



# 4. Human Resource Management

## Table of Contents

4.1 Recruitment .....	2
4.2 Roles and Responsibilities .....	4
4.3 Staff Induction .....	5
4.4 Worker Screening Checks .....	6
4.5 Probation .....	8
4.6 Pay and Conditions.....	9
4.7 Family Friendly .....	18
4.8 Employee Assistance Program .....	19
4.9 Discrimination, Harassment and Bullying .....	22
4.10 Supervision, Support, Performance and Training.....	25
4.11 Employee Standards .....	28
4.12 Disciplinary Action .....	30
4.13 Staff Grievances.....	36
4.14 Whistle blower.....	39
4.15 Smoking.....	42
4.16 Staff Exit Policy.....	43
4.17 Working from Home Policy .....	44
Appendix 1: Further Information.....	45

## 4.1 Recruitment

### Policy

PlayAbility is committed to providing high quality programs and services to our community. We therefore recognise the importance of employing the most suitable applicants, who share PlayAbility's values, especially those regarding child safety, welfare, and wellbeing.

PlayAbility is an equal opportunity employer, and every person will be given a fair and equitable chance to compete for promotion, or appointment.

In cases where positions are advertised and more than one applicant has applied the following procedure will be followed.

### Procedures

Recruitment steps	Actions
Position description	Consider the requirements for the position, and the key selection criteria including skills, experience, and qualifications Review and update position description
Advertise	Advertise permanent positions through relevant networks, websites, through local employment services, and in local newspapers as appropriate Advertise volunteer positions as widely as deemed reasonable Advertisements must promote PlayAbility's commitment to being a child safe organisation and must state that the applicant have a current Working with Children's Check and NDIS Workers Screening Check
Receive applications	Direct all contact regarding vacant positions to the CEO and treated Applications must be treated as confidential
Shortlist and interview	CEO to assemble a panel of three to oversee applications and interview. The panel will include one person who is not a current staff member; an external HR consultant for example. The panel members will review applications, short-list and interview within a week of the advertisement closing. Questions are to be direct, situational, and behavioural The choice of the successful applicant must be to be made on a basis of merit - the individual's inherent ability to carry out the job. Qualifications must be sighted
Unsuccessful applicants	Send unsuccessful applicants a letter advising them of that fact
Safeguarding checks	Complete Child Safe Practices referee check Confirm the previous employment history or any instances of inappropriate behaviour with children Record through the 'Child Safe Practices Referee Check' portal within the PlayAbility website Complete screening checks (refer to <a href="#">policy 4.4</a> )

Applicants are to provide their Working with Children's Check number and NDIS Worker Screening Check
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All records of the recruitment process are to be maintained. Records should include:

- job description
- applications (including applicants' names, addresses and contact numbers)
- short listing assessment criteria forms (including panel members and summary scores)
- a list of applicants short-listed
- copies of invitations to applicants to interview
- interview notes and scores by the panel against assessment criteria
- copies of reference checks; and
- final outcomes and copies of letters sent to applicants.

At the conclusion of the recruitment process, all unsuccessful applications will be destroyed.

### **Successful applicant**

All hard copies of the successful application including the new employees' qualifications and professional registration will be stored in the personnel file in the office and scanned and uploaded onto the online database.

New staff are to provide:

- Tax File Declaration Form, this is also located in the PlayAbility website staff login
- Signed copy of their employment agreement (which includes confidentiality clause)
- Signed copies of the PlayAbility Code of Conduct, NDIS Code of Conduct and Child Safe Policy
- Curriculum Vitae, Qualifications (testamur), Professional Registration
- Working with Children Check number, expiry date and DOB
- Copy of Driver's License if they are to drive as part of their role

The Manager will support the successful applicant to complete the [Employee Information Form](#) within the staff login of the PlayAbility website [www.playability.com.au](http://www.playability.com.au).

### ***Document Review***

Version number 6	Last reviewed and approved: February 2024
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## ***4.2 Roles and Responsibilities***

### ***Policy***

PlayAbility recognises the importance of staff understanding their own roles and responsibilities and those of others. All positions will have a position description that outlines the requirements of that role. Updated position descriptions will be developed in collaboration with managers and staff. Staff are expected to work towards the purpose and key result areas of the position.

### ***Procedures***

- The Position Description will include the title, description of the role, primary purpose and responsibilities and actions towards the key result areas that align with the current strategic business plan.,.
- When recruiting, if no position description exists for the available position, or if it requires revising, this is the responsibility of the appropriate Manager.
- A child safe organisational culture will be emphasised.
- A template Position Description can be found with the forms and templates in the OneDrive.
- Positions Descriptions will be reviewed annually or as needs arise.

### ***Document Review***

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### ***4.3 Staff Induction***

#### ***Policy***

PlayAbility is committed to inducting all new employees, volunteers, and contractors into the organisation, to ensure that they have a smooth integration into their role.

#### ***Procedures***

- The CEO, Team Manager or delegated employee will be responsible for providing the induction, introducing other staff members, providing a workspace and generally support them to feel comfortable and welcomed.
- The Manager will complete the [Staff Induction Checklist](#) with the new employee. A record of the induction process will be logged into Jotform through the [Staff Induction Checklist](#).
- The CEO or Team Manager will ensure the new employee has been provided with all relevant information and assistance needed for the employee to fulfil the new staff member requirements.
- An induction will begin for new employees on their first day of employment.
- Adequate time is to be allocated to discuss the Policies and Procedures, such as Work Health and Safety, Child Safe Guidelines, workplace role and responsibility and working with children and their families and carers
- A mentor will be assigned to support the new employee on a day-to-day basis.
- The CEO will follow up with new employees within one month of commencing employment to ensure everything is going well.

#### ***Document Review***

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## ***4.4 Worker Screening Checks***

### ***Policy***

The safety, welfare and well-being of children is paramount at PlayAbility.

PlayAbility will enforce all current legislation and government requirements in relation to working with children and people with disability by employing fit and proper persons who have obtained a Working with Children's Check clearance and NDIS Worker Screening.

### ***Procedures***

- All staff, management, committee members and volunteers are required to hold a current Working with Children Check and NDIS Worker Screening Check.
- No-one will be allowed to work directly with any children until such time as the Working with Children Check and NDIS Worker Screening Check have been completed.
- Employees awaiting Working with Children and NDIS Worker Screening Checks must not be allowed to work with children.
- All advertisements for new position must state that the applicant have a current Working with Children's Check and NDIS Workers Screening Check to be eligible for the job.
- PlayAbility will verify all individual Working with Children's Checks using the employer log in.
- On commencement of employment, employees will supply PlayAbility with their full name, date of birth and clearance number so that PlayAbility can verify their clearance.
- PlayAbility will keep a record of all employee's clearance numbers, expiry dates and dates of verification. These details will be stored on the employee's file on the Online database and recorded in the [Training, Checks and HR register](#).
- PlayAbility will run routine checks on expiry dates, and staff whose clearances have expired will cease working directly with children until they renew their clearance.
- PlayAbility will observe all confidentiality and privacy laws in obtaining information and ensure information is obtained respectfully and secured safely.

### **Document Review**

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## ***4.5 Probation***

### ***Policy***

PlayAbility is committed to providing a supportive work environment for all staff. All newly appointed staff are subject to a 6-month probation period. The purpose of probation is a two-way process to ensure the role is appropriate for the individual and to ensure the individual is suitable for the role. At the end of this period the staff member will participate in a Recognition, Training and Development session (See [4.10 Recognition, Training and Development Management](#)).

### ***Procedures***

- All newly appointed staff will be placed on a 6-month probation period.
- The team manager will conduct weekly internal supervision to the new staff member is performing their role as per the position description, performance targets or work plan.
- At 3 months, the team manager will conduct a Performance Review to provide feedback and discuss any challenges the staff member has meeting the agreed expectations of the role and any performance targets.
- If there are performance related challenges the manager and the staff member will agree on any strategies to support the staff member to meet specific, measurable, realistic and relevant goals to their role within a set timeframe, to be reviewed weekly, fortnightly or monthly up to the end of the probation period.
- The probation period will not affect employee's entitlements such as annual leave. Should a staff member not pass probation accrued annual leave will be paid out.

### ***Document Review***

Version number 4	Last reviewed and approved: August 2022
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## ***4.6 Pay and Conditions***

### ***Policy***

PlayAbility is committed to providing pay and conditions to all employees that are consistent with current statutory federal and state Government legislation in relation to employment.

### **Modern Awards**

Modern Awards are industry or occupation-based minimum employment standards which apply in addition to the National Employment Standards. They were created to establish one set of minimum conditions for employers and employees across Australia who work in the same industries and occupations. Further information, including a breakdown of applicable Awards, are available on the Internet.

### ***Procedures***

- As information is circulated from the Government about changes in relation to Modern Awards this will be circulated amongst staff or discussed at staff meetings.
- The main applicable Awards are:
  - Social, Community, Home Care and Disability Services Industry Award 2010 (MA000100)
  - Health Professionals and Support Services Award [MA000027]
  - All employment conditions (such as leave, flexible working, and termination) are to be managed as outlined in the National Employment Standards.
- Terms and conditions over and above Modern Award conditions may be negotiated with the management committee, and they must endorse any negotiations beyond Modern Awards.
- Staff must submit a timesheet by the end of the working day Tuesday's fortnightly using the staff log in page on the PlayAbility website. Staff are required to submit a timesheet when taking leave so payroll are able to process their wage.

### **Current PlayAbility Above Award Conditions:**

For staff under the Social, Community, Home Care and Disability Services Industry Award 2010 (MA000100), additional conditions include:

- 15 days personal leave (instead of 10 days).

All staff:

- All permanent staff are provided with an additional day's leave on their birthday.
- Other additional leave days are agreed annually by the management committee as appropriate.
- All permanent staff are entitled to salary sacrifice

### **Salary Sacrifice Conditions**

- Permanent staff members who wish to partake in Salary Packaging arrangements must complete [PlayAbility's Salary Sacrifice Agreement Form](#) and abide by the terms and conditions set out in the agreement.
- The preferred method of Salary Packaging is by debit card from Community Salary packaging, however payments to mortgages, other loans and rent payments etc. may be negotiated with the Operations Manager.
- Portable Electronic Devices (PED) – 1 laptop, and either a tablet or mobile phone can be Salary Packaged each FBT year (this is not reportable and is on top of other salary packaging arrangements). A PED Salary Packaging Application and a PED Personal Declaration for Salary Packaging form must be completed prior to the purchase of the Portable Electronic Device.

### **Higher Duties Pay and Conditions**

An employee will be paid higher duties in accordance with the processes set out their award or employee agreement. The higher duties allowance paid shall equal the amount required to raise the employee's remuneration to the salary of the position to which he/she has been assigned. Higher duties assignments commence from the date of taking up duty and cease at the end of the assignment period.

### **Succession/Higher Duties**

The Succession/Higher Duties Policy applies to staff who are asked to perform relieving duties of a higher salary range staff member who is sick or absent from work, or when a vacancy occurs, and recruitment action is pending. Higher duties relief staff may undertake the whole or part of the duties and responsibilities of a higher graded position.

The CEO will decide if a position is to be filled permanently or temporarily. A higher duties opportunity may be offered depending on the needs of the work unit. There is no requirement for management to fill all vacant positions. An assessment must be made on a need's basis. When deciding whether to offer a higher duties

opportunity management will consider the impact on the work unit, the length of time involved and the developmental opportunity for staff.

- An employee will be offered a temporary contract variation of a higher duties position.
- If they accept the offer, they will sign off on the temporary contract variation and it will remain in date for the time specified on variation.
- Either party may cancel the variation with one weeks' notice.
- At the end of the temporary contract variation the normal role and conditions of their employment contract resume unless the variation is extended by mutual agreement.

## Leave and Attendance Policy

### 1. Policy overview:

The Leave and Attendance Policy (Policy) is underpinned by The [National Employment Standards \(NES\)](#), the [Social, Community, Home Care and Disability Services \(SCHADS\) Industry Award 2010](#) and the [Health Professionals and Support Services \(HPSS\) Award 2020](#).

The National Employment Standards (NES) are minimum standards that apply to the employment of national system employees such as PlayAbility. The NES provides various leave entitlements (paid and unpaid) that support employees to balance their work commitments and personal lives.

The NES makes provisions for the following leave types:

- Annual
- Personal/carers'
- Compassionate
- Community service
- Maternity and parental
  - Public Holidays
  - Ceremonial
  - Family and domestic violence
  - Long service.

## **2. Policy scope:**

This Policy applies to all full-time and part-time employees. Casual employees do not receive paid leave entitlements, except for Long Service Leave, where eligible, and other leave types provided for within the NES, as amended from time to time.

## **3. Accrual of annual leave**

Annual leave is calculated on the employee's ordinary hours of work, and it accrues progressively during a year of service. Unused annual leave accumulates year to year.

Employees are expected to take their four (4) weeks of annual leave entitlements within the year it accrues and should plan to do so to ensure they take regular time away from the workplace for rest and relaxation.

## **4. Workload planning and leave management**

As part of PlayAbility's workload planning meetings that occur at the beginning of each year, employees and managers should discuss when in the year employees may wish to take planned leave (annual leave / long service leave).

Managers should review and monitor their team's leave balances on a regular basis, to ensure all leave taken is correctly accounted for in the system.

When discussing leave plans, employees and managers should do so in accordance with the terms outlined below:

## **5. Planned leave – Annual Leave and Long Service Leave**

Planned leave, such as Annual Leave and Long Service Leave, to be taken at times mutually agreed between employees and managers.

To avoid disappointment, employees should ensure applications for leave are formally approved in the system prior to making arrangements, and/or booking flights and accommodation.

## **6. Leave during term time (peak periods)**

PlayAbility's programs are delivered all year round, with most being delivered during [NSW school terms](#).

It is a genuine business need that all employees are available to work during school terms which are our peak periods. Employees and managers should work together to schedule planned leave during NSW school holidays, or when program delivery is at a low peak time.

Applications for leave during term time require both manager and Chief Executive Officer (CEO) approval and will only be approved in exceptional circumstances.

### **7. Booking leave**

Employees are to submit their leave requests through the login section of the PlayAbility website. Leave is agreed once it has been submitted and formally approved in the system by the manager.

### **8. Excess annual leave**

Excess leave will be managed in accordance with award provisions and the NES. Employees who have accrued more than 8 weeks of annual leave may be directed to take leave in accordance with these provisions.

### **9. Cashing out of annual leave**

The cashing out of annual leave will be managed in accordance with award provisions and the NES. The maximum amount of annual leave that can be cashed out in any 12-month period is two weeks. This is to ensure employees are taking regular breaks away from the workplace for rest and relaxation, in accordance with Work, Health and Safety (WHS) best practice.

### **10. Personal/Carer's leave**

An employee may take Personal/Carer's Leave if they are not fit for work because:

- they are affected by a personal illness or injury; or,
- they need to provide care and support to a member of the employee's immediate family or household, because they are personally affected by an illness or injury and require care; or,
- are faced with an emergency.

Employees who are unable to attend work for any reason should notify their manager at the first opportunity and as early as possible, so the organisation can make suitable arrangements to cover the employee's workload.

All time taken as Personal/Carers' Leave must be accounted for and entered the system at the first available opportunity upon returning to work. Employees who are absent for more than two days are required to provide a medical certificate.

Employees who have an underlying health issue, receive a diagnosis, or are impacted by a sudden change in their personal circumstances that effects their health, safety and/or wellbeing are encouraged to talk with their manager about how the organisation can best support them as they receive treatment and recover.

Depending on the circumstances, employees and managers may work together to establish more flexible work arrangements for a period or may arrange for a leave of absence to assist the employee in managing their health and wellbeing until they are fit to return to work.

### **11. Ongoing absenteeism and attendance**

As part of their managerial duties, managers and team leaders should monitor and accurately account for employee time and attendance.

Unexplained, excessive employee absenteeism places the organisation under pressure in terms of managing service delivery and resources. It also places other employees under pressure to cover the employee's workload. Ongoing employee absenteeism presents an organisational risk and can become a WHS issue that negatively impacts the organisation and the clients we support.

Where absenteeism is considered excessive and/or forms part of an ongoing pattern of behaviour that cannot be sufficiently accounted for, or is for reasons that are poorly defined, managers are to meet with employees to discuss attendance to establish whether there is an underlying health issue that needs to be addressed. The intent is for managers to assist the employee in addressing issues with the goal to restore them to regular and sustained attendance at work.

In these circumstances, managers may require employees to provide sufficient evidence to support the employee's need to be absent for future occurrences.

Employees who have used all their paid personal leave entitlements and remain absent from the workplace for three (3) consecutive months, or more than three (3) months in total in the 12-month period and have not provided the organisation with sufficient information or evidence to support their absenteeism may be subject to performance management.

### **12. Leave without pay**

Employees must use their accrued paid leave entitlements before leave without pay will be considered. Employees who have exhausted their paid leave entitlements and remain absent from the workplace will be placed on unpaid leave. Employees who are absent from the workplace without approval will also be placed on unpaid leave.

Leave without pay does not constitute a break in service, nor does it count towards service for leave accruals. Employees, in considering leave without pay should be mindful that they do not accrue paid leave entitlements (annual leave, personal/carers' leave, long service leave) during periods of unpaid leave.



Discussions about leave without pay should be had as soon as possible.

Requests for leave without pay of more than one day must be approved by the manager and CEO.

The maximum term for unpaid leave is 12 months, or as provided within the relevant legislation, and all approvals will be considered in the context of the needs of the business and are at PlayAbility's discretion.

### **13. Time off instead of payment for overtime**

Employees may, from time to time, be required to work overtime to meet a genuine business need. Employees who wish to take time off instead of receiving payment for overtime (also known as time in lieu) may do so by agreement with their manager.

Time off in lieu will be managed in accordance with the provisions prescribed in the relevant award.

### **14. Other leave types**

For a full description and up to date information about employee leave entitlements, please refer to the NES and the applicable award.

### **15. Related Policies and Documents**

- [National Employment Standards](#)
- [Social, Community, Home Care and Disability Services \(SCHADS\) Industry Award 2010](#)
- [Health Professionals and Support Services \(HPSS\) Award 2020](#)
- PlayAbility Code of Conduct

### **16. Policy Review**

This Policy should be reviewed every three years, or in response to changing legislation.

Date	History/Description	Policy Owner	Approval
13 January 2023	Version 1.0 – New policy	CEO	Board / CEO



## Travel reimbursement

### *Policy*

PlayAbility is committed to reasonably reimburse employees financially for the use of personal vehicles to provide services in the course of their work. Under this policy:

- An employee under a Modern Award, may be authorised to use their own car for work
- Reimbursement for the use of their own car when used in the course of their duties will be as per the current rate as detailed by the Australian Tax Office
- This will be paid on the current documented rate of, cents/ kilometer, with a ceiling of 5,000 kilometers per year
- Claiming for travel reimbursement is done through the fortnightly timesheet
- Employees who travel in excess of the 5000km per year, may consider claiming travel expenses through their tax return using the logbook method
- Employees will be authorised when in accordance with the Vehicle Safety policy

### **Travel (km's) that cannot be claimed**

- Travel from home to a centre (place of work)
- Travel from a centre (place of work) to home
- Travel from home to a client location when the employee lives a long way from a centre
- Travel between home and a centre more than once a day

### **Travel (km's) that can be claimed**

- Travel from a centre to a client location or multiple locations and return to centre
- Travel from a centre to a client location or multiple locations, then traveling home
- Travel from home to a client location or multiple locations. Travel back to a centre
- Travel from home to a client location, or multiple locations, then home
- Travel between one centre and another centre
- Travel from a centre to workshop or to collect or deliver supplies and return

*Any variations on the above definitions, such as when the employee lives remotely, need to be negotiated on a case-by-case basis.*

### **Additional points**



- Travel for work can predominately only be claimed between the hours of 9am to 5pm
- Travel cannot be claimed when the journey includes travel for personal purposes
- PlayAbility may provide a logbook or suggest an app for the purpose of recording travel for work on request

***Document Review***

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## ***4.7 Family Friendly***

### ***Policy***

PlayAbility aims to support staff to find a balance between work and family responsibilities.

### ***Procedures***

Work flexibility ensures that employees are able to balance work and family commitments while taking into account organisational needs.

Family-friendly workplace provisions that staff may negotiate with the Manager include:

- Accessing annual leave in single or part-day periods.
- Taking time off in lieu of overtime payments.
- Working additional hours to make up for time taken off.
- Accessing accrued rostered days off in part-days or more flexibly.
- Enabling children to access the workplace (where safe).
- Working part-time or creating part-time work opportunities.
- Job share arrangements.
- Telecommuting or home-based work (refer to [Policy 4.17 Working from Home Policy](#)).

Flexible working arrangements are to be negotiated in advance. Staff may need both short and/or long-term arrangements to support their work life balance. In the case of emergency situations staff must discuss with their manager or the CEO the most appropriate route for accessing leave.

### ***Document Review***

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## ***4.8 Employee Assistance Program***

### ***Policy***

PlayAbility's Employee Assistance Program (EAP) aims for early identification and provision of assistance to help resolve either work-related or personal issues and to provide professional debriefing and support. Matters are treated in confidence and include:

- workplace debriefing
- dealing with work or life change
- issues related to becoming a parent or adjusting to being a parent
- concerns about anxiety, depression or other mental health issues relating to the staff member or someone close to them
- personal trauma
- relationship issues
- family difficulties
- financial concerns
- health matters
- alcohol or substance abuse; gambling or other addictions; and
- coping or dealing with grief and/or loss

In the event of a serious incident in the workplace, in-house support will be provided.

### ***Procedures***

EAP is designed for short-term intervention and professional debriefing and employees are entitled to 3 counselling sessions per year.

PlayAbility has an arrangement with Merimbula Psychology and Bega Valley Medical Practice where they will invoice PlayAbility directly. **Staff may, however, choose to attend any Psychologist or Mental Health Professional of their choosing and forward the invoice to Operations for payment.** If the service requires immediate payment, please provide Operations staff with the receipt to be reimbursed.

If there is a waiting period and you feel your needs are more urgent, we can contact Merimbula Psychology to see if an earlier appointment is available or we can assist you to access the NSW Mental Health Line which provides support within 24 hours.

This policy is available on the staff login page of the website for easy access.

## EAP Providers

Provider	Contact details	Address
Merimbula Psychology	02 6495 3970	46 Merimbula Drive, Merimbula
Bega Valley Medical Practice	02 6492 3333	61 Carp Street, Bega

## Additional support and resources

If a staff member feels they require additional EAP sessions, they can approach their manager or the CEO.

Staff can also discuss their support needs with their General Practitioner or Mental Health Professional. Schemes such as the “Better Access to Mental Health Care” initiative can cover additional sessions under Medicare. For additional information see the [Department of Health website](#).

### *Mental Health Line 1800 011 511*

- 24-hour mental health telephone access service. Anyone with a mental health issue can use to speak with a mental health professional and be directed to the right care for them.
- Staff can also use the Mental Health Line for advice about a child’s clinical symptoms, the urgency of the need for care and local treatment options.

### *Lifeline 13 11 14*

- 24-hour crisis support and suicide prevention services.

### *Beyond Blue 1300 22 4636*

- Trained mental health professionals who can listen, provide information and advice, and point callers in the right direction.

## ***Document Review***



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## ***4.9 Discrimination, Harassment and Bullying***

### ***Policy***

PlayAbility recognises it is the right of every employee and volunteer to be able to attend work to perform their duties without being subjected to discrimination, harassment or bullying.

PlayAbility will continuously work towards providing a positive working environment free from any discrimination or harassment by maintaining a culture of openness, support, and accountability.

### **Definitions**

Fair Work defines discrimination as when there's 'adverse action', such as firing or demoting someone, because of a person's characteristics like their race, religion, or sex.

Harassment or bullying happens when someone in the workplace repeatedly behaves unreasonably towards another person or group of people and causes a risk to health and safety in the workplace. This behaviour does not have to be related to the person or group's characteristics and adverse action doesn't have to have happened.

A worker is bullied at work if:

- a person or group of people repeatedly act unreasonably towards them or a group of workers
- the behaviour creates a risk to health and safety

Unreasonable behaviour includes victimising, humiliating, intimidating, or threatening. Whether behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances.

Examples of bullying include:

- behaving aggressively
- teasing or practical jokes
- pressuring someone to behave inappropriately
- excluding someone from work-related events
- unreasonable work demands

### *Procedures*

- If someone feels that they have been harassed or bullied they are encouraged to:
  - Speak directly speak to the alleged harasser to let them know they are offended or feel uncomfortable with the specific incident or behaviour.
  - Speak to the immediate to Manager if they do not feel comfortable raising with the alleged harasser or this issue remains unresolved.
- The Manager will respond to any reports promptly with sensitivity and complete confidentiality. This will usually be in the form of seeking information from both parties in a manner that enables each person to describe their point of view of the situation.
- Mediation with an external mediator will be offered if appropriate.
- Complainants have the right to determine how to have a complaint treated, have support or representation throughout the process, and the option to discontinue a complaint at any stage of the process.
- The alleged harasser will be given the right to have a support person of their own during any investigation procedures, to representation and advice throughout the process and to respond fully to any formal allegations made. There will be no presumptions of guilt and no determination made until a full investigation has been completed.
- Disciplinary action may be taken against anyone who victimises or retaliates against a person who has complained of discrimination, harassment or bullying, or against any employee who has been alleged to be a harasser.
- All employees and volunteers reserve the right to seek the assistance of the relevant tribunal or legislative body to assist them in the resolution of any concerns.
- Managers or Supervisors who fail to take appropriate corrective action when aware of discrimination, harassment or bullying of a person will be subject to disciplinary action.
- All allegations and investigations will be overseen by the Management Committee.
- All interviews will be formally minuted, all documentation will be maintained in a safe and secure location and information will be treated in the strictest confidence.
- All parties will be advised in writing of the outcome of any investigations.

Possible outcomes of investigations, or breach of this policy, may include:

- Counselling, see policy [4.8 Employee Assistance Program](#)



- Disciplinary action against the harasser (e.g., demotion, transfer, suspension, probation, or dismissal),
- Official warnings that are noted in the harasser's personnel file
- Disciplinary action against the person who complained if there is strong evidence that the complaint was vexatious or malicious
- Formal apologies and undertaking that the behaviour will cease
- Conciliation/mediation conducted by an impartial third party where the parties to the complaint agree to a mutually acceptable resolution

In making decisions the Committee will take into account the following:

- The severity and frequency of the discrimination or harassment.
- The weight of the evidence.
- The wishes of the person who was subjected to discrimination or harassment.
- Whether the harasser could have been expected to know that such behaviour was a breach of policy.
- The level of contrition.
- Whether there have been any prior incidents or warnings.

The policy applies to any work-related context, including conferences, work functions, social events, and business trips.

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## ***4.10 Supervision, Support, Performance and Training***

### ***Policy***

PlayAbility is committed to providing supervision, support, training, and professional development opportunities for all staff. PlayAbility believes that services quality reflects how well employees are supported in their practice and professional development.

### ***Procedures***

Employees fulfil a range of roles at PlayAbility with different requirements for supervision, performance management and professional development.

- Family Support team employees will be supported by the Family Support team manager to complete an annual work plan and discuss training and development goals
- Early Childhood and Therapy Support team staff will be supported by the team manager to achieve a balanced client load, billable hours target based on their days of employment and discuss training and development goals
- Operations team members will be allocated tasks by the Operations Team manager and discuss training and development goals

Support for staff to manage workloads and their professional practice will include:

- Team meetings. Teams to meet once or twice a week to discuss clients and share strategies to develop their practice
- Internal supervision. Managers are to be available to meet with employees once a week or fortnightly to support their practice
- Informal catch ups. Managers are to be available to meet with staff throughout the day where appropriate
- External supervision. Supervision with a counsellor is provided to employees both within the probation period and following

Upon completion of 6 month's probation, staff will be provided with formal opportunities to reflect on their work practices and set goals towards their continuous improvement.

- Performance and Development. Twice yearly completion of the Performance and Development form, discussion with manager and plan
- External supervision. Clinical or professional supervision is available to employees if required or on request and is typically monthly unless there are special circumstances

## Performance and Development

### Step 1.

Planning and setting goals (July-August). Employees and managers will meet to set goals for the performance year. Goals will be in line with the employee's job description and focus on continuous improvement. Training and development goals will focus on building professional and personal capability

### Step 2.

Monitoring progress (ongoing). Throughout the year, managers and employees will discuss performance goals and provide feedback as part of their daily work.

### Step 3.

Evaluating outcomes and rating performance (March - April). At the end of the cycle, employees and managers meet to discuss and record the outcomes the employee has achieved during the performance cycle, and set goals for the following year.

### Process

Prior to the meeting the employee will:

- Receive the link to the performance and development form
- Schedule a meeting with their manager or the CEO
- Review the position description of the role
- Consider their achievements and goals for the coming year
- Complete the Performance and Development form

During the meeting the manager and employee will:

- Discuss achievements, strengths, and areas for development
- Identify actions and solutions to areas that may require improvement
- Explore professional development options
- Identify goals and/or professional training opportunities

Notes:

- All processes are confidential with all records kept secure
- The form will be logged in the online database
- Issues or challenges will be addressed immediately and will not be saved to only discuss at the Performance and Development review meeting



Planning

**Following the meeting the manager will:**

- Record the employees performance goals and training and development priorities for the year
- Record the outcomes the employee achieved during the performance cycle

**Continued Professional Development**

- PlayAbility will provide employees the opportunity to participate in career development activities that extend and enhance their capabilities and capacity for advancement within the organisation
- If the manager feels that it is necessary for an employee to acquire a particular skill, to learn specific material, or to acquire specific qualifications for them to carry out the duties attached to their existing position, PlayAbility shall be fully responsible for all costs incurred during the professional development, and the staff member shall, where necessary, be given permission to attend any such course within working hours
- The allocation of funding in the yearly budget will be taken into consideration when planning professional development and training
- Employees may attend short courses and conferences that are directly relevant to the employees' position at PlayAbility

**Document Review**

Version number 5	Last reviewed and approved: August 2023
Version number 4	Last reviewed and approved: May 2022

## ***4.11 Employee Standards***

### ***Policy***

All staff at PlayAbility are in positions of trust. Everyday parents, carers and children place their trust in staff to provide professional early childhood services. It is imperative that staff conduct themselves professionally upholding the principles and values of PlayAbility in line with the [NDIS](#) and PlayAbility [Code of Conduct](#).

### ***Procedures***

#### **Attendance**

- PlayAbility expects staff to be punctual for work.
- PlayAbility expects staff to be aware of their workdays and start or finish times. PlayAbility does offer flexible working hours, but your start and finish times must be approved by your team manager or the CEO.
- If a staff member is unable to attend work, then he/she must inform their team manager or the CEO at least one hour before starting time.
- Staff must submit a timesheet by the end of the working day Tuesday's fortnightly using the staff log in page on the PlayAbility website.
- All Time off in Lieu must be negotiated and agreed in advance with the Manager.
- All staff are expected to attend staff meetings.

#### **Conduct**

- Staff are expected to behave and conduct themselves appropriately with children, families, colleagues, and the wider community (see [Code of Conduct](#)).
- All staff must indicate the upmost level of respect and integrity to all colleagues, children, families, and carers. PlayAbility has a zero tolerance for discrimination of any kind, including discrimination based on gender, age, ethnicity, religious/spiritual beliefs, ability, and individual preferences.
- PlayAbility Staff are not to work with clients privately
- Language- All spoken, written, and gestured language at PlayAbility must adhere to the above statement regarding respect. All language must be appropriate for children and families. PlayAbility has zero tolerance for any inappropriate language, involving curse, threatening or discriminatory language. Staff must not engage in casual "chatty" language (for example planning weekend activities) in the presence of children, families, or carers.

This includes spelling out words or whispering. All social conversation between staff and/or clients must be either during breaks or outside work hours.

### **All staff are to be appropriately dressed**

- **Clothing** -All clothing should be always clean and in good repair. Clothing must be appropriate to engage young children and families in all types of activities. Staff are encouraged to use a conservative outlook when deciding upon apparel. PlayAbility polo shirts are available to staff that would like to wear them.
- **Jewellery** - All jewellery should be conservative. Long chain necklaces or pendants should not be worn as they can present a safety hazard to small children. Earrings should also be small, and secure, to prevent children from grabbing and pulling. Rings can scratch babies and children when lifting them. Rings can also harbour bacteria.
- **Shoes** - Shoes must be always neat and in good repair. Enclosed and comfortable footwear is recommended for safety reasons.
- **Hair** - Hair should be clean and always groomed, when working with young children. Long hair should be tied back. When working with food hair should be tied back.
- **Name badges**- PlayAbility name badges are to be worn when working with children, families, and other agencies to identify as a PlayAbility staff member.
- **Sunsmart** - Staff, children and families will wear clothing that protects as much skin as possible when involved in outdoor activities i.e.:
  - Broad-brimmed hat, legionnaire style hat, or bucket hat with a deep crown. Children not wearing an appropriate hat will be expected to play in shade or use a spare hat.
  - Shirts with collars and at least elbow length sleeves and longer style shorts/skirts.

### ***Document Review***

Version number 5	Last reviewed and approved: February 2022
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## ***4.12 Disciplinary Action***

### ***Policy***

PlayAbility aims to prevent and resolve all potential issues amongst staff, board members or volunteers quickly and promptly. Under certain circumstances however, it may become necessary to take disciplinary action.

### ***Procedures***

Disciplinary action will be used for certain circumstances such as the following examples.

#### **Examples of Minor Misconduct**

Below are listed examples of misconduct which may warrant either a Verbal Warning or a First Written Warning.

- Persistent lateness and poor timekeeping.
- Absence from work, including going absent during work, without valid reason, notification, or authorisation.
- Smoking within unauthorised areas.
- Failure to work in accordance with policies and procedures.
- Incompetence.
- Unreasonable standards of dress or personal hygiene.

It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issue of a warning.

#### **Examples of Gross - Misconduct**

Listed below are examples of misconduct which may be Gross Misconduct and may warrant a Final Warning, Demotion or Dismissal.

- Theft, including unauthorised possession of PlayAbility property.
- Breaches of confidentiality, prejudicial to the interest of PlayAbility.
- Being unfit for duty because of the misuse/consumption of drugs or alcohol.
- Refusal to carry out a management instruction which are within the individuals' capabilities, and which would be seen to be in the interests of PlayAbility.
- Breach of confidentiality/security procedures.
- Physical assault, breach of the peace or verbal abuse.
- False declaration of qualifications or professional registration.

- Failure to observe PlayAbility's rules, regulations, or procedures.
- Wilful damage of property at work.
- Incompetence or failure to apply sound professional judgement.
- Bribing or attempting to bribe another individual, or personally taking or knowingly allowing another person to take a bribe.

It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issuing of a Final Warning, Demotion or Dismissal.

Where appropriate counselling will be applied to correct a situation and prevent it from getting worse without having to use the disciplinary procedure (See policy 4.8 Employee Assistance Program).

Where improvement is required, the employee must be given clear guidelines as to:

- What is expected in terms of improving shortcomings in conduct or performance.
- The time scales for improvement.
- When this will be reviewed.
- That failure to improve may result in formal disciplinary action.

A record of the counselling should be given to the employee and a copy retained in their personnel file. It is imperative that any counselling should be followed up and improvements recognised and recorded. Once the counselling objectives have been met, any record of the counselling will be removed from the employee's file.

If during counselling it becomes clear that the matter is more serious, then the discussion should be adjourned, and pursued under the formal disciplinary procedure.

### **Suspension**

Suspension is not disciplinary action. Suspension can be used when it is necessary to remove a member of staff from the workplace pending an investigation for example, to allow time for a 'cooling down period' for both parties, for their own or others protection, to prevent them influencing or being influenced by others or to prevent interference with evidence. Only the CEO and President have the authority to suspend an individual.



An employee suspended from duty will receive written confirmation within three days of:

- The reason for the suspension.
- The date and time from which the suspension will operate.
- The timescale of the ongoing investigation.
- The right of appeal to the management committee.

### **Formal Investigation**

- Formal investigations should be carried out by the CEO if they are not directly involved with the incident being investigated. The CEO may involve others to assist with the investigation process. All the relevant facts should be gathered promptly as soon as is practicable after the incident. Statements should be taken from witnesses at the earliest opportunity. Any physical evidence should be preserved and/or photographed if reasonable to do so. Where an incident relates to the CEO the President will actively investigate the issue. PlayAbility may also choose to commission an external party to carry out formal investigations.
- A report should be prepared which outlines the facts of the case. This should be submitted to the President who will decide whether further action is required. Where appropriate, this report may be made available to the individual and their representative.
- In most circumstances where misconduct or serious misconduct is suspected, it will be appropriate to set up an investigatory hearing. This would be chaired by the Chairperson who would be accompanied by the CEO or another management committee member. The investigating manager would be asked to present his/her findings in the presence of the employee who has been investigated. Witnesses should be called at this stage, and the employee (or their representative) allowed questioning these witnesses. The employee has a right of representation at this hearing.
- Following the full presentation of the facts, and the opportunity afforded to the employee to state their side of the case, the hearing should be adjourned, and everyone would leave the room except the Chairperson and CEO or committee member. They would discuss the case and decide which of the following option was appropriate:
  - take no further action against the employee
  - recommend counselling for the employee
  - proceed with disciplinary action.

- All parties should be brought back and informed as to which option has been chosen.
- The employee will be provided with a letter confirming the outcomes of the investigation.
- Should anyone who is subject to disciplinary action resign during the course of it, the action will cease unless there are extenuating circumstances which require it is continuance. The subject of the discipline may also request that the disciplinary action continue.

## Warnings

### *Verbal Warning*

A Verbal Warning is appropriate when it is necessary for the Manager in charge to act against an employee for any minor failing or minor misconduct.

### *First Written Warning*

A First Written Warning is appropriate when:

- a verbal warning has not been heeded and the misconduct is either repeated or performance has not improved as previously agreed.
- an offence is of a more serious nature for which a written warning is more appropriate.
- the recurrence or accumulation of an offence/offences, if left, will lead to more severe disciplinary action.

### *Final Written Warning*

A Final Written Warning is appropriate when:

- an employee's offence is of a serious nature falling just short of one justifying dismissal.
- an employee persists in the misconduct which previously warranted a lesser warning.

### *Time Scales for the expiry of Warnings*

Warnings issued to employees shall be deemed to have expired after the following periods of time:

- Verbal Warnings: 6 months
- First Written Warnings: 12 months

- Final Written Warnings: 18 months (or as agreed and recorded at the hearing)
- These time scales remain provided that during that period, no further warnings have been issued in respect of the employee's conduct.

### *Letter Of Warning*

All Warnings must contain the following information:

- The letter must be issued within 7 days of the date of the investigation.
- The nature of the offence and where appropriate, that if further misconduct occurs, more severe disciplinary action will be taken.
- The period given to the employee for improvement.
- The employee's right to appeal.
- A copy of the warning and any supporting documentation must be attached to the individual's personnel file.
- The employee must also receive a copy of the warning which in the case of any written warning will be sent to their home address by recorded delivery if not handed to them in person.
- In the case of a final written warning, reference must be made to the fact that any further misconduct will lead to dismissal, and that the employee has the right of appeal, and to who they can make that appeal.

The letter confirming dismissal will contain the following information:

- The reason for dismissal and any administrative matter arising from the termination of their employment.
- The employees right of appeal and to whom they should make that appeal

### **Downgrading or Transfer to another position**

This action is appropriate when previous attempts, via the disciplinary procedure, to rectify a problem have failed and this is a final attempt to solve a problem without having to dismiss an employee.

### **Dismissal**

Dismissal is appropriate when

- an employee's behaviour is considered to be Gross Misconduct.
- an employee's misconduct has persisted, exhausting all other lines of disciplinary procedure.

### **Appeals**



- Every employee has the right to appeal against the outcome of an investigation.
- An appeal should be put in writing to the President. The letter of appeal may be constructed by the employee or their representative. The letter should contain the grounds for appeal and should be lodged within 10 days of receipt of the warning / dismissal letter.
- Any additional evidence should be accompanied with the appeal.
- The President will consider the appeal and make a judgement as to whether it is necessary to have a further meeting.
- Should the President decide there is no need for a meeting a written response will be provided to the employee within 7 days.

***Document Review***

Version number 4	Last reviewed and approved: February 2022
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## ***4.13 Staff Grievances***

### ***Policy***

PlayAbility will establish mechanisms to promote fast and efficient resolution of workplace issues. Employees and volunteers should feel comfortable discussing issues with their Team Manager or CEO in accordance with the procedures outlined below and follow steps below should they have concern.

All formal avenues for handling of grievances will be fully documented and the employee/volunteer's wishes will be considered in determining the appropriate steps and actions.

No employee will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

The preferred process promotes natural justice and involves employees and volunteers resolving issues to their satisfaction internally, without feeling they must refer to PlayAbility Committee or an external organisation for assistance.

### ***Procedures***

#### **Employment Practices**

Managers must ensure that all employees and volunteers are treated with fairness, equality, and respect.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, Team Managers should contact the CEO for advice at the earliest opportunity.

Where a grievance or dispute has been brought to a manager's attention, they should assess whether the employee involved is covered by an Award or Agreement, and if so should refer to that document for grievance procedures. If the employee or volunteer involved is not covered by such a document, the guidelines below should be followed.

#### **Grievances and Dispute Resolution**

An employee or volunteer who considers that they have a dispute or grievance that they have not been able to resolve directly with any other involved party should raise the matter with their Team Manager. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The Team Manager or CEO should follow the steps outlined below:

- Make sure that the employee feels listened to and supported.
- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant. Obtain a chronology of events (who, what, why, when, and how etc).
- Run through the applicable policies and procedures (e.g., the organisation's anti-discrimination policy) with the complainant.
- Ask the complainant what kind of outcome they are hoping for (best case scenario) and then talk them through next steps: e.g., you will discuss the matter confidentially with the CEO and report back to them within a set timeframe.
- Provide the complainant with the organisation's confidentiality and non-victimisation agreement. Explain that they cannot be adversely affected because they have made a complaint and explain who to report matters to internally (CEO) if they do feel that they are being adversely affected.
- Provide the complainant with plenty of time to ask questions.
- Offer the complainant assistance (such as counselling see [4.8 Employee Assistance Program](#)) or a way to get home safely if they are visibly upset.
- Provide the complainant with a direct contact number that they can call if they have any concerns or queries.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the employee/volunteer with a written summary of the meeting and clarification of the next steps to be taken.

The CEO must ensure that the way the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective, and independent analysis of the situation. All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the employee or volunteer wishes to pursue it, the issue should be discussed with the CEO. The CEO reserves absolute discretion as to making a final decision as to how the grievance or dispute will be resolved.

If the grievance/dispute is one of a confidential or serious nature involving the employee or volunteer's CEO, and the employee feels they have not been able to resolve the situation with their Team Manager, the complainant may discuss the

issue with the President of the Management Committee. The contact details for the President will be provided by the CEO on request

### **Investigating a Grievance or Dispute**

The investigator should ensure that:

- The respondent is aware of all the allegations made against them in sufficient detail.
- The respondent is allowed a reasonable opportunity, including adequate time, to respond to each of the allegations.
- The investigation is carried out in a reasonable period.
- All participants are given the opportunity to have a support person in the interviews pertaining to the investigation.
- All participants are required to maintain confidentiality and sign a confidentiality agreement.
- The investigator has no personal interest or bias in the matter being investigated.
- All participants are given the opportunity to respond to any contradictory evidence.
- The investigator makes reasonable and diligent enquiries to ensure that there is sufficient evidence before making findings on the balance of probabilities.

The investigator must not have a personal stake (for example, conflict of interest) in the outcome of the matter. If there is the possibility that a person's employment will be terminated, then the use of an external investigator will be considered to ensure that the investigation and the process followed will stand up in any potential court proceeding.

Should matters continue to be unresolved they may be referred to Fair Work Australia for investigation. All employees are encouraged to engage a Union delegate at any stage.

Work should continue while discussions or formal investigations are undertaken without prejudice.

### ***Document Review***

Version number 4	Last reviewed and approved: February 2022
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## ***4.14 Whistle blower***

### ***Policy***

A whistle-blower is a person (being a committee member, CEO, team manager, employee, volunteer, or contractor of PlayAbility) who, whether anonymously or not, makes, attempts to make, or wishes to make a report in connection with reportable conduct and wishes to avail themselves of protection against reprisal for having made the report.

Breaches of general law, organisational policy, or recognised principles of ethics include:

- corrupt conduct
- fraud or theft
- official misconduct
- maladministration
- harassment or unlawful discrimination
- serious and substantial waste of public resources
- practices endangering the health or safety of the staff, volunteers, or the public
- practices endangering the environment.

Note: Complaints regarding work health and safety should where possible be made in compliance with the Work Health and Safety Policy.

PlayAbility aims to operate legally, properly, and ethically and encourages the reporting of matters that may cause harm to individuals or financial or non-financial loss to PlayAbility or damage to its reputation.

### ***Procedures***

- An employee of PlayAbility may report their concern that any other employee, volunteer, or contractor has breached any provision of the general law, the organisation's constitution, its bylaws, its policies, its code of conduct, or recognised principles of ethics to:
  - their team manager: or, if they feel that their team manager may be complicit in the breach,
  - the CEO: or, if they feel that the CEO may be complicit in the breach,
  - the President of the Management Committee.



- Any such report should where possible be in writing and should contain, as appropriate, details of
  - the nature of the alleged breach.
  - the person or persons responsible for the breach.
  - the facts on which the complainant's belief that a breach has occurred and has been committed by the person named.
  - the nature and whereabouts of any further evidence that would substantiate the complainant's allegations, if known.
- The person making their concern known shall not suffer any sanctions from the organisation on account of their actions in this regard provided that their actions
  - are in good faith, and
  - are based on reasonable grounds, and
  - conform to the designated procedures.
- These procedures do not authorise any employee to inform commercial media or social media of their concern, and do not offer protection to any employee who does so.
- Any such investigation shall observe the rules of natural justice and the provisions of procedural fairness.
- Employees will be informed that reporting such a breach does not necessarily absolve the complainant from the consequences of any involvement on their own part in the misconduct complained of.
- Disclosures may be made anonymously, and this anonymity shall as far as possible be preserved by PlayAbility except as far as it may be overridden by due process of law.
- Where anonymity has been requested the complainant is required to maintain confidentiality regarding the issue on their own account and to refrain from discussing the matter with any unauthorized persons
- An investigation plan will be developed to ensure all relevant questions are addressed, the scale of the investigation is in proportion to the seriousness of the allegation(s) and sufficient resources are allocated.
- Strict security will be maintained during the investigative process.
- All information obtained will be properly secured to prevent unauthorised access.
- All relevant witnesses will be interviewed, and documents examined.
- Contemporaneous notes of all discussions, phone calls and interviews will be made, where possible, interviews will be taped
- The person or persons conducting the investigation shall be as far as possible unbiased.



- A report will be prepared when an investigation is complete. This report will include
  - the allegations
  - a statement of all relevant findings of fact and the evidence relied upon in reaching any conclusions
  - the conclusions reached (including the damage caused, if any, and the impact on PlayAbility and other affected parties) and their basis
- The report will be provided to the person making the allegation (with, if necessary, any applicable confidentiality stipulations).
- Where the investigation has found that the person making the allegation made it in good faith on reasonable grounds, the CEO shall be responsible for ensuring that the person suffers no employment-related disadvantage on account of their actions in this matter and to provide additional support for the person where necessary. See policy [4.8 Employee Assistance Program](#) and policy [4.9 Discrimination, Harassment and Bullying](#).

***Document Review***

Version number 2	Last reviewed and approved: February 2022
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## ***4.15 Smoking***

### ***Policy***

PlayAbility is committed to providing a smoke free environment for staff, children, families, and the wider community.

### ***Procedures***

- No one will be allowed to smoke in or in the direct vicinity of PlayAbility facilities.
- Parents or carers will be provided with information to support smoking cessation.
- Parents or carers will be provided with or be directed to off-site spaces should they need to smoke.
- Families will be informed of the non-smoking policy as it applies to their homes when a PlayAbility staff member is in the home; The team manager or CEO will contact the family to request family members refrain from smoking whilst a session with their child is taking place.
- In the case where a family member refuses to comply with this policy, they will be informed that it is a work health issue for PlayAbility staff and that their service is in jeopardy.
- The CEO will contact the family to reinforce the need for non-smoking during home visits to ensure service provision. This contact will be supported by written communication to the family informing them of the policy.
- Service will be terminated after three occasions of smoking, following the provision of information about the policy and two follow ups by the CEO.
- Signage will be located at entrances of PlayAbility facilities.

### ***Document Review***

Version number 4	Last reviewed and approved: February 2022
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## ***4.16 Staff Exit Policy***

### ***Policy***

If an employee exits the organisation, this policy sets out processes to be followed by PlayAbility and employees who are ending their employment by reason of resignation or retirement.

### ***Procedures***

When an employee exits PlayAbility, they are responsible for ensuring all client notes are up to date and copies of files are stored appropriately on echidna ready for handover. All personal files are to be removed from PlayAbility computers.

Employees will be invited to attend an [Exit Interview](#) with their manager. Feedback from employees leaving PlayAbility can provide valuable information on their perception of the organisation and the way it is managed.

### ***Document Review***

Version number 2	Last reviewed and approved: February 2022
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## ***4.17 Working from Home Policy***

### ***Policy***

Staff working from home must have and maintain a safe, private, and suitable workstation, stay connected with management and fellow co-workers and manage a balance between work and home.

### ***Procedures***

Staff must ensure they:

- Complete the [Working from home WHS checklist](#) prior to beginning work. This is to be completed when beginning to work from home and on a yearly basis thereafter.
- Have communicated with their manager any lack of equipment required for a safe home workspace that was identified from completing checklist.
- Set up routine and structure for their workday and create boundaries between 'work time' and 'home time'. E.g., regular start and finish time with breaks and exercise scheduled.
- Abide by the Code of Conduct and [4.11 Employee Standards Policy](#)
- follow the procedures set out in the Telepractice Policy if delivering services using a video platform.
- Can account for the work time and manage a healthy and sustainable balance between work and home life. Meeting work goals whilst setting times to finish and disconnect from work.
- Stay connected with co-workers and supervisors to maintain productivity, teamwork, job satisfaction and wellbeing.
- Communicate with management regularly to keep them informed of what they are working on.
- Are attending staff meetings via telephone or video platform such as Zoom.
- Contact operations if they require help to troubleshoot issues.

### ***Document Review***

Version number 2	Last reviewed and approved: February 2022
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## ***Appendix 1: Further Information***

[Australian Government Fair Work Ombudsman](#)

[Australian Government Fair Work Ombudsman:](#)

[Bullying and Harassment](#)

[Free online Food Safety Training](#)

[Modern Awards Overview](#)

[National Employment Standards](#)

[NDIS Worker Screening Check](#)

[NSW Department of Education Employee Assistance Program](#)

[NSW Government Health. Smoke-free information](#)

[Office of the Children's Guardian](#)

[Reporting certain misconduct involving children](#)

[Sun Protection](#)

[Working with Children Check](#)