom the complaint has been made and to resolve the issue.

All employees and workplace participants involved in the issue must also maintain confidentiality, including the employee who lodges the complaint. The complainant may discuss the issue with a designated support person or representative who is not an employee employed or engaged by Cancer Wellness Support; however, the support person or representative must also maintain confidentiality.

Documentation

Where considered appropriate, agreed resolutions of issues arising from the informal procedure may be recorded and signed by all parties. Generally, it will not be necessary to put records of a personal grievance on an employee's personnel file, unless there is some disciplinary action taken as a result of the grievance. A record of any disciplinary action that is taken arising from a formal investigation will be placed on the personnel file of any person who is disciplined.

Access to Support and Representation

The employee can seek advice from their manager or a support person at any stage during this process. The employee can bring a support person to a meeting if so desired.

Possible Outcomes

Cancer Wellness Support will in its sole discretion determine whether any outcomes (disciplinary or otherwise) are appropriate. The outcomes will depend on the nature of the issue and the procedure followed to address the issue.

Where an investigation results in a finding that a person has engaged in conduct in breach of a Cancer Wellness Support policy, that person may be disciplined. The type and severity of disciplinary action will depend on the nature of the issue and other relevant factors. Where the investigation results in a finding that the person complained against has engaged in serious misconduct, this may result in instant dismissal. Any disciplinary action is a confidential matter between the affected person(s) and Cancer Wellness Support.

Cancer Wellness Support may take a range of other non-disciplinary outcomes to resolve an issue. Examples include, but are not limited to:

- a) training to assist in addressing the problems underpinning the issue;
- b) monitoring to ensure that there are no further problems;
- c) implementing a new policy;
- d) requiring an apology or an undertaking that certain behaviour stop; and/or
- e) changing work arrangements.

22. Workplace Discrimination, Harassment and Bullying Policy

Purpose

Cancer Wellness Support aims to provide an environment where employees and others in the workplace are treated fairly and with respect, and are free from unlawful discrimination, harassment, and vilification and bullying.

Cancer Wellness Support aims to ensure that when employment decisions are made, they are based on merit, not on irrelevant attributes or characteristics that an individual may possess. Cancer Wellness Support also tries to create a work environment which promotes good working relationships.

Application of the Policy

This policy applies to employees, agents and contractors (including temporary contractors) of Cancer Wellness Support, collectively referred to in this policy as 'workers'.

This policy is not limited to the workplace or work hours. This policy extends to all functions and places that are work related. For example, work lunches, online forums including social media, conferences, Christmas parties and client functions. Equal Employment Opportunity (EEO) laws apply to all areas of employment, as well as the provision of goods and services.

EEO Laws

Under EEO laws, discrimination, vilification, sexual harassment, bullying and victimisation are unlawful and strictly prohibited.

Discrimination

Direct discrimination in employment occurs when a person is treated less favourably than another in their employment because of a reason or ground which is prohibited by law. Grounds of discrimination applicable to a worker of Cancer Wellness Support include:

Discrimination Ground	Discrimination Ground
Race (including colour, nationality, descent, ethnic, ethno-religious or national origin)	Religious belief, affiliation, conviction or activity
Sex	Marital status, domestic status, relationship status
Pregnancy (including potential pregnancy)	Homosexuality, transsexuality, sexuality, sexual preference/orientation, lawful sexual activity, gender identity
Carers' responsibilities, family responsibilities, carer or parental status, being childless	Disability/impairment, including physical, mental and intellectual disability
Breastfeeding	Age (including compulsory retirement)
Industrial/trade union membership, non-membership or activity	Political belief, opinion, affiliation, conviction or activity
Employer association membership, non-membership or activity	HIV/AIDS
Association (i.e. association with a person who has one or more of the attributes for which discrimination is prohibited)	

Indirect Discrimination

Indirect discrimination may occur when an employer imposes a policy, requirement or condition which applies to everyone equally but it in fact operates to disadvantage a particular group because of a characteristic of that group, such as their sex, age, race (i.e. a prohibited ground of discrimination).

Discrimination also includes the situation where a worker harasses another person based on a ground of discrimination. Harassment is unwelcome conduct that a reasonable person would expect to offend, humiliate or intimidate.

Vilification

Vilification is a public act which incites hatred, severe contempt or severe ridicule of a person or group, because of race, homosexuality, transgender, transsexuality or HIV/AIDS. Vilification is a particularly serious breach of EEO laws and will be dealt with accordingly.

Sexual Harassment

Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated. Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate or intimidate the other person.

Sexual harassment does not have to be directed at a particular individual to be unlawful. Behaviour which creates a hostile working environment for other employees can also be unlawful.

Examples of sexual harassment include, but are not limited to:

- Physical contact such as pinching, touching, grabbing, kissing or hugging;
- Staring or leering at a person or at parts of their body;
- Sexual jokes or comments;
- Requests for sexual favours;
- Persistent requests to go out, where they are refused;
- Sexually explicit conversations;
- Displays of offensive material such as posters, screen savers, Internet material etc.;
- Accessing or downloading sexually explicit material from the Internet;
- Suggestive comments about a person's body or appearance; and
- Sending rude or offensive emails, attachments or text messages.

Bullying

Bullying is repeated, unreasonable behaviour directed towards an individual or group, which creates a risk to health and safety. It includes both physical and psychological risks and abuse.

Victimisation

Victimisation is where a person is retaliated against or subjected to a detriment because they have lodged a complaint, they intend to lodge a complaint, or they are involved in a complaint of unlawful conduct. Workers must not retaliate against a person who raises a complaint or subject them to any detriment.

Rights and Responsibilities

All employees must:

- understand and comply with this policy;
- ensure they do not engage in any unlawful conduct towards other workers, customers/clients or others with whom they come into contact through work;
- ensure they do not aid, abet or encourage other persons to engage in unlawful conduct;
- follow the complaint procedure in this policy if they experience any unlawful conduct;
- report any unlawful conduct they see occurring to others in the workplace in accordance with the complaint procedure in this policy; and
- maintain confidentiality if they are involved in the complaint procedure.

Workers should be aware that they can be held legally responsible for their unlawful conduct. Workers who aid, abet or encourage other persons to engage in unlawful conduct, can also be legally liable.

Breach of the Policy

All workers are required to comply with this policy at all times. If a worker breaches this policy, they may be subject to disciplinary action. In serious cases this may include termination of employment.

If a person makes an unfounded, false or vexatious complaint in bad faith (e.g. making up a complaint to get someone else in trouble or making a complaint where there is no foundation for the complaint), that person may be disciplined and may be exposed to a defamation claim.

Complaint Handling Procedure

Any complaints raised under this policy will be dealt with in accordance with the [Grievances, Conflicts and Disputes Policy](#).

Confidentiality

Management will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other workplace participants in order to determine what happened, to afford fairness to those against whom the complaint has been made and to resolve the complaint. If a complaint is raised and it appears that unlawful conduct has potentially occurred, Cancer Wellness Support will endeavour to take appropriate action in relation to the complaint.

All workplace participants involved in the complaint must also maintain confidentiality, including the workplace participant who lodges the complaint. Spreading rumours or gossip may expose workplace participants to a defamation claim. Workers may discuss the complaint with a designated support person or representative (who is not a worker employed or engaged by Cancer Wellness Support). However, the support person or representative must also maintain confidentiality.

Possible Outcomes

The possible outcomes will depend on the nature of the complaint and the procedure followed to address the complaint. Where an investigation results in a finding that a person has engaged in unlawful conduct or a breach of this policy, that person may be disciplined. The type and severity of disciplinary action will depend on the nature of the complaint and other relevant factors. Where the investigation results in a finding that the person complained against has engaged in serious misconduct, this may result in instant dismissal. Any disciplinary action is a confidential matter between the affected workers and Cancer Wellness Support.

Agents and contractors (including temporary contractors) who are found to have engaged in unlawful

conduct and/or breached this policy may have their contracts with Cancer Wellness Support terminated or not renewed.

Cancer Wellness Support may take a range of other non-disciplinary outcomes to resolve a complaint, depending on the particular circumstances. Examples include, but are not limited to:

- training to assist in addressing the problems underpinning the complaint;
- monitoring to ensure that there are no further problems;
- implementing a new policy;
- requiring an apology or an undertaking that certain behaviour stop; and/or
- changing work arrangements.

What to do if you are not satisfied with the outcome

If any of the parties are not satisfied with the way the complaint was handled or the outcome of the complaint process, they should direct their concerns to the next higher level of management, where available, who will review the matter. The decision of the higher level of management will be final.

Cancer Wellness Support's goal is to resolve issues in-house wherever possible. Workers may however seek the assistance of an outside agency if they feel that their complaint has not been adequately addressed.

Questions

If a worker is unsure about any matter covered by this policy, they should seek the assistance of their manager or other appropriate person.

23. Internet, Email, Computer Use and Social Media Policy

Purpose

This policy sets out the standards of behaviour expected of persons using Cancer Wellness Support's computer facilities, or when making reference to Cancer Wellness Support on external sites. The policy also provides an overview of surveillance that may be carried out in Cancer Wellness Support's workplace, relating to the use of Cancer Wellness Support's Computer Network.

This policy operates in conjunction with any relevant provisions in a contract of employment or contract for service.

Application of the Policy

This policy applies to all people who use the Cancer Wellness Support computer network or computers owned by Cancer Wellness Support and/or those who contribute to external blogs and sites and identify themselves as associated with Cancer Wellness Support. For the purposes of this policy, these people are collectively referred to as "Users".

Definitions in this Policy

- **"Blogging"** means the act of using web log or 'blog'. 'Blog' is an abbreviated version of 'weblog' which is a term used to describe websites that maintain an ongoing chronicle of information. A blog is a frequently updated website featuring diary-style commentary, audio-visual material and links to articles on other websites.
- **"Confidential Information"** includes but is not limited to trade secrets of Cancer Wellness Support; non-public information about the business and affairs of Cancer Wellness Support such as: pricing information, internal cost and pricing rates, production scheduling software, special supply information, marketing or strategy plans, exclusive supply agreements or arrangements, commercial and business plans, commission structures, contractual arrangements with third parties, tender policies and arrangements, financial information and data, sales and training materials, technical data, schematics, proposals and intentions, designs, policy and procedure documents, concepts not reduced to material form, information which is personal information for the purposes of privacy law, and all other information obtained from Cancer Wellness Support or obtained in the course of working or providing services to Cancer Wellness Support that is by its nature confidential.
- **"Computer Surveillance"** means surveillance by means of software or other equipment that monitors or records information input or output, or other use, of Cancer Wellness Support's computer network (including, but not limited to, the sending and receipt of emails and the accessing of websites).
- **"Computer Network"** includes all Cancer Wellness Support internet, email and computer facilities which are used by Users, inside and outside working hours, in the workplace of Cancer Wellness Support (or related entities) or at any other place while performing work for Cancer Wellness Support (or related entities). It includes, but is not limited to, desktop computers, laptop computers, tablets, smart phones and similar products, and any other means of accessing Cancer Wellness Support email, internet and computer facilities, (including, but not limited to, a personal home computer which has access to Cancer Wellness Support IT systems).
- **"Intellectual Property"** means all forms of intellectual property rights throughout the world including copyright, patent, design, trademark, trade name, and all confidential information and including know-how and trade secrets.
- **"Person"** includes any natural person, the Cancer Wellness Support, partnership, association, trust, business, or other organisation or entity of any description and a person's legal personal representative(s), successors, assigns or substitutes.

Use of Internet, Email and Computers

Where use is allowed, Users are entitled to use Cancer Wellness Support computer network only for legitimate business purposes. Users may be permitted to use Cancer Wellness Support computer network for limited and reasonable personal use, however any such personal use must not impact upon the User's work performance or Cancer Wellness Support resources or violate this policy or any other Cancer Wellness Support policy. Users must not use Cancer Wellness Support's computer network for personal use if that use interferes with the efficient business operations of Cancer Wellness Support or if that use relates to a personal business of the User.

Cancer Wellness Support gives no warranty or assurance about the confidentiality or privacy of any personal information disclosed by any User in the course of using the computer network for the User's personal purposes.

Requirements for Use

Users must comply with the following rules when using Cancer Wellness Support's computer network:

1. Users must use the supplied usernames/login codes and/or passwords when accessing the Computer Network.
2. Users in possession of Cancer Wellness Support's electronic equipment must at all times handle the equipment in a responsible manner and ensure that the equipment is kept secure.
3. Users must protect usernames/login codes and password information at all times and not divulge such information to any other Person, unless it is necessary to do so for legitimate business reasons.
4. Users should ensure that when not in use or unattended, the Computer System is shut down.
5. Any disclaimer that is automatically included in all Cancer Wellness Support emails is not to be removed.
6. If a User receives an email which the User suspects contains a virus, the User should not open the email or attachment to the email and should immediately contact their manager for assistance.
7. If a User receives an email the content of which (including an image, text, materials or software) is in breach of this policy, the User should immediately delete the email and report the matter to their manager. The User must not forward the email to any other person.

Prohibited Conduct

Users must not send (or cause to be sent), upload, download, use, retrieve, or access any email or material on Cancer Wellness Support's computer network that:

- is obscene, offensive or inappropriate. This includes text, images, sound or any other material, sent either in an email or in an attachment to an email, or through a link to a site (URL). For example, material of a sexual nature, indecent or pornographic material;
- causes (or could cause) insult, offence, intimidation or humiliation;
- may be defamatory or could adversely impact the image or reputation of Cancer Wellness Support. A defamatory message or material is a message or material that is insulting or lowers the reputation of a person or group of people;
- is illegal, unlawful or inappropriate;
- affects the performance of, or causes damage to Cancer Wellness Support's computer system in any way;
- gives the impression of or is representing, giving opinions or making statements on behalf of Cancer Wellness Support without the express authority of Cancer Wellness Support. Further, users must not transmit or send Cancer Wellness Support documents or emails (in any format) to any external parties or organisations unless expressly authorised to do so.

Users must not use Cancer Wellness Support's Computer Network:

- to violate copyright or other intellectual property rights. Computer software that is protected by copyright is not to be copied from, into, or by using Cancer Wellness Support's computing facilities, except as permitted by law or by contract with the owner of the copyright;
- in a manner contrary to any privacy policy of the business;
- to create any legal or contractual obligations on behalf of Cancer Wellness Support unless expressly authorised by Cancer Wellness Support management;
- to disclose any confidential information of the Cancer Wellness Support or any customer, client or supplier of Cancer Wellness Support unless expressly authorised by Cancer Wellness Support management;
- to install software or run unknown or unapproved programs on Cancer Wellness Support's computer network. Under no circumstances should Users modify the software or hardware environments on Cancer Wellness Support's computer network;
- to gain unauthorised access (hacking) into any other computer within Cancer Wellness Support or outside Cancer Wellness Support, or attempt to deprive other Users of access to or use of any Cancer Wellness Support's computer network;
- to send or cause to be sent chain or SPAM emails in any format;
- to use Cancer Wellness Support computer facilities for personal gain (for example, for running a personal business).

Users must not use another User's computer network facilities (including passwords and usernames/login codes) for any reason without the express permission of the User or Cancer Wellness Support.

Details on Blocking Email or Internet Access

Cancer Wellness Support reserves the right to prevent (or cause to be prevented) the delivery of an email sent to or from a User, or access to an internet website by a User, if the content of the email or the internet website is considered to be contrary to this policy.

In the case that an email is prevented from being delivered to or from a User, the User may receive a prevented delivery notice informing them that the delivery of the email has been prevented. A prevented delivery notice may not always be provided.

Potential Surveillance

Cancer Wellness Support may carry out Computer Surveillance of any User at such times of the Cancer Wellness Support's choosing and without further notice to any User.

Computer Surveillance may occur in relation to:

- a) storage volumes;
- b) internet sites - details of web sites visited plus time of access, volume downloaded and the duration of access;
- c) download volumes;
- d) suspected malicious code or viruses;
- e) emails - the content of all emails received, sent and stored on the Computer Network (this also includes emails deleted from the Inbox); and
- f) computer hard drives – Cancer Wellness Support may access any hard drive on the Computer Network.

Cancer Wellness Support may retain logs, backups and archives of computing activities, which it may audit. Any records are the property of Cancer Wellness Support, are subject to State and Federal laws and may be used as evidence in legal proceedings, or in workplace investigations into suspected misconduct.

What will Computer Surveillance Records be used for?

Cancer Wellness Support may use and disclose Computer Surveillance records where that use or disclosure is:

- a) for a purpose related to the employment of any employee or related to the Cancer Wellness Support's business activities; or
- b) use or disclosure to a law enforcement agency in connection with an offence; or
- c) use or disclosure in connection with legal proceedings; or
- d) Use or disclosure reasonably believed to be necessary to avert an imminent threat of serious violence to any Person or substantial damage to property.

For example, use or disclosure of Computer Surveillance records may occur in circumstances of assault, suspected assault, theft or suspected theft of Cancer Wellness Support's property (or that of a related entity) or damage to Cancer Wellness Support's equipment or facilities (or that of a related entity).

Use of Personal Computers and Electronic Devices

This policy applies to the use of desktop computers, laptop computers, tablets, smart phones and similar products which have access to Cancer Wellness Support's IT systems, to the extent that such use may damage Cancer Wellness Support's business interests and employment relationships.

Representing Cancer Wellness Support in Social Media

In consideration of the type of business of the Cancer Wellness Support, any comments about or in connection with Cancer Wellness Support made in a Social Media Platform must be factual and consistent information with Cancer Wellness Support's goals and objectives. This means protecting commercially sensitive information in accordance with Cancer Wellness Support employee's contract of employment and a Cancer Wellness Support contractor's contract for service.

All employees and contractors are restricted from making comments on behalf of Cancer Wellness Support or using of Cancer Wellness Support's branding, (including the corporate logo, internal logo and registered trademarks), in any Social media platform unless otherwise authorised.

Only specifically authorised employees are authorised to speak on behalf of Cancer Wellness Support on Social media platforms.

Cancer Wellness Support recognises that circumstances may arise in which employees and contractors make mention of Cancer Wellness Support in social media.

Unless authorised by Cancer Wellness Support, any comments made by employees and contractors must contain a disclaimer that they are not representing Cancer Wellness Support and do not have authority to speak on behalf of Cancer Wellness Support, and the views of the employee/contractor do not represent the views of Cancer Wellness Support.

Social Media Acknowledgement

All Cancer Wellness Support employees and contractors acknowledge that:

- a) they are not to make comments which might reflect negatively on Cancer Wellness Support's reputation or make deliberately false or misleading claims about Cancer Wellness Support, or its products or services. Any recognised inaccurate comments must have all reasonable efforts made by the employee or contractor to correct the statement;
- b) they must not disclose confidential or commercially sensitive information about Cancer Wellness Support including Cancer Wellness Support's Confidential Information or Intellectual Property. This obligation continues after the employment or engagement ceases;
- c) they must not endorse or cite any client, partner or supplier of Cancer Wellness Support without the explicit prior permission of the manager;

- d) they must observe the relevant privacy, defamation and copyright laws; and
- e) they must comply with relevant discrimination laws and Cancer Wellness Support policies that relate to discrimination, harassment and bullying.

External Social Media Platforms

When using external Social Media Platforms, including, but not limited to, social networks and blogging sites, Cancer Wellness Support employees and contractors should not disparage or make adverse comments about Cancer Wellness Support, any Cancer Wellness Support employee or contractor. This includes where such comments are made whilst a Cancer Wellness Support employee or contractor is contributing to a Social Media Platform using a Cancer Wellness Support computer and internet resources and similarly whilst using a non-Cancer Wellness Support computer or hand-held device.

If it comes to Cancer Wellness Support's attention that a Cancer Wellness Support employee or contractor has made inappropriate and/or unauthorised comments about Cancer Wellness Support or a Cancer Wellness Support employee or contractor, Cancer Wellness Support may choose to take action against such person as outlined in the policy. Action will not be limited to contributions made on a Social Media Platform made whilst using a Cancer Wellness Support computer and internet resources but may include action taken as a consequence of inappropriate and/or unauthorised contributions made about Cancer Wellness Support, a Cancer Wellness Support employee or contractor via a non-Cancer Wellness Support computer or Hand-Held Device.

Material Posted by Others

Inappropriate or disparaging content and information stored or posted by others (including non-employees) in the social media environment may also damage Cancer Wellness Support's reputation.

If you become aware of any such material which may damage Cancer Wellness Support or its reputation, you must immediately notify your manager.

Breach of the Policy

Users must comply with the requirements of this policy. Any breach of this policy may result in disciplinary action which may include termination of employment (or, for persons other than employees, the termination or non-renewal of contractual arrangements).

Other disciplinary action that may be taken includes, but is not limited to, issuing a warning, suspension or disconnection of access to all or part of Cancer Wellness Support's computer network whether permanently or on a temporary basis.

24. Alcohol, Drugs and the Workplace Policy

What is this policy about?

Cancer Wellness Support provides a work environment that ensures the health, safety and welfare of all employees and visitors. The use of illegal drugs and/or alcohol is potentially dangerous and presents a risk to employees and visitors as it may limit a person's capacity to perform their job safely and efficiently, which may in turn impact other people. It is essential that employees always present Cancer Wellness Support in a positive way, do not engage in criminal activity, and do not damage Cancer Wellness Support's reputation, including at work-related functions. A criminal record check will be conducted at the discretion of management.

Who does this policy apply to?

This policy applies to all employees, volunteers and contractors engaged by Cancer Wellness Support ("workers").

What is Cancer Wellness Support's policy?

While on Cancer Wellness Support premises and while conducting business-related activities off Cancer Wellness Support premises, no worker may use, possess, distribute, sell or be under the influence of alcohol and/or illegal drugs. The legal use of prescribed medication is permitted while on the premises only if it does not impair a worker's ability to safely perform the essential functions of the job and that such use does not endanger other individuals in the workplace. Violations of this Policy may lead to disciplinary action, up to and including termination of employment or other legal action, and/or required participation in a substance abuse rehabilitation or treatment program.

Consumption of alcohol — workers' responsibilities

Cancer Wellness Support recognises that at some work-related functions responsible consumption of alcohol is allowed, for example, at a staff function, Christmas party or customer function. Workers must not consume alcohol in the workplace or at work-related functions unless specifically approved by Management to do so.

In these circumstances, the following restrictions apply at all work-related functions:

- workers must consume alcohol responsibly;
- workers must not become drunk;
- workers must uphold an appropriate standard of behaviour at all times, consistent with Cancer Wellness Support's Code of Conduct and other workplace policies; and
- workers must ensure a safe means of transport from such functions. Workers must not drive any vehicle if they are over the legal blood alcohol limit for driving. Workers who do not have a safe means of transport should advise management so that such transport may be arranged.

If a worker is required to return to work, or continue working after the function, and the consumption of alcohol could adversely affect their ability to perform work effectively and safely, consumption of alcohol by those workers is not permitted.

If a worker breaches this Policy at a work-related function and acts inappropriately, the worker may be subject to disciplinary action, and may not be permitted to consume any alcohol at future work-related functions.

The prohibition relating to drugs will not be waived in any circumstances, except in relation to prescription and pharmacy drugs as set out in this Policy.

Prescription and pharmacy drugs

Where a worker is taking prescription or pharmacy drugs for medical purposes, the worker will not breach this policy by attending work, if the worker:

- takes the prescription and pharmacy drugs in accordance with the instructions of their medical practitioner and normal directions applying to the use of those drugs;
- does not misuse or abuse the use of prescription or pharmacy drugs;
- ensures they are able to perform their work effectively, competently and safely;
- informs themselves of the impact of consumption of alcohol with prescription and pharmacy drugs and they limit consumption accordingly; and
- checks with their medical practitioner or pharmacist about the effect of the drug on their ability to drive vehicles, operate machinery and safely perform their normal work duties. If a worker's ability to perform work competently, efficiently and safely is affected, the worker should obtain this advice in writing from the medical practitioner, or pharmacist, and provide it to their manager or manager as soon as possible and before undertaking their work.

If Cancer Wellness Support suspects that the worker's ability to safely perform work is affected, the Cancer Wellness Support may take steps to address the issue in accordance with this Policy.

What will Cancer Wellness Support do if it suspects a worker is affected by drugs or alcohol?

If Cancer Wellness Support suspects, on reasonable grounds, that a worker is under the influence of drugs or alcohol in breach of this policy, Cancer Wellness Support will take steps to address the issue. Reasonable grounds may include (but are not limited to) where the worker:

- is unable to coordinate their actions;
- has red or bloodshot eyes, or dilated pupils;
- smells of alcohol;
- acts contrary to their normal behaviour;
- exceeds alcohol concentration limits applicable to the task they perform or may be called on to perform;
- is not behaving in a professional and competent manner and in accordance with Cancer Wellness Support standards; or
- Otherwise appears to be impaired or affected by drugs or alcohol.

In such circumstances, Cancer Wellness Support direct the worker to go home. Suitable arrangements for safe transport will be made by the relevant manager.

Refusal to go home or providing false information constitutes a breach of this policy and may result in disciplinary action being taken against the worker, including action as set out below under 'Breach of Policy'.

Where a worker is sent home, the worker must report to Management (or as directed) on the next working day, or as soon as possible once the worker is no longer under the influence of drugs or alcohol. Cancer Wellness Support will deal with the issue as set out below under 'Breach of this Policy'. Failure to report constitutes a breach of this Policy.

What will Cancer Wellness Support do if it finds or suspects a worker has drugs or alcohol at the Cancer Wellness Support's workplace?

If Cancer Wellness Support finds drugs or alcohol at the workplace in breach of this policy, Cancer Wellness Support may take the following action, which includes, but is not limited to:

- investigate the matter in order to attempt to determine who is responsible, including by conducting searches, as set out in this Policy;
- request the worker to open their locker, bag, or vehicle or to empty their pockets or jacket for the purpose of locating any drugs or alcohol.

Workers are required to co-operate in any investigation. Failure to co-operate, or providing false information in an investigation, constitutes a breach of this Policy and may result in action as set out below under 'Breach of this Policy'.

Breach of this Policy

Workers must comply with this Policy at all times. If an employee is found to have breached this Policy, they may be subjected to disciplinary action. The type and severity of the disciplinary action will depend upon the circumstances of the case and the seriousness of the breach. In serious cases, this may include termination of employment.

Examples of disciplinary action that may be taken include (but are not limited to):

- performance counselling;
- a formal warning;
- suspension;
- demotion;
- termination of employment;
- referral to an Employee Assistance Programme (EAP) and/or some other referral source, for counselling, treatment or rehabilitation for drug or alcohol dependency.

Agents or contractors (including temporary contractors) of Cancer Wellness Support who are found to have breached this Policy may have their contracts with Cancer Wellness Support terminated, or not renewed.

In circumstances where a worker's behaviour or conduct may involve a breach of any Australian law, Cancer Wellness Support may notify the police or other relevant government authority.

Access to support services

If an employee notifies Cancer Wellness Support that they have a drug or alcohol problem, they will be encouraged to undergo counselling or complete a rehabilitation programme .

Section 5 – Work Health and Safety Policies

25. WHS Policies and Procedures

This policy applies to all Cancer Wellness Support workers and to other people at risk from the work carried out at Cancer Wellness Support workplaces.

Cancer Wellness Support is committed to providing a workplace that enables all work activities to be carried out safely. We will take all reasonably practicable measures to eliminate or minimise risks to the health, safety and welfare of workers, contractors, visitors, and anyone else who may be affected by our operations. We are committed to complying with the [Work Health and Safety Act 2011 No 10](#). We will also comply with any other relevant legislation, applicable Codes of Practice and Australian Standards as far as possible. Cancer Wellness Support WHS Policies and Procedures set out the safety arrangements and principles which are to be observed by its workers to ensure compliance with the WHS Act and to provide appropriate mechanisms for continuing consultation and management of WHS matters.

Terminology:

PCBU	A 'person conducting a business or undertaking' (PCBU), who is usually the employer, has the primary duty of care under the Work Health and Safety Act 2011 No 10 to ensure the health and safety of workers and others at the workplace, so far as is reasonably practicable.
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Policy statement

It is the policy of Cancer Wellness Support that the utmost importance be placed on the health and safety of its employees and all other persons who come on to the premises. Employees, contractors and members of the public have the right not to be injured or have their health affected as a result of any activity that occurs here.

It is the intention of Cancer Wellness Support to operate a work health and safety management system to ensure that Cancer Wellness Support and its staff comply with all the provisions of the [Work Health and Safety Act 2011 No 10](#), NSW Legislation.

Responsibility

The Management is primarily and personally responsible for the health and safety of all persons in the workplace, and can be held accountable. The management committee has overall responsibility for the operation of the WHS management system and will consult with employees on safety issues. The management is to ensure that all staff have access to necessary training to control identified hazards and the resources required to implement the WHS policy. The management will ensure that contractors working on the premises are inducted in the WHS system and that they comply with this policy. The management will induct all new staff to make them aware of the hazards in the workplace and the systems that are in place to control the risks. The management must give staff all Safe Working Procedures that apply to them, ensure that they understand them and then record the process on the Staff Record Sheets. The management is responsible for workplace injury management and return to work programs.

Supervisors directing the work of others are responsible for the safety of all the persons in their charge, and can be held accountable. They are required to identify hazards which may affect persons in their charge, assess risks and put control measures in place using the Safe Work Australia guidelines <https://www.safeworkaustralia.gov.au/risk>. Supervisors must ensure that persons, including volunteers, in their charge use safe systems of work at all times.

Employees and volunteers are required to take care of their own health and safety and that of their fellow workers and others in the workplace. They must carry out tasks in accordance with their training, and follow all the safety rules, procedures, Safe Working Procedures (SWP) and other instructions of their supervisors. They must properly use all safety equipment required and report near hits or accidents that occur in the workplace to their supervisor. They should use the Hazard Reporting system to tell the management committees about any hazards in the workplace.

Contractors and sub-contractors engaged by Cancer Wellness Support must comply with the WHS policy. Failure to comply with WHS instructions could be grounds for the termination of the contract. Contractors and sub-contractors will be required to complete Safe Work Method Statements for any tasks where hazards are identified.

Visitors to Cancer Wellness Support have the right to expect that their health and safety will be safeguarded. They are required to follow all safety procedures that are in place at the site. In the event of any site emergency, they should follow the instructions of staff.

Implementation of the policy

Implementation of this policy will be through:

- Active involvement and commitment by the management to ensure the health and safety of all persons on the site
- The provision of adequate resources to allow safe systems of work to be implemented and maintained.
- Participation of staff in all matters which have safety significance by consultation with staff.
- The use of <https://www.safeworkaustralia.gov.au/risk> by the staff to carry out a process of hazard identification, risk assessment and the control of risks in the workplace
- The implementation of an WHS induction procedure for all new employees and volunteers
- Providing opportunities for staff to receive all necessary education and training
- Provision of first aid and emergency procedures
- The adoption of a hazard reporting system.

Monitoring and reviewing the program

Monitoring of the outcomes of the program is essential to its success. Monitoring will be by means of:

- Recording of induction, workplace inspection and contractor management issues
- Documented regular safety inspections by staff
- A review of the program will be carried out in July of each year. Including a check for new regulations, codes of practice and applicable Australian Standards.
- Success of the policy will be measured through the reduction of lost time injuries, less first aid injuries, fewer hazards found at each audit and regular hazard reporting from staff.

A step-by-step approach to managing WHS risks

Risk management is a proactive process that helps you respond to change and facilitate continuous improvement in your business.

It should be planned, systematic and cover all reasonably foreseeable hazards and associated risks.



Figure 1. The risk management process

The four steps for managing WHS risks are:

Step 1 - Identify hazards

Find out what could cause harm.

Step 2 - Assess risks

If necessary – understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening.

This step may not be necessary if you are dealing with a known risk, with known controls.

Step 3 - Control risks

Implement the most effective *control measure* that is reasonably practicable in the circumstances and ensure that it remains effective over time.

Step 4 - Review control measures

Review the *control measures* to ensure they are working as planned.

26. WHS Workplace Induction

The aim of workplace induction is to alert employees and volunteers to potential hazards in the workplace and familiarise them with the risk control measures for those hazards. It also ensures that all employees are competent to carry out their designated responsibilities.

All employees must be inducted to the workplace. The procedure below outlines the steps which must be followed. The person carrying out the induction process needs to ensure that the employee has adequate experience and language skills to understand the induction and be able to change the way the induction is presented if language or experience difficulties are identified.

The process will involve the employee:

1. Being shown the whole workplace and told what happens in each section as well as meeting the staff who work in those areas. Reading and understanding the WHS policy.
2. Reading and understanding all relevant Safe Working procedures, then signing the staff record sheet.
3. Being shown the first aid facilities and how to correctly follow the first aid procedure.
4. Reading and practising the emergency procedures.

Employees will be given the summary sheet which explains the WHS Policy and how it works within the organisation.

27. Emergency Procedures

* To be created for each site.

28. First Aid

The main types of injuries expected at Cancer Wellness Support are cuts, burns, sprains, strains and fractures.

While the workforce remains under 25 employees no specialist first aid training is required, however a record of staff with current first aid qualifications will be kept and their names will be posted adjacent to the first aid kit. A list of medical conditions and allergies which employees choose to disclose will also be kept in the first aid kit. Up to date telephone numbers for first aiders and external emergency organisations will be displayed near the first aid kit and telephones.

First aid kits will be kept at each site in the lunch rooms as well as in each vehicle. All employees will be shown kits location, contents and management procedure during induction. The first aid kit will be maintained by Op Shop Manager or the Wellness Centre Administrator.

When an injury occurs the first aider should follow the procedures described in the first aid booklet kept in the first aid kit or their first aid training. The injury and treatment given must be recorded in the first aid injury register. This allows the types of injuries occurring to be reviewed and acted upon at toolbox talk meetings.

The first aid kit will contain at least the minimum requirement as described for First aid kit B (10 - 100 employees) in Chapter 2 clause 20 of the WHS regulation 2001. A review of all MSDS during toolbox talks may indicate the need for extra first aid provisions, eg. Emergency eye wash.

First Aid Kit Contents	A	B
■ Adhesive plastic dressing strips, sterile, packets of 50	2	1
■ Adhesive dressing tape, 2.5 cm 5 cm	1	1
■ Bags, plastic, for amputated parts:		
■ Small	2	1
■ Medium	2	1
■ Large	2	1
■ Dressings, non-adherent, sterile, 7.5 cm 7.5 cm	5	2
■ Eye pads, sterile	5	2
■ Gauze bandages:		
■ 5 cm	3	1
■ 10 cm	3	1
■ Gloves, disposable, single	10	4
■ Rescue blanket, silver space	1	1
■ Safety pins, packets	1	1
■ Scissors, blunt/short nosed, minimum length 12.5 cm	1	1
■ Splinter forceps	1	1
■ Sterile eyewash solution, 10 mL single use ampules or sachets	12	6
■ Swabs, prepacked, antiseptic, packs of 10	1	1
■ Triangular bandages, minimum 90 cm	8	4
■ Wound dressings, sterile, non-medicated, large	10	3
■ First-aid pamphlet as approved by WorkCover	1	1

Maintenance of the first aid kit:

- Any items used from the first aid kit will be written in the first aid injury register.
- If the item used is the last one then the first aid supervisor must be notified and replace the component as soon as possible.
- The first aid kit will be checked on a monthly basis as indicated on the WHS calendar.
- The currency of any first aid qualifications will be checked annually as indicated on the OH&S calendar.

29. Personal Protective Equipment

Personal protective equipment, or PPE, is any clothing or equipment a worker uses for protection. It includes equipment such as goggles, ear plugs, respirators, safety harnesses, safety shoes, hard hats and sunscreen.

PPE can be useful, but it is also one of the least effective ways of controlling safety problems. It works best when used with other control measures – or when absolutely no other safety measures are available.

There are specific laws about using appropriate PPE in the workplace.

Cancer Wellness Support must provide PPE to workers and must not charge anyone for using the equipment.

Cancer Wellness Support will consult with staff when selecting PPE, and show them how to use it.

PPE needs to be:

- suitable for the nature of the work
- a proper size and fit for the person
- properly stored and maintained.

Cancer Wellness Support Staff, Contractors and Volunteers must, so far as reasonably able, use or wear the equipment in accordance with any information, training or reasonable instruction by the person conducting the business or undertaking.

30. Purchasing

Bulk cleaning, bathroom and PPE goods required for all locations will be purchased by Head Office to obtain better pricing in bulk. All sites are required to contact Head Office to place their orders.

Stationery and grocery items (tea, coffee and cleaning) requirements will be managed by each site separately.

All other items will require General Manager's Approval.

31. Risk Management

IT Systems and Support

Cancer Wellness Support have IT Backup systems in place for our membership database (Active Campaign) and the online Op Shop.

Our IT service provider (Microtek) provide an offsite backup service for the following data:

1. SharePoint (OneDrive)
2. Data residing on the server (N Drive) at the Leura office

The backups occur each night at 10pm, 7 days a week.

No data that is saved on the individual users PC is backed up. This includes files saved to your desktop, documents, downloads, pictures or videos folders.

Other useful information:

1. Security patches are applied daily to the server
2. Windows 10 automatically installs the latest patches every day
3. Anti-Virus is installed on every machine and performs a full PC each week. We receive a daily status report and if anything serious is found we notify you

32. Test and Tag

Test and Tag is the name given to the process of checking the safety of portable electrical appliances.

It involves two parts:

1. first visually inspecting the appliance for any damage.
2. followed by electrically testing it with a Portable Appliance Tester.

Once tested, the item is placed with a tag to confirm that it has in fact been tested, along with showing who tested it, the test date and when the next test is due.

The primary reason behind doing testing and tagging is to ensure the safety of the people in the workplace coming into contact with the appliance, while also minimising the risk of an electrical hazard.

The [AS/NZS 3760](#) is the Australian Standard that provides guidelines and regulations for the test and tag industry with regards to electrical safety of appliances. It sets out recommendations to issues such as test and tag intervals, defines who can test and tag and general guidelines.

Op Shop staff who provide the Test and Tag service at our Op Shops must have completed the Test and Tag course and be certified to perform the Test and Tagging of equipment in our Op Shops.

All second hand equipment used by Cancer Wellness Support sites must also undergo the Test and Tag process.

Employee Commitment Form

I understand that this Employee Handbook contains important information, including:

- Code of Conduct
- General Information/Procedures
- Employment Policies
- Work Health and Safety Policies

I confirm that I have read this handbook carefully and will refer to it during the course of my engagement. I understand that if I have any questions regarding the contents of this handbook and/or what is expected of me I should initially consult with my Manager.

I appreciate that the information described in the handbook is subject to change from time to time and that those changes will be communicated to me in a manner best determined by Cancer Wellness Support.

By signing below, I acknowledge that I have received this handbook and I understand that it is my responsibility to read and comply with the policies and procedures contained within it, and with all revisions that may be made to it.

Signed: _____

Full Name: _____

Date: ___/___/___

Please sign and return this page to your Manager as soon as possible.