|  |  |  |  |
| --- | --- | --- | --- |
| **Document Number** | **HRPL1** | | |
| **Document Title** | HR-Employee Policy Manual | | |
| **Department Ownership** | Human Resources | | |
| **Document Type** | Policy | | |
| **Department Owner** | Amber-Charlotte Fee | | |
| **Document Author** | Derrick Chan | | |
| **Last Edited By** | Derrick Chan | **Lasted Edited On** | 07/04/2015 |

**Human Resources Policy Manual**

[Welcome 5](#_Toc415749721)

[**Workplace Procedures Policy** 6](#_Toc415749722)

[**Code of Conduct Policy** 8](#_Toc415749723)

[**Bullying and Harrassment Policy** 11](#_Toc415749724)

[**Equal Employment Opportunity (EEO) Policy** 13](#_Toc415749725)

[**Drug and Alcohol Policy** 16](#_Toc415749726)

[**Dress Code Policy** 18](#_Toc415749727)

[**IT, Internet, Email & Social Media Policies** 19](#_Toc415749728)

[**Occupational Health & Safety Policy** 26](#_Toc415749729)

[**Workers’ Compensation Policy** 29](#_Toc415749730)

[**Incident, Accident and Hazard Reporting Policy** 30](#_Toc415749731)

[**Smoke Free Policy** 31](#_Toc415749732)

[**Recruitment and Selection Policy** 32](#_Toc415749733)

[**Redundancy Policy** 33](#_Toc415749734)

[**Induction Policy** 35](#_Toc415749735)

[**Probation Policy** 38](#_Toc415749736)

[**Performance Development Review Policy** 39](#_Toc415749737)

[**Performance Recovery Policy** 40](#_Toc415749738)

[**Resignation and Terminations Policy** 42](#_Toc415749739)

[**Training and Development Policy** 46](#_Toc415749740)

[**Grievance and Complaints Policy** 48](#_Toc415749741)

[**Leave Policy** 49](#_Toc415749742)

[**Allowances Policy** 55](#_Toc415749743)

[**Pregnancy at Work Policy** 59](#_Toc415749744)

[**Flexible Working Arrangements Policy** 62](#_Toc415749745)

[**Working from Home Policy** 64](#_Toc415749746)

[**Reward and Recognition Policy** 65](#_Toc415749747)

[**Nepotism Policy** 68](#_Toc415749748)

[**Travel Policy** 70](#_Toc415749749)

[**Motor Vehicle Policy** 74](#_Toc415749750)

[**Expenses Policy** 75](#_Toc415749751)

[**Business Gifts Policy** 76](#_Toc415749752)

[**Mobile Phone Policy** 77](#_Toc415749753)

[**Environmental Best Practice** 79](#_Toc415749754)

[**Conflict of Interest Policy** 80](#_Toc415749755)

[**Patient and Client Confidentiality Policy** 82](#_Toc415749756)

[**Confidentiality and Intellectual Property Policy** 86](#_Toc415749757)

[**Assault and Violence Policy** 88](#_Toc415749758)

[**Policies Declaration** 89](#_Toc415749759)

# Welcome

Congratulations on your appointment and welcome to the team at REDIMED!

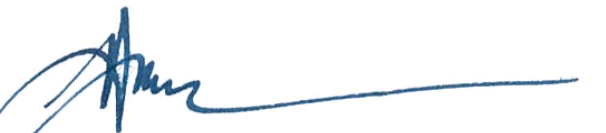
We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Our business is primarily about delivering exceptional customer service. You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other REDIMED employees and our customers will reflect the value that REDIMED places on teamwork, management and our commitment to superior customer service.

The purpose of the Human Resources Policy Manual is to introduce you to REDIMED, give you some information about our history, our clients and what we do. You will also find information about your terms and conditions of employment, our expectations around your behavior and our policies and procedures. This manual should be read in conjunction with your Contract of Employment. This Manual is by no means an exhaustive guide to your employment with us - it has been developed to act as a resource and reference for you with the policies within this Manual easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows, with all staff being aware of any significant changes to any of our policies.

Every employee must be provided with a copy of this document and must sign off on the Policies and Procedures relevant to their employment, with a signed copy to be returned to the Human Resources Department within the first 2 weeks of their commencement. It is the employee’s responsibility to ensure they have read, fully understand and comply with REDIMED Company Policies and Procedures at all times, including refreshing or updating their understanding as and when required.

If you have any questions about any of REDIMED’s policies, please do not hesitate to ask your manager or contract our Human Resources Department.

Again, welcome to the REDIMED team. We look forward to having you on board!



Mr Hanh Nguyen

CEO

# **Workplace Procedures Policy**

This policy aims to provide guidance in relation to office procedures at REDIMED including:

**Office Hours**

The Company’s office operating hours vary from site to site however the general standard hours of operation of each site ranges between 7:30AM – 9:00PM, although this is subject to change. The span of normal hours of work for your individual role will be outlined within your Contract of Employment. You are expected to be present during your rostered hours of work unless otherwise agreed in writing and signed off by management. In the event that you will be late for any reason, you are to notify your manager in accordance with the Leave Policy.

**Meal Breaks**

Depending upon the duration of your working day, you are entitled to;

* A 30 minute lunch break (unpaid) after 5 hours of work,
* A 15 minute tea break (paid) after 4 hours worked.

All breaks must be taken at agreed times, or as otherwise stipulated by management, in order to suit the needs of the business. If you need to be absent from the workplace for more than standard meal break, approval from your manager should be obtained prior to this being taken.

**Cleanliness**

You are responsible for keeping your immediate work area neat and tidy. All REDIMED sites are provided with kitchen facilities, including the use of coffee machines and fridges. As an employee or contractor of REDIMED, it is every person’s responsibility to clean up after themselves to ensure cleanliness and hygiene of our facilities.

**Frequency of Pay**

The frequency, manner and date of payment of all wages and salary entitlements are outlined within your Contract of Employment however the company standard pay is run fortnightly and is paid in arrears (meaning you work a fortnight and are then paid for the hours you work.)

**Security**

Upon the commencement of your employment, you may be issued with various items of access to the premises. Eg) swipe card/ keys. These items may not be given to any other person or copied for use at any time, without the full authority of REDIMED management. All items of access are to be immediately returned upon the cessation of your employment for whatever reason.

**Workplace Surveillance**

REDIMED may install and/or use video surveillance (CCTV) in and around the company premises and may also use computer and tracking surveillance on company property. The purpose of the surveillance is to ensure the safety and security of employees, visitors and property. The Company reserves the right to review and use the CCTV in disciplinary proceedings. All cameras are visible and are never located in change rooms or bathrooms. REDIMED will provide training on the site specific security codes, equipment and information, as applicable to the site, role and level of authority.

REDIMED reserves the right to conduct searches, either randomly or with cause, of your bags, motor vehicle, locker, or other spaces if REDIMED considers this necessary.

**Company Property**

Upon the commencement of your employment, you may be issued with various items of company property to assist you with your duties, such as a mobile phone or motor vehicle. These items must be entered on the company log, and all security settings and instructions must be utilised. You are expected to exercise all due skill and care in using and maintaining all items of company property. Company Property may not be loaned or used by another individual in any circumstance without the express authority of the Company.

All damage or loss to company property is to be brought to the immediate attention of management. Any wilful, reckless or careless loss, miss-use or damage is viewed as gross misconduct and will result in disciplinary proceedings and may result in the termination of your employment without notice. All items of company property are to be immediately returned upon the termination of your employment for whatever reason.

# **Code of Conduct Policy**

**Purpose**

This policy affirms REDIMED’s belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that REDIMED expects of all employees.

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Principles**

Our employees contribute to the success of our organisation and that of our Clients. REDIMED fully endorses that all employees are not deprived of their basic human rights. Furthermore, our employees have an obligation to the Business, our Clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

**Policy**

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business and dealing with other employees, Clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. You are expected to properly perform your duties and treat all colleagues and clients with honesty, respect and courtesy.

More specifically, REDIMED has the following key Guidelines for Conduct in the workplace:

**REDIMED’s Key Competencies & Behaviours:**

* See it Do it
* Unite the Business
* Strives to Achieve
* Client Care
* Efficiency Focused
* Workplace Health & Safety Aware

**Professional Conduct**

You must exercise all proper skill and care in the performance of your duties together with maintaining adequate levels of professional standards in the quality of your work including:

* Act and maintain a high standard of integrity and professionalism
* Be considerate and respectful of the environment and others
* Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers
* Perform duties with skill, honesty, care and diligence
* Abide by policies, procedures and lawful directions that relate to your employment with REDIMED and/or our Client

**Conflict of Interest**

You may not be involved, employed or engaged in any activity which may or is likely to create a conflict of interest. In addition to this general obligation, you are expected to seek the REDIMED’s express permission, which shall not be unreasonably refused, before undertaking any additional employment. Avoid apparent conflict of interests, promptly disclosing to a REDIMED senior manager, any interest which may constitute a conflict of interest. For further information, please view the Nepotism Policy regarding relationships between employees.

**Health and Safety**

You are expected to fully comply with any health and safety laws applicable to the type and location of your work, as well as the Occupational Health and Safety Policy. You should familiarise yourself with the specific health and safety rules and requirements of the workplace, or that of a client or customer from whose premises you may be working. In complying with all health and safety responsibilities you are required to wear any PPE equipment as required or directed.

**Flexibility**

You are expected to be flexible to a reasonable extent in relation to your hours of work, and the nature of your duties performed, in order to meet the needs of the REDIMED business.

**Confidentiality**

You are expected to keep confidential, both during your employment and after its termination, any and all information whatsoever relating to REDIMED, any related entity, and any of its customers, clients and staff other than that which is already in the public domain. It is your responsibility to be responsible and scrupulous in the proper use of REDIMED Company information, funds, equipment and facilities

**Attendance**You must arrive at work on time and be ready to start work at your nominated start time and work up until your nominated finished time. In the event that you require time off work, or are unable to attend work on a particular occasion, you are expected to fully comply with the Leave Entitlements Policy.

**Gross misconduct**

The following list of behaviours is considered to be gross misconduct by REDIMED which will result in disciplinary proceedings and is likely to result in the termination of your employment without notice. This list is not exhaustive, but shall include:

* Wilful or deliberate behaviour which is inconsistent with the continuation of the contract of employment;
* Conduct which causes a serious and imminent risk to a person’s health and safety;
* Conduct which causes a serious and imminent risk to the reputation, viability or profitability of REDIMED;
* Theft;
* Fraud;
* Assault;
* Acts of violence or aggression;
* Being intoxicated at work or while undertaking your duties;
* Being in the possession, or under the effects, of illegal drugs or substances;
* Failure to carry out a lawful direction of REDIMED;
* Serious dishonesty;
* Falsification of REDIMED documentation;
* Unauthorised absence from the workplace;
* Bullying, harassment, victimisation or discrimination;
* Wilful or negligent damage to property
* Serious insubordination;
* Serious or gross negligence;
* Bringing REDIMED into disrepute; and
* Breaches of confidentiality include, but not limited to; the unauthorised accessing or copying of information

REDIMED expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from their Direct Manager.

# **Bullying and Harrassment Policy**

REDIMED does not tolerate bullying or harassment in the workplace in any form or degree and is committed to providing a positive work environment free from intimidation, threats, ridicule, bullying, harassment, and physical violence. REDIMED view any such acts as gross misconduct which will result in disciplinary proceedings and may result in immediate termination of the perpetrator’s employment without notice, or being stood down subject to further investigation.

**Your Entitlements**

All employees, contractors and visitors of REDIMED are entitled to a workplace that is safe, and free from bullying and harassment. Where you believe that you have been bullied or harassed, you are urged to raise at first instance with your Manager or Human Resources who will pursue the matter further in accordance with the Grievance Policy.

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Your Responsibilities**

All employees and contractors have a responsibility to make sure the workplace is free from bullying and harassment, and must take all reasonable steps to prevent bullying and harassment from occurring.

You are responsible for ensuring that your own behaviour does not directly or indirectly bully, harass, intimidate or ridicule others. You also have a responsibility in assisting the Company achieve a workplace which is free from bullying and harassment.

**Bullying**

Bullying is defined as: repeated, unwanted or unreasonable behaviour that is directed towards another employee, or a group of employees, which has the effect of victimising, humiliating, undermining or threatening the individual.

Examples of behaviour that may be considered bullying include:

* Verbal abuse or threats;
* Unwelcome remarks, gestures, jokes, banter, teasing, innuendos, name-calling or taunting about a person’s body, appearance, clothes, marital status, ethnic origin, sexual preference etc.;
* Smutty or inappropriate jokes or comments which cause awkwardness or embarrassment;
* Allocation of demeaning work not normally associated with an employee’s position;
* Ignoring someone, not sharing information with them, or being particularly cold with them, for example, isolating an employee.
* Performing abusive or offensive acts in the presence of that person

**Harassment**

Harassment is unsolicited, unwelcome, intimidating or belittling behaviour that would make a reasonable person feel unwelcome, humiliated or distressed and is either:

* Sexual; or
* Targeted on the basis of the individual’s race, sex, pregnancy, marital status, carers’ responsibilities, transgender status, sexual orientation, disability or age.

Examples of harassment include:

* Intrusive questions about sexual activity, or offensive remarks about a person’s gender identity
* Sending racist material to a person; and
* Posting racist, sexually explicit, homophobic or sexist material up in the workplace.

**Consequences**

Where you witness behaviour that you believe amounts to bullying or harassment, or otherwise believe on reasonable grounds that bullying or harassment is occurring in the workplace, you are required to report this directly to either Management or Human Resources as soon as possible.

Management and Human Resources has a responsibility to investigate the matter in timely manner and all information will be treated in the strictest of confidence in line with the Grievance and Complaints policy. Should an employee be found to be behaving in a manner that constitutes or contributes towards bullying or harassment disciplinary action may be taken, which may result in termination of employment.

# **Equal Employment Opportunity (EEO) Policy**

This policy applies to all staff including contractors and covers all work-related functions and activities including external training courses sponsored by REDIMED. It also applies for all recruitment, selection and promotion decisions.

The objective of REDIMED’s Equal Opportunity Policy is to improve business success by:

* attracting and retaining the best possible employees
* providing a safe, respectful and flexible work environment
* delivering our services in a safe, respectful and reasonably flexible way

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Discrimination, Sexual Harassment and Bullying**

REDIMED is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

**Types of Discrimination:**

**Direct discrimination** occurs when someone is treated unfavourably because of a personal characteristic that is protected under Western Australian law.

**Indirect Discrimination** occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

**Sexual harassment** includes unwelcome conduct of a sexual nature. In most circumstances it would reasonably be expected to make a person feel offended, humiliated or intimidated. A reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

**Workplace bullying** may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

REDIMED provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

Under State legislation they include, but are not limited to:

* Age
* Pregnancy or breastfeeding
* Carer status
* Disability
* Gender identity
* Industrial activity
* Marital status
* Parental status
* Personal association with someone having any of these characteristics
* Physical features
* Political activity/belief
* Race
* Religious activity/belief
* Sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the Grievance and Complaint policy. Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager, or the Human Resources team.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

**Reasonable Adjustments**

Reasonable adjustments are changes that allow people with a disability to work safely and productively. REDIMED will make reasonable adjustments for a person with a disability who:

* Applies for a job, is offered employment, or is an employee, and
* Requires the adjustments in order to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

Examples of reasonable adjustments can include:

* Reviewing and, if necessary, adjusting the performance requirements of the job
* Arranging flexibility in work hours (see ‘Flexible work arrangements’)
* Within reason, providing telephone typewriter (TTY) phone access for employees with hearing or speech impairments
* Purchasing screen reading software for employees with a vision impairment
* Buying desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments REDIMED will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases REDIMED may not be able to accommodate changed to the workplace:

* The adjustments needed are not reasonable, or
* The person with the disability could not perform the genuine and reasonable requirements of the job even if the reasonable adjustments were made.

# **Drug and Alcohol Policy**

**Introduction**

The use of drugs or alcohol jeopardises a safe work environment. REDIMED’s first priority is to provide a safe working environment for all employees and contractors and recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an immediate Occupational Health and Safety (OHS) risk to not only the individual, but their colleagues and clients.

REDIMED has a zero tolerance policy in regards to the use of alcohol or illicit drugs on their premises or the attending of other business related premises (e.g. clients) while under the influence of alcohol or illicit drugs.

REDIMED, at times, makes alcohol available to staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the employee. Driving over the legal limit or under the influence of illicit drugs is illegal.

REDIMED is non-judgmental in regard to an individual person’s private activities, but requires all employees, contractors and visitors to comply with this policy and any associated procedure whilst on any REDIMED property, sites or while performing their duties as a REDIMED representative. Non-compliance with this policy is viewed as gross misconduct and will result in disciplinary proceedings which may result in the termination of your employment.

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Definitions**

Drug and Alcohol means substances, which when taken into the body, alter the way the body functions physically and/or psychologically.

Prescribed Medication or Drugs means any substance prescribed by a medical practitioner that has specific work related restrictions or instructions associated with its use.

**Your Responsibilities**

All Employees are entitled to a safe workplace.

You must not attend or perform work while under the influence of drugs or alcohol. Please be aware that drugs or alcohol may remain in your system and impair your behaviour for sometime after they are taken and the immediate effects have worn off.

If you are taking any Prescribed Medication or Drugs, you must advise both the management team and Human Resources so that it can be determined whether it is safe for you to work and whether any specific modifications need to be made. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions if requested.

**Outside of Hours Work Functions**

When attending functions as part of your work (i.e Client functions) you must be aware that you are a representative of the Company and therefore must act in an appropriate manner, and adhere to the REDIMED Code of Conduct at all times. If you notice that another employee may be affected by drugs or alcohol, you must immediately notify management so that appropriate action can be taken.

**Testing Requirements**

If you are believed to be under the influence of drugs or alcohol at work, Management has the right to request an immediate testing. You must submit yourself for drug and/or alcohol testing as soon as reasonably practicable after it has been requested of you.

If you are found to be under the influence of drugs or alcohol, you will be required to cease work immediately and sent home. Any resulting time off will be taken as unpaid leave. Furthermore, if you are found to be affected by drugs or alcohol at work it will be viewed as gross misconduct which will result in disciplinary proceedings and may result in the termination of your employment without notice.

For further information, please view the Drug and Alcohol Testing procedure.

# **Dress Code Policy**

REDIMED’s objective in establishing a safe and professional environment includes setting some standards for [workplace dress code](http://humanresources.about.com/od/glossaryd/g/work_dress_code.htm) to ensure all staff are in keeping with the needs of our clients and customers and present a consistent corporate image. You are expected to maintain an acceptable standard of presentation which promotes a professional image both internally and externally.

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Your Responsibilities**

You are expected to present for work at all times with a professional, clean and neat appearance in accordance with this policy. Any deliberate or persistent breaches of this policy may result in disciplinary action being taken against you.

**Your Entitlements**

You will be advised of any special items of clothing which you are required to wear or purchase. Where you are required to buy specific items, other than general items of clothing, you will be reimbursed for such items upon the presentation of a receipt provided that such costs are reasonable. If supplied, you are expected to wear the REDIMED Company shirt with logo.

Staff are required to dress in appropriate professional attire at all times. This includes:

* No jeans or leggings, see through t-shirts or blouses, miniskirts, high cut shorts, high or low cut tops, attire with rips or holes, beach wear, inappropriate motifs or logos that may be considered offensive to clients and staff.
* Skirts should sit at or just above the knee and tops with “spaghetti straps” are not acceptable
* All shirts and blouses should be sensible and professional without any offensive logos.
* Hair should be neat and tied back where appropriate to role.
* When in a customer facing role, where provided, name badges with your name and position within REDIMED should be worn at all times however can be removed when off site for privacy reasons.
* Employees must wear footwear of a type, style and condition which will not expose them to any preventable hazard or injury (eg slips and trips).
* Footwear should be closed and of an appropriate heel height for your duties.
* The appropriate safety PPE should be worn whilst conducting site visits. EG) Steel cap boots and high-visibility vests.

**Tattoos / Piercings**

* It is preferable that large tattoos should not be overtly visible at any time whilst on duty and where possible, arrangements should be made to dress in professional attire which covers these areas.
* Should any piercing on the body be deemed as a risk to Health and Safety (such as “spacers” which could cause injury to your ear) Management reserve the right to request for the piercing to be covered or removed.

If you arrive for work in a manner that does not comply with this policy, your manager or supervisor will advise you that you are not dressed or groomed appropriately to perform your duties. As a result, you may be sent home to change with any resulting lost time being unpaid.

**Personal Protective Equipment (PPE)**

All employees traveling to Client Site locations must wear high visibility personal protective equipment at all times including steel capped boots. If you do not have your own safety boots, please speak directly with your Manager to discuss further.

**IT, Internet, Email & Social Media Policies**REDIMED will provide various information technology systems (Systems), including internet, email, and mobile devices, which are provided to facilitate business usage and are subject to the terms and conditions of this policy. Activities in breach of this policy may result in disciplinary action being taken.

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Your Entitlements**

REDIMED recognises that its Systems are an essential tool of doing business in today’s technological age. You are encouraged to make full use of the Systems in an appropriate and business-like manner in order to perform your duties.

You are permitted to use the REDIMED systems for personal use to a limited and reasonable extent. Any such personal usage should be strictly limited to designated breaks or after work and under no circumstances should any data or information which is personal in nature be stored upon the Systems.

**Your Responsibilities**

As a minimum, you are required to act within the laws of the relevant state and federal government, and those requirements should be read in conjunction with this policy. The inappropriate use of the REDIMED systems can lead to damage or failure of those Systems, circulation of offensive material, breaches of confidentiality, financial loss, lost productivity and public damage to REDIMED’s image or reputation.

Upon this basis, your specific responsibilities and obligations, in conjunction with the terms and conditions of this policy include:

1. **Web Publishing**

You are not permitted to establish new internet web pages which in any way deal with or reference REDIMED or its services, and its affairs, or make modifications to existing web pages, without the prior approval of management. This approval is required to ensure that all posted material is consistent and professional in its appearance, aligned with business goals, and is protected by adequate security measures.

1. **Intellectual Property Rights**

REDIMED requires strict adherence to any software vendor’s license agreements. Any use of the REDIMED systems in a manner that is inconsistent with a software vendor's license is strictly forbidden. Similarly, the reproduction, forwarding or redistributing words, graphics, or other materials must be done only with the permission of the author/owner. Users should assume that all materials on the internet are subject to copyright unless a specific notice states otherwise.

1. **Privacy**

When using the REDIMED systems you should consider that your communications are not automatically protected from viewing by third parties. Unless encryption is used, you should consider that this is a possibility before sending information over the internet, particularly if it could be considered to be confidential or private in nature.

1. **Competing Interests**

The REDIMED systems are not to be used for charitable endeavours, private business activities, or amusement/entertainment purposes without the prior approval of management, subject to your entitlements above.

1. **User Passwords and Accountability**

To prevent unauthorised parties from obtaining access to the Systems, you must choose passwords which are difficult to guess (for example, not a dictionary word, not a personal detail, and not a reflection of work activities).

Your individual password should never be shared or revealed to anyone else unless authorised by management. Such actions have the potential to threaten the integrity of the Systems and will result in you being held personally responsible for actions the other party takes with the password.

If you need to share an account or password for whatever reason, it must be authorised in advance by management. Where a need to share data exists, steps should be taken wherever possible to utilise message forwarding facilities, public directories on local area network servers, and other authorised information-sharing mechanisms rather than sharing an account or password.

1. **Contents of Messages**

When using the REDIMED systems, you must at all times do so in a professional manner. In particular, you must not use profanity, obscenities, or derogatory remarks in electronic communications, nor should it include any confidential or sensitive information relating to another employee, customers, clients, competitors, or the affairs of the business.

All use of the REDIMED systems should be made in consideration of the fact that it may create legal liability, especially since emails could be legally discovered and used against REDIMED. the employee or contractor. Special caution is warranted because back-up and archival copies of electronic information may actually be more permanent and more readily accessed than traditional paper communications.

1. **Handling Information about Security**

You must promptly report all information security alerts, warnings, suspected vulnerabilities, and the like to management.

1. **Public Representations**

No web page, electronic mail message, or any other public representation about the REDIMED Company may be issued unless it has first been approved by management.

1. **Harassing or Offensive Materials**

The transmission or storage of sexual, offensive or racist material is strictly prohibited. Users are encouraged to respond directly to the originator if any such communication is received and instruct that they stop sending such material. If the originator does not promptly stop such communications you must immediately report the matter to management for further action.

Under no circumstances should any employee originate or re-distribute harassing or offensive material which is viewed as gross misconduct in and of itself. Such conduct will result in disciplinary proceedings and may result in the termination of your employment without notice. REDIMED retains the right to remove from its REDIMED systems any material which it views as offensive or inappropriate.

1. **Social Networking and Blogs**

Social networking and blogging sites are a useful means by which to keep in contact with clients, and to promote the services of REDIMED. However, the usage of such sites and media has the potential to cause serious damage to REDIMED’s reputation and good standing.

As such, only those employees who are specifically authorised to do so may use social networking and blogging sites for and on behalf of REDIMED. For those without such authority, any personal use of social networking and blogging sites should be in no way associated with your employment or association REDIMED. For those with such authority, any and all comments and posts must be consistent with the views and position of REDIMED.

Care should also be taken not to post any comments or blogs which breach your ongoing obligations of confidentiality, brings REDIMED into disrepute, or may be viewed as insulting offensive or abusive to others. Care should also be taken when re-tweeting posts without supporting or additional comments as this may be seen as a sign of approval of what you are relaying.

Under no circumstances should you get involved in protracted exchanges with others via social media. Any abusive, obscene or offensive comments posted should be brought to the immediate attention of management. You are expected to remove any comment, post, client list or contact immediately upon request.

1. **Email Use**
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn’t interfere with or distract from an employee’s work. However, management has the right to access incoming and outgoing email messages to check if an employee’s usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the ‘Sent Items’, ‘Inbox’ and ‘Deleted Items’ folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.

**To protect REDIMED from the potential effects of the misuse and abuse of email, the following instructions are for all users:**

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of REDIMED in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Emails must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening and discriminatory involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email a person must not pretend to be another person or use another person’s computer without permission.
5. Excessive private use, including mass mailing, “reply to all” etc. that are not part of the person’s duties, is not permitted.
6. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

**This policy also applies to all employees, contractors and sub-contractors of REDIMED who:**

* Have an active profile on a social or business networking site such as LinkedIn, Facebook, Myspace, Bebo, Friendster or Twitter;
* Write or maintain a personal or business’ blog; and/or post comments on public and/or private web-based forums or message boards or any other internet sites.
* This policy does not form part of an employee’s contract of employment. Nor does it form part of any contractor or sub-contractor’s contract for service.
* No employee, contractor or sub-contractor of REDIMED is to engage in Social Media as a representative or on behalf of REDIMED unless they first obtain REDIMED’s written approval.
* If any employee, contractor or sub-contractor of REDIMED is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of REDIMED.

**All employees, contractors and sub-contractors of REDIMED must ensure they do not communicate any:**

* Confidential Information relating to REDIMED or its clients, business partners or suppliers;
* material that violates the privacy or publicity rights of another party; and/or
* information, (regardless of whether it is confidential or public knowledge), about clients, colleagues, business partners or suppliers of REDIMED without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.
* Confidential Information includes any information in any form relating to REDIMED and related bodies, clients or businesses, which is not in the public domain.

# **Occupational Health & Safety Policy**

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

REDIMED will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors and members of the public who may be affected by our work.

To do this, REDIMED will:

* Develop and maintain safe systems of work, and a safe working environment
* Consult with employees and health and safety reps on safety
* Provide protective clothing and equipment, if required and enforce its use
* Provide information and training for employees
* Assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
* Remove unacceptable risks to safety
* Provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace. All persons responsible for the work activities of other employees are accountable for:

* Ensuring all exits are maintained as clear access ways
* Identifying practices and conditions that could injure employees, clients, members of the public or the environment
* Controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their manager
* Making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
* Making sure PPE is maintained and working properly

REDIMED demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

**Manual Handling**

It is REDIMED’s policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks. While management is responsible for the health, safety and welfare of all staff, all employees must report potential and actual manual handling hazards.

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

**Outcome Desired**

The aim of this policy is to prevent the occurrence of work place manual handling injuries. All staff will be educated and be able to demonstrate the correct SMART lifting and manual handling procedures ongoing upon induction and 12 monthly. All staff will be responsible for following the correct manual handling procedures at all times.

**Risk Management**

If this policy is not implemented, then there is a significantly increased likelihood of physical injury occurring in the work place. If not addressed, then the safety & health of both staff and residents will be adversely affected.

Occupational Health and Safety regulations require manual handling hazards to be identified, their risks assessed, and the means by which the risks may be reduced considered (see OS&H Risk assessment policy).

This process should take the form of a three stage approach:

1. Identify the Hazard
2. Assess the risk from the hazard
3. Control the risk.

**Definition**

‘**Manual handling** means any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain a person, animal or thing.’

Manual Handling also includes any activity involving repetitive and/ or forceful movements (e.g. keying data into a computer, using a screwdriver etc.) and any activity where the person must maintain constrained or awkward postures (e.g. driving a truck, leaning over and making beds etc.).

‘**Hazard** means anything that may result in injury or harm to health.’

Many workplace hazards are environmental, for example slippery floors, poor lighting, however for the purposes of this policy, a manual handling hazard relates to an actual activity requiring the use of force e.g. lifting a box.

Anything that increases likelihood of a hazard causing injury or harm is known as a ‘**risk factor**’. Using the example of the heavy box, the activity of carrying the box would be the hazard, while the weight of the box would be a risk factor. The heavier the box, the greater the likelihood that carrying the box could cause an injury.

‘**Activity**’ refers to the movements by postures of an employee at any given time in order to perform a task.

‘**Task**’ refers to any sequence of activities performed by an employee as part of their job.

# **Workers’ Compensation Policy**

All employees may be eligible for workers’ compensation benefits if injured while at work.

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

The first priority of any workplace injury is seeking for medical attention. The injured worker or nearest colleague should contact one of REDIMED’s first aiders or Medical staff. For a serious injury, also call an ambulance.

Once the injured employee has been treated, or has been taken for treatment, incident reports must be immediately collected and given to the relevant OHS Representatives, whom will be responsible for writing the report in the Register of Injuries, Incidents and Near Misses.

The manager must report serious injuries such as fractures to WorkSafe immediately.

# **Incident, Accident and Hazard Reporting Policy**

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Procedure**

An incident/accident form must be completed and sent to your manager and the Human Resources within one working day of the accident, or at the earliest convenience. If required, a workers compensation form may need to be completed and sent with 3 working days to REDIMED’s insurer, to ensure any workers compensation claim is assessed correctly.

If required, an injury management plan will be discussed with the injured worker, a REDIMED Injury Manager and Human Resources in particular;

**Reducing risk – education and procedures:**

1. **Sharps (Needle) Containers**

For needle stick protocol, see “Infection Control” policy for needle stick injuries.

Care should be taken when disposing of ‘sharps’ and handling such items and disposed in the yellow marked containers.

1. **Scalpel Blades**

Blades should be fitted to and removed from scalpel handles when using an instrument such as a needle holder. Such instruments should be placed in ‘yellow’ kidney dish when not in use.

1. **Sprains and Strains**

Use correct lifting techniques should be used when lifting clients and/or heavy loads. Sliding boards, trolleys, and other devices should be used whenever possible.

Use company equipment as per instructions when loading and unloading items exceeding 15kg. Staff must attend annual in-service manual handling induction as per the Induction policy.

1. **Standard Precautions – (Infection Control)**

Due the medical nature of REDIMED Services, specific infection control standards and precautions are enforced within the work place. These protocols and procedures (such as; hand washing standards, using tissues when sneezing,; work place hygiene and cleaning standards; biohazard control and managing spills, sharps and bodily fluids etc.) will be covered in detail in the REDIMED Infection Control Policy and Procedures, and further information specific to your role and employment will be provided as part of your induction program.

# **Smoke Free Policy**

REDIMED aims to provide and maintain a working environment where employees are not exposed to hazards. REDIMED recognises that environmental tobacco smoke is a health hazard and employees and visitors should be protected from the involuntary inhalation of tobacco smoke.

This smoke-free workplace policy applies to all employees, visitors and members of the public. This policy outlines that smoking is prohibited in all areas within REDIMED, on REDIMED property and on sites where you are representing REDIMED.

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees, as well as visitors.

Non-smoking areas

Smoking is prohibited in all areas of the REDIMED Clinic Facilities including surrounding car parks. All functions held at REDIMED Facilities are also smoke-free.

Prescribed ‘no smoking’ signs will be displayed in non-smoking areas.

**Smoking breaks**

a) Smoking is only allowed on designated breaks throughout the day (i.e. lunch time or during the allocated 15 minute tea break)

b) Is allowed during a reasonable amount of breaks agreed by all parties, where such breaks do not interrupt work, and do not total more than the daily allocated break entitlements as directed by Management.

Enforcement

The policy will be enforced by all Employees.

An employee who breaches this policy may face disciplinary action.

Employee support

To discuss available options regarding quitting smoking, please contact either Human Resources, our Health and Wellbeing Coordinator or The Health Department of WA on 1800 022 222.

# **Recruitment and Selection Policy**

REDIMED is committed to developing a diverse workforce and applying the principles of equity, fairness and transparency to all recruitment, selection and appointment processes.

The principles which REDIMED follow/adhere to as part of the recruitment process:

* A commitment to acquiring high performing, quality applicants who match the technical competencies and behavioural capabilities of REDIMED, the workplace and the job
* Conducting recruitment and related practices with due regard that remain free from any form of favouritism, nepotism or biases while being managed by the Human Resources function
* Ensuring that the five fundamental principles are adhered to in all recruitment processes and decisions
* Seeking to achieve a workforce that is diverse in its profile and skill sets
* Ensuring our current staff are made aware of vacancies for which it is conducting a recruitment process
* All preparation, applications, applicants, screening, interview and selection decisions are managed in strict accordance with the requirements of Commonwealth and State Legislation including Equal Employment Opportunity (EEO) legislation and the National Privacy Principles, as well as relevant REDIMED policies and procedures including the Nepotism policy
* A consistently applied sequence of actions and decisions will provide timely and cost efficient outcomes

REDIMED recognises that our employees are our biggest asset and therefore will commit to allowing internal applicants only to apply for a role for up to 5 business days prior to advertising a role externally.

Should an internal employee be successful in obtaining a new position, REDIMED standard practice is that internal employees must provide a minimum of 4 weeks’ notice before moving into another internal role. This is to allow time for both Managers to organise workloads and complete appropriate handovers, as well as allowing sufficient time to organise a replacement for the successful employee.

For further information please view the Recruitment and Selection Procedure.

# **Redundancy Policy**

To outline the processes and entitlements applicable when an Employee has received notification that their position is no longer required by REDIMED.

**Scope**

This policy and procedure is applicable to Employees in continuing or fixed term positions of greater than 12 months duration, excluding casual employees.

**Policy Statement**

Redundancy happens when an employer either:

* No longer requires an employee’s position for business operations, and within the organisational structure, or
* becomes insolvent or bankrupt.

Where an Employee has received notification that their position is no longer required by REDIMED, the Employee may apply to seek redeployment to a suitable vacant position within REDIMED. A request for redeployment may be at REDIMED discretion with consideration given if the skill set of the individual meets a business need and a position is currently available. Alternatively the Employee would receive a redundancy package based on age and length of service.

REDIMED may review its organisational structure and operations for reasons which may include, but are not limited to;

* introduction of new technology (e.g. the job can be done by a machine)
* business slows down due to lower sales or production
* relocates interstate or overseas
* restructures or reorganises because a merger or takeover happens.

A dismissal is not considered a genuine redundancy if:

* REDIMED still needs the employees job to be done by someone (e.g. someone else is hired to do the job)
* An employee could have reasonably in the circumstances been given another job within REDIMED or an associated entity

**Consulting with employees about major work place changes**

If REDIMED makes business decisions that are likely to result in redundancies, REDIMED will endeavour to follow the following steps:

* Notify the employee/s who may be affected by the proposed changes
* Provide employees with information regarding the changes and their expected effect
* Discuss the steps taken to avoid and/ or minimise negative effects on employees
* Consider employee ideas/ suggestions about the changes

For further information on the Redundancy process, please view the Redundancy and Redeployment Procedure.

# **Induction Policy**

REDIMED recognises that its employees are its greatest asset and they are fundamental to our success as a business. To enable all staff to become effective and efficient in their role as quickly as possible, it is essential that all staff new to REDIMED, or current REDIMED staff new to their role, receive a timely induction. REDIMED places critical importance on thorough induction procedures to ensure the following:

* All new staff feel welcome and comfortable and have sufficient knowledge of REDIMED and our business
* It is clear what REDIMED expects of them, and in turn, what new employees can expect of REDIMED
* The new staff member's role in the business is clear to existing staff
* Administrative set up is completed effectively, including computer access, email log ins etc

A through induction process will ensure that staff can quickly get up to speed, perform their duties effectively and begin to make a contribution to their team, the department and REDIMED.

**Scope**

This policy relates to all newly appointed staff and to existing staff members who have taken on a new role within REDIMED, or staff who historically have not undergone an induction. Staff are expected to be proactive in their own induction, and ensure that they receive from appropriate sources the relevant information and support that enables them to apply themselves to their job and fully contribute to the success of REDIMED.

**Aims of the Policy**

The policy aims to set out REDIMED’s approach to induction and to indicate how appropriate inductions can be provided. The policy will be accompanied by guidance on procedures and further supportive information for employees and managers.

The policy encompasses three main areas of Induction as follows:

* New Starter Induction
* Department and OHS Induction
* Role Specific Induction

**Objectives of Induction**

**New Starter Induction**

REDIMED Induction sessions are run regularly by the Human Resources team and is a required part of the recruitment and selection process. The new employee should be scheduled to attend the induction session that is closest to their start date (prior to start or immediately upon commencement). The aim is to allow staff to orientate and understand the REDIMED culture so that they can work comfortably and effectively. The induction also provides an opportunity to educate the new starters on REDIMED’s business, our strategy, vision and values. Elements of the New Starter Induction include:

* Business overview
* Discussion around expectations of REDIMED employees
* Policy and procedural requirements, e.g. equal employment opportunity

**Departmental and OHS Induction**

Departmental inductions are the responsibility of Managers and are to be performed on the employee’s first day, often at the same time as the Job Induction. The departmental induction is an important stage in making new staff familiar with how the department operates, the support staff within the department, and how they can operate effectively within it. Following on from the Manager induction, an OHS Induction will be completed by members of the OHS team and Health and Wellness team which will include:

* Housekeeping induction including toilet facilities, kitchen facilities, emergency exits and other important building information
* Manual handling induction
* Emergency evacuation procedure

**Role Specific Induction**

Induction into the job for which the individual has been employed is an essential part of the induction process and compliments the probation process. Activities carried out during job induction may be used by managers to document an individual’s performance during the probationary period. The specific activities within job induction will be dependent on the demands of the role and the skills and knowledge that the individuals brings with them, and will be at the discretion of the line manager. Role Specific Induction provides:

* Introductions to the team
* Workplace tour along with OH&S procedures and evacuation
* Nominated buddy within the team and a working safely plan
* IT system orientation including computer log ins and training on relevant systems such as GENIE
* Safety training, e.g. manual handling, in the case of an emergency (fire etc.)
* Issuing of keys or security access cards
* Consolidating their understanding of the duties and responsibilities of the role
* Understanding the expectations of them in the form of standards, objectives or a work portfolio, set with their line manager
* Understanding how their work performance will be monitored (including probation and performance review processes)

Induction resources including information sheets, templates and proformas, checklists and interactive modules will be available from the Human Resources Department, which will assist managers in offering guidance and tools to plan and carry out an appropriate and effective induction for new staff.

**Responsibilities**

There is a shared responsibility between individuals, line managers and training and development providers, for the development of staff at REDIMED, and this begins with ensuring that all staff receive an appropriate induction.

All new staff will be expected to be proactive and take ownership of their own induction, which will form the initial stage of their personal and professional development. Individuals will be enabled and supported in doing this throughout the duration of the induction period, beginning at the pre-arrival stage.

**Line Managers**

* Ensuring that staff receive the appropriate induction at job, department and REDIMED Company levels, including:
  + Induction into the department practices and culture and the local work environment
  + Conducting/directing induction into the job (some elements may be delegated) in accordance with the probationary procedure
* Allocating time for induction activities
* Enabling new staff to be proactive in conducting their own induction
* Maintaining induction records which support the probation procedure.

**New Employees**

* Identifying and undertaking, in a timely fashion, all the induction activities which are indicated to them by their line-manager and Human Resources.
* Applying knowledge and skills gained through Induction to performing their job.
* Maintaining induction records as part of their personal and professional development.

# **Probation Policy**

The probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. REDIMED uses this period to evaluate employee’s capability, work habits, behaviour, overall performance and suitability to the organisation and the role.

**Scope**

All new and hired employees work on a probationary basis after their date of joining for a period of six (6) months, with casual employees being exempt. Casuals may be terminated at any time subject to performance suitability or work availability with 24 hours’ notice.

**Completion**

Any significant absence will automatically extend the probation period by the length of absence. If company determines that designated probation period does not allow sufficient time to thoroughly evaluate the employee’s performance, the probation period may be extended for a specified period with notification given to the employee to advise of extension.

Upon satisfactory completion of the probation period, employees enter the “regular” employment classification and will be sent a formal notification from the Human Resources Department advising of this.

For further information, please view the Probation Procedure.

# **Performance Development Review Policy**

The performance development review system is primarily a planning process and secondary, a performance evaluation process. It is a mutual discussion between managers/ supervisors, and employees which provides an opportunity to reach a shared understanding of what is required to successfully undertake the business of REDIMED, to plan each individual’s particular contribution and the support required and to then recognise that contribution.

**Scope**

This policy is to be adhered to by all REDIMED employees including casual employees.

**Objectives of the Performance Development Review**

REDIMED’s performance development review system promotes continual improvement and learning by identifying development needs that address both the requirements of the employee’s current role and future career needs. Providing regular feedback, and mentoring, is integral to employee performance and development, and is a key responsibility of managers/supervisors. Effective performance should be recognised and unsatisfactory performance should be discussed and addressed at the earliest opportunity.

The performance management system provides for performance and development to be monitored, reviewed and assessed informally on an ongoing basis and formally on an annual basis by means of a Performance Appraisal process. Performance and development should be managed in a fair and transparent way whilst at the same time respecting the principles on confidentiality.

The objectives of the performance managements system are to:

* Provide a direct link between an employee’s role, goals and outputs to those of the organisation.
* Facilitate ongoing communication about performance between managers/supervisors and their direct reports.
* Provide an opportunity to identify and action training and development needs.
* Provide an opportunity to identify corrective or remedial action as required.

Please view the Performance Development Review Procedure for further information.

# **Performance Recovery Policy**

REDIMED is committed to ensuring that a fair and transparent process is undertaken in the event that your conduct or performance is found to be unacceptable. This policy outlines the process which is to be adopted in such circumstance. Nothing within this Policy will prevent the Company from addressing minor issues of conduct or performance in an informal manner.

**Scope**

All full-time, part-time and regular casual employees are subject to this Disciplinary Policy. However, if you have less than6 month’s continuous service, the Company reserves the right to discipline or dismiss you without first following a disciplinary process as outlined within this policy.

**Your Entitlements**

All disciplinary proceedings will be conducted fairly, objectively and without undue delay. You will be entitled to have a support person, other than a legal practitioner acting in a professional capacity, present as an observer (not participant) at any formal disciplinary meeting.

**Your Responsibilties**

At the commencement of a disciplinary process, REDIMED will consider the appropriateness of suspending you from your employment pending the outcome of an investigation or the disciplinary process. Suspension is not a disciplinary sanction in itself.

In the event that the Company does elect to suspend your employment, any period of suspension will be kept to a minimum and you will continue to receive your full entitlements and benefits, including pay, during this period of suspension.

During any period of suspension, you should remain at home and be ready to respond to the further instructions of management. While suspended, you should not contact any employee, attend any business premises or access any Systems without the prior approval of management which shall not be unreasonably refused.

You are expected to actively participate in any investigation or disciplinary procedure including the prompt attendance at any scheduled meeting. Failure to actively participate in any process without a valid reason will be viewed as misconduct in and of itself and may result in additional disciplinary action and/or a decision being made in your absence.

**Confidentiality**

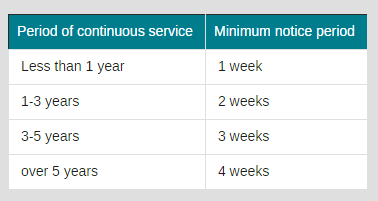
At all times documentation and discussions, actual or associated, with cases of unsatisfactory performance or behaviour must be treated as confidential.

The manager/supervisor should:

* Always conduct discussions about performance in private so that there is no embarrassment on the part on the employee
* Never reprimand or discipline an employee in front of other people
* Treat all documentation and discussions, actual or associated, with cases of unsatisfactory performance or behaviour as confidential at all times
* Retain all such relevant information on a confidential file to which access is on a ‘need to know’ basis only or on the employee’s personnel file
* Always have a witness
* Always consult HR before conducting any discussions
* Follow all REDIMED guidelines, procedures and documentation protocols
* Maintain records

# **Resignation and Terminations Policy**

In the instance where continued performance recovery discussions have been had, and the employee’s performance has still not improved, REDIMED reserve the right to terminate an employee in alignment with the Fair Work Commission’s minimum notice periods set out below however the Contract of Employment may reflect a lengthier notice period:



For employees whom are over the age of 45, and have been employed continuously for over 2 years, a further weeks’ notice will apply to the above.

Should an employee still be under their probation period, a notice period of 1 week applies?

**Immediate Terminations**

Any disciplinary matter relating to suspected or actual breaches of criminal law or acts of gross misconduct by a REDIMED employee must be settled in accordance with the following policy and in compliance with the prevailing legislation, award, industrial agreement or other contractual provisions.

As a general principle, REDIMED believes that what employees do outside the workplace in their own time is not the concern of REDIMED. The provisions of dealing with acts that warrant summary dismissal are concerned primarily with conduct in an official capacity. However, where conduct impinges upon the ability of an employee to adequately perform duties or adversely affects the reputation of REDIMED or its employees or clients, then REDIMED has a proper interest in disciplinary action. This policy affects all employees and contractors, including casual employees.

**Breaches of Criminal Law**

Where the suspected or actual offence is a breach of criminal law, any action taken by REDIMED must be relevant to each individual situation, thus ensuring the employee is treated fairly and equitably. It is essential that the Manager endorse any decision or action taken concerning the continuing duties, suspension, or dismissal of any employee charged or suspected with breaches of criminal law. Please note that summary dismissal on the basis of conviction of a criminal offence can only be justified if the conduct constituting the crime is consistent with the proper performance of the employee in their role at REDIMED.REDIMED reserves the right to notify any necessary external authorities or collate further as appropriate.

**Employee Rights**

An employee is entitled to be assisted by an appropriate person (e.g. witness) during the process of addressing issues of gross misconduct or criminal offences. All affected employees must be given the opportunity to respond to any allegations in relation to conduct or performance including being given the opportunity to attach comments to a record as well as being given copies of all signed records.

**Summary**

Instant dismissal for gross or very gross misconduct is possible depending on the facts involved. Human Resources will manage all termination requests and will consult with Management regarding best practice. The following list of behaviours is considered to be gross misconduct by the Company which will result in disciplinary proceedings and is likely to result in the termination of your employment without notice. The Workplace Relations Regulations provides some examples of gross misconduct including but not limited to:

* Breaches of Criminal Law
* Theft, fraud or assault by the employee while in the course of employment;
* The employee being intoxicated at work; or
* The employee “refusing to carry out lawful and reasonable instruction that is consistent with the employee’s contract of employment”.

However, there is no rule clearly defining the degree of misconduct that will justify summary dismissal. The question of seriousness must always be considered, and the test to be applied would vary with the nature of the work and the position held by the employee. A very careful investigation must be made by the supervisor into the seriousness of the offence before considering summary dismissal.

**Confidentiality**

At all times documentation and discussions, actual or associated, with pending cases of summary dismissal must be treated as highly confidential. The supervisor should take special note of the following:

* Always conduct discussions and interviews in private so that there is no embarrassment on the part of the employee.
* Never discipline an employee in front of staff, friends or colleagues.
* At all times documentation and discussions, actual or associated, with cases of unsatisfactory performance or behaviour must be treated as strictly confidential.
* All such relevant information must be retained on a confidential file to which access will be on a “need-to-know” basis only.

**Written Records**

It is essential to document all discussions relating to the issues being addressed. Please remember to only capture what was stated, do not include interpretations or assumptions. If a disciplinary matter relating to a REDIMED employee is unresolved and is referred for arbitration or court it is vital that adequate written records have been maintained to provide legally defensible evidence to support the action taken by REDIMED.

* It is essential to document all discussions relating to the resolution of employee problems.
* The employee must be given opportunity to attach comments to a record
* The employee must be given copies of all signed records.
* Differences of view should be noted and the employee should be asked to sign the record. However, this does not necessarily signify agreement with the supervisor’s views. What the employee does or does not agree with may be stated in the record. If an employee declines to sign the record this should be noted in the record which should be signed by the supervisor or any other witness.

# **Training and Development Policy**

REDIMED values the work that you perform and recognises that our employees play a crucial role in its success and is therefore committed to providing staff with training and development to increase their skill set and abilities in an employee’s current role and, wherever possible, to assist in their career development. Training and development opportunities may come in many different forms, which may involve internal or external training.

**Scope**

This policy is to be adhered to by all REDIMED employees including casual employees.

**Your Responsibilities**

When participating in training, you must ensure you meet all requirements of the training in order to successfully complete training you will be required to provide REDIMED with evidence of your satisfactory completion of training, e.g. certificates, awards etc.

**Types of Training:**

**Internal Training**

REDIMED may, from time to time, provide formal internal training in the workplace. You may be required to participate in this training, or you may request in writing to participate in such training, if you feel this is directly relevant to your current role within REDIMED or would benefit your career progression within REDIMED. REDIMED will issue a formal request and or approval for an employee to attend such training.

In addition, REDIMED encourages you to engage in informal training on an ongoing basis. This may involve both participating in, and leading, informal training with your colleagues.

If there are any areas in which you feel formal or informal training is required in order to complete your role, you are encouraged to raise this with your Line Manager or Human Resources.

**External Training**

REDIMED may, from time to time, require you to participate in external training. Where this training is conducted outside of your normal work hours, you may be granted time off in lieu equivalent to the length of the course at the sole discretion of management and only where this is authorised in advance.

Alternatively, after 12 months’ employment with REDIMED, you may request any of the following to facilitate your attendance at any external training that is directly relevant to your role with REDIMED:

* Unpaid study leave;
* Paid study leave (up to 5 additional days per year, subject to approval);
* Reimbursement of course costs; or
* Flexible work patterns for the duration of the course.

Whether such requests are granted will depend entirely on the operational needs of REDIMED and the relevance of the proposed training to your current/future roles with REDIMED. REDIMED retains final discretion to approve such requests and to impose any such conditions on approval as it may see fit in the circumstances. This may include:

* Conditions on reimbursement, e.g. reimbursement of course costs subject to passing course and provision of evidence relating to this;
* Requirement to enter into a written agreement to repay course costs if you leave REDIMED within a specified period after training; and
* Requirement that the training is directly linked to a skills gap that has been identified in your team/department.

**Reimbursement of Training Costs**

REDIMED will provide you with relevant training and staff development if required, furthering your skills within the business. If your employment ceases due to any reason (excluding redundancy and / or extenuating circumstances) within twelve months (12) of the training date, REDIMED reserve the right to require reimbursement for the costs of training, including but not limited to;

* Training registration costs
* Flights and / or travel costs
* Accommodation costs
* Meal allowances

This repayment will be due on or prior to your final working day however with Management discretion, payment plans can be implemented.

# **Grievance and Complaints Policy**

The aim of this policy is to provide a guide regarding the lodgement and management of internal REDIMED grievances, including those about harassment or discrimination, with a view to resolving those issues. This policy explains what to do if you have a grievance. Any grievance raised will be treated in confidence, and can be made without fear of reprisal.

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Definition**

A complaint is generally defined as an expression of displeasure which is able to be rectified easily. Alternatively, a grievance is a formal documented process including a written statement concerning a dispute in relation to work, or matters arising within the workplace, which cannot be simply resolved by management and will be dealt with in accordance with this policy.

REDIMED expressly reserves the right to deal with any complaints as it sees fit on a case by case basis in consultation with Human Resources. REDIMED may also, at its sole discretion, decide that a matter raised by an employee is more properly categorised as a complaint and deal with it as such.

REDIMED supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them. REDIMED aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, REDIMED will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

For further information, please view the Grievance and Complaints Procedure.

# **Leave Policy**

**Scope**

This policy applies to all categories of staff employed by the company.

**Definition of Leave**

Leave relates to any form of leave and may be determined as annual leave; long service leave; sick leave; conference/education and training leave; time off in lieu; or compassionate leave.

The purpose of the leave policy is to:

* Facilitate the effective management of the company’s leave liability and leave arrangements;
* Ensure that staffing levels are appropriately covered and service delivery is not affected when staff take leave;
* Facilitate a healthy workforce by approving recreational leave on a regular basis; and
* Promote equitable employee access to leave.

Team Leaders will endeavour to approve leave applications consistent with the employee’s needs, however these needs will be considered in the context of operational requirements and commitments and may result in non-approval of leave on some occasions. REDIMED strongly recommend that employees do not book travel, accommodation or commitments until their request has been approved. Should an employee take leave which has not been approved by their Team Leader will be classed as unauthorised absence from the workplace and may result in disciplinary action.

Team Leaders have full authority to approve, or not approve, standard period of leave as defined below:

* 2 weeks or less of Annual Leave
* 2 days or less of Personal Leave
* 2 days or less of Bereavement Leave
* Time in Lieu

Any leave falling outside of the above is considered non-standard leave and will require dual authority of both the Team Leader and the Executive Committee, including but not limited to;

* 2 weeks or more of Annual Leave
* 2 days or more of Personal Leave
* All Parental Leave applications
* All Long Service Leave Applications
* Extended Bereavement Leave

**Outcomes**

* Employees will be familiar with the requirements for taking leave and reducing excess leave, associated policies and their conditions of service
* Employees are strongly encouraged to discuss future leave plans with their Team Leader so that there is adequate forward planning for the impact of the leave. Staff will also be asked to schedule tentative leave dates in a company annual leave forward planner
* Application for Leave will only be approved on completion of the Leave Application Form and authorisation by the employee’s Team Leader. In exceptional circumstances, where there is a strong business case, the Executive Committee may override the initial authorisation to approve or not approve an employee’s leave application. The decision of senior management will be final and at all times will override the initial decision.
* Approval of leave will be applied in conjunction with an employee’s condition of service, relevant agreement, the principles of natural justice and reflect written policy
* Employees will not go on leave without the appropriate leave approval process being followed
* Employees will not go on any category of leave without completing an appropriate Leave Application form
* Long service leave and annual leave will not accrue to an undesirable level (see excess leave)
* Procedural fairness will be observed in all processes regarding the management of leave.

Note: employees are not encouraged to cash out leave entitlements in the interest of the health and wellbeing of the individual. Any applications to do so will considered and approved at the absolute discretion of REDIMED by the Executive Committee.

**Risk Management**

* If leave is not managed appropriately, staff rosters may not be covered, client safety may be compromised and the delivery of services may be adversely affected
* If appropriate leave application forms are not completed appropriately, employees may receive entitlements, which are not lawfully theirs and therefore may adversely affect the financial viability of the organisation
* To minimise the risk of employees accruing excessive leave entitlements which put the organisational operational requirements, or financial viability, at risk

**Excessive Leave**

REDIMED define Excessive Leave as entitlements is as the below:

* Annual Leave in excess of four (4) weeks
* Long Service Leave that is not taken within one (1) year of it falling due

Employees and Team Leaders are required to proactively manage the level of accrued leave and endeavours should be made by employees to take leave as soon as practicable after it has accrued. Where excess leave exists, employees are required to plan with their Team Leader a strategy to reduce their leave to a reasonable level, with examples including:

* Taking 1 block of leave (such as a 3 week holiday)
* Staggering annual leave absences such as using 1 day per fortnight as annual leave
* Formally seek deferral of annual leave entitlements which may be approved in exceptional circumstances at REDIMED discretion

Where the Employee and the Team Leader cannot agree on a time to clear the excessive leave accrued, the company may direct the employee to take the excess leave at a time that best supports the needs of the business with the employee being required to take the leave at the time directed, to ensure the health and wellbeing of the employee.

**Leave Application Procedure**

Employee responsible for completing the appropriate Leave Application Form and submitting to their Team Leader for approval. All leave forms are to be submitted within appropriate timeframes as below, except in the case of Personal Leave and Bereavement Leave, or other such emergencies:

|  |  |
| --- | --- |
| **Period of Leave** | **Notice Period (minimum)** |
| 1 day - 1 business week | 1 weeks’ notice |
| 1 business week – 2 business weeks | 2 weeks’ notice |
| 2 business weeks – over | 4 weeks’ notice |
| Long service leave or extended leave | 3 months’ notice or as much as practicable |

The Team Leader is responsible for addressing and approving, or not approving, leave forms with the below timeframes:

|  |  |
| --- | --- |
| **Period of Leave** | **Notice Period (minimum)** |
| 1 day - 1 business week | 1 weeks’ notice |
| 1 business week – 2 business weeks | 2 weeks’ notice |
| 2 business weeks – over | 4 weeks’ notice |
| Long service leave or extended leave | 3 months’ notice or as much as practicable |

Before approving leave, the Team Leader is required to review employee rosters and confirm that there is sufficient cover if that staff member is absent for the leave period; or for the purposes of longer periods of time such as long service leave, ascertain whether temporary/contract staff will be required.

REDIMED encourage all Team Leaders to follow the below Leave Approval regulations:

* No leave will be generally authorised of two employees for the same period of leave where the employees both work in the one area of the business.
* If additional leave cover is required, the leave will not be approved until the cover has been confirmed.
* If leave cover is not available, and the needs of the business require the employee to be available for work, the leave will not be approved.

If leave application is successful:

* The Team Leader signs the Leave Application Form, retains a departmental copy and provides a copy to the employee whom is responsible for submitting the approved form along with the timesheet during the fortnight the leave occurs. Note: if the leave falls over more than one pay period, the employee is responsible for attaching the approved leave form for each relevant payroll period,
* The Team Leader will then provide a copy of the approved Leave Form to Human Resources to be filed on the employee’s personnel file
* Prior to going commencing leave, the employee is required to complete an appropriate handover to their Team Leader and other team members, including participate in orientating new staff should the employee will be absent for extended periods of time.

If leave application is not accepted:

* The Team Leader will immediately arrange a meeting, or discussion, with the employee to advise of the reasons for non-approval and alternative solutions
* In addition, if the employee wishes to take the matter further, the grievance resolution may be utilised.

**Personal Leave**

All Personal Leave is to be documented on the Leave Application Form and submitted to the employee’s Team Leader. It is the employee’s responsibility to ensure that they submit the Leave Application form following the day of absence, or the day they return to the workplace.

If the employee fails to submit the Leave Application Form, or is unable to, the Team Leader may complete the form on their behalf before sending the completed form through to the Finance Department during the period of absence to ensure that payroll and leave entitlements are adjustments appropriately.

As per the Leave Application Procedure, a medical certificate or statutory declaration is required by all REDIMED employees if they:

* Take two (2) or more days leave in a row; or
* Take a day on either side of a weekend, public holiday or registered day off
* REDIMED may at its discretion request a medical certificate or statutory declaration for each absence from work

All Personal Leave will be monitored by the Team Leader along with Human Resources to ensure that patterns of repetitive personal leave or excessive leave are investigated appropriately.

**Time in Lieu**

Time off in Lieu can only be accrued and or taken with prior approval from the employees Team Leader with all Time in Lieu accruals and usage being recorded in the Time in Lieu Tracker. In the first instance, additional approved working hours will be classed as Time in Lieu and recorded in the tracker with the expectation that all Time in Lieu is to be taken within the following fortnight of being accrued.

Time in Lieu will only apply where:

* It has been appropriately authorised and signed off by the Team Leader prior to the employee logging the hours in the TIL Tracker
* It relates to the direct treatment of a patient i.e. does not apply to reporting time and/ or where there is a business case for the additional hours
* In the first instance, Time in Lieu will be banked to be utilised within the following fortnight, however any Time in Lieu that cannot be utilised must be discussed with the Team Leader and employee to confirm when the Time in Lieu will be cleared
* Team Leaders have authority to have Time in Lieu converted into paid hours with examples where additional Time in Lieu hours may be paid to the employee include:
* Where the employee works part time and allowing time away from work would negatively impact job performance, or departmental operational requirements
* Where there is a shortage of staff to enable the employee to take the Time in Lieu during the working fortnight
* Where there is peak operational period for the business
* All approved hours must be documented and recorded as Time in Lieu or as paid hours on the Time in Lieu tracker
* TIL must be cleared within the fortnight in which it accrued
* TIL authorised as paid hours will need to be signed off and given to the accounts team for adjustment as part of fortnightly payroll.
* TIL authorised as TIL must be forward entered on a leave form and rostered off in line with the needs of the business within the working fortnight. This leave form must be authorised and given to accounts for payroll adjustments to be made.
* TIL is not accruable and all must be cleared as per above with any outstanding TIL being negated after 4 weeks
* The company does have the expectation that reasonable overtime will form part of the employee’s contracted hours.

**References**

* Employee’s individual employment contract
* Terms and Conditions documentation
* Leave Application Form
* Time sheet
* Leave tracker and forward planner as applicable.

# **Allowances Policy**

This policy has been developed to explain the Overtime provisions for salaried employees within REDIMED.

In order to facilitate the operations of the business, REDIMED may from time to time request a salaried employee to work overtime. When a salaried employee is directed to work overtime, she or he will either receive payment for working the overtime or may elect to take Time in Lieu in accordance with the provisions of this policy along with the Leave policy. However REDIMED will consider all overtime applications to ensure the health, safety and wellbeing of our employees including relevant Fatigue Management policies.

**Policy Purpose**

This policy informs salaried employees of their entitlement to, and the applicable conditions for, payment of overtime in accordance with the provisions detailed by REDIMED.

**Scope**

The provisions of this policy apply to every employee whom receives a salary, up to and including Team Leaders.

**Definitions**

Overtime is defined as when an employee works extra time, or more hours, than specified in their contract, which can include:

* Any hours beyond the ordinary hours of work
* Any hours outside the agreed number of hours as per employment contract
* Any hours outside the spread of ordinary hours

To provide clarity, “the spread of hours” is the times of the day ordinary hours can be worked which REDIMED determine to be between 7:00AM – 7:00PM.

All employees of REDIMED are expected to work additional reasonable overtime as per their Employment Contract. To provide further clarity, REDIMED define “reasonable overtime” as **not including** the below, with the exceptions of emergencies:

* Working prior to 7:00AM, or after 7:00PM
* Working more than 9 hours in one shift
* Working outside of standard business hours for the department, i.e working on Saturdays
* Working in excess of 45 hours per week

**Overtime Requests**

REDIMED may direct an employee to work a reasonable amount of overtime, unless they have reasonable grounds for not working the overtime. In determining whether additional hours are reasonable or unreasonable, the following must be considered:

* any risk to the staff member’s health and safety from working the additional hours
* the staff member‘s personal circumstances, including family responsibilities
* the needs of the work unit in which the staff member works
* whether the staff member is entitled to receive overtime payments, penalty rates or other compensation for, or she or he receives a level of remuneration that reflects an expectation of, working additional hours
* the notice (if any) given by REDIMED of any request or requirement to work the additional hours
* the notice (if any) given by the staff member of his or her intention to refuse to work the additional hours
* the usual patterns of work in the work unit
* the nature of the staff member‘s role, and the staff member‘s level of responsibility

All overtime must be requested by the Team Leader in writing(e.g. by email) prior to the commencement of overtime with REDIMED endeavouring to provide employees 48 hours’ notice of overtime requests. Likewise, an employee can request to work overtime by applying in writing (e.g by email) to their Team Leader ideally 48 hours prior to commencement. Overtime not authorised prior to the overtime being undertaken will not be paid as overtime and will instead be considered Time in Lieu as per the Leave Policy.

**Refusal of Overtime**

All REDIMED employees have the right to refuse to complete overtime, or request different hours, in accordance with the above reasons. However, REDIMED reserve the right to ensure employees complete “reasonable overtime” as per their Employment Contracts.

**Overtime Rates**

All appropriately authorised overtime will be paid at the ordinary rate per hour in accordance with the relevant Legislation or Industry Award with REDIMED using the below as a guide for staff not covered by an Industry Award:

|  |  |
| --- | --- |
| **Day** | **Payment** |
| Monday – Friday | Ordinary rate at time and half for the first three hours, and double time thereafter for shifts in excess of 9 hours |
| Saturday | Ordinary rate at time and half for the first three hours, and double time thereafter  (minimum two hour payment) |
| Sunday | Ordinary rate at double time  (minimum two hour payment) |

**Meal Allowances**

An employee will not be required to work for more than five consecutive hours, without taking an unpaid meal break of at least 30 minutes. A meal allowance shall be paid where:

* the staff member works at least one and a half hours authorised overtime before or after her/his ordinary hours for the day/shift and,
* such overtime is continuous with the staff member's normal hours for the day/shift except for any intervening meal break

The meal allowance rate will be in line with relevant legislation and Australian Tax Office requirements.

**Staff Member Recalled to Duty**

An employee who is required to work overtime which is not continuous with her/his ordinary duty shall receive a minimum of three hours overtime payment at the overtime rate detailed even if the period of duty may be less than three hours.

If a staff member, who is On-Call (as defined by the On-Call Arrangements Policy), is required to return to REDIMED at any time outside the span of hours set out above, the employee shall receive a minimum of three hours overtime at the overtime rate detailed above, inclusive of travel time.

**Rest After Overtime**

An employee required to work overtime in circumstances where there is not a break of at least 10 consecutive hours between the cessation of one period of duty and the commencement of the next ordinary period of duty shall be released from duty, without any loss of pay, for a period of at least 10 consecutive hours.

Other than emergencies, REDIMED will make all reasonable efforts to ensure that staff are not required to continue working without having had at least 10 consecutive hours off duty.

For further clarification, please consult with your Team Leader who is responsible for the implementation and operation of these arrangements in their work area. Should further advice be required please contact Human Resources.

# **Pregnancy at Work Policy**

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Advising of Pregnancy**

REDIMED encourages employees to inform their manager of their pregnancy as soon as possible. However, we respect that an employee may not wish to advise us of her pregnancy earlier than the minimum notice period. We also respect an employee’s wishes regarding when it is appropriate to tell colleagues about the pregnancy.

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

**Treatment during Pregnancy**

REDIMED is committed to ensuring the safety of pregnant employees and considers harassment, bullying and discrimination to be unacceptable behaviour.

See the Equal Employment Opportunity Policy for our general policy and procedure on harassment, bullying and discrimination.

**Safety at Work**

REDIMED understands pregnancy to be a healthy and normal process and recognises that women have different experiences. When an employee notifies her manager that she is pregnant, the manager will ask the employee to let them know if they experience any changes to their work capacity during the pregnancy. The employee and her manager will then discuss what is needed to keep the employee safe at work and adjustments will be made accordingly where possible.

Options to reduce hours, change of duties, light duties, rotated tasks, provision of a chair and provision of additional breaks are common ways to ensure safety at work, and will be considered on a case-by-case basis.

**Transfer to a Safe Job**

If it's not safe (due to illness, risks or hazards) for a pregnant employee who is entitled to parental leave to continue in her usual position, she can be transferred to a 'safe job' with no change to her

terms and conditions. The employee needs to provide REDIMED with reasonable evidence that she is fit for work, but it would be inadvisable to continue in her present position. REDIMED may insist on a medical certificate.

If REDIMED can’t transfer the employee to a safe job, she may take (or be required by REDIMED to take) paid ‘no safe job’ leave for the time stated in the medical certificate or until the pregnancy ends (either by giving birth or otherwise).

'No safe job' leave is not sick leave – it is a separate paid leave type. This leave will be paid at the rate specified in the award or agreement which, at a minimum, can be no lower than the employee’s base rate of pay for her ordinary hours of work. In the six weeks prior to the expected date of the birth of the child, an employer may ask an employee on safe job leave for medical certificates stating that she would be fit to perform a safe job, if one were available to her.

An employee may be required to take unpaid parental leave (instead of paid no safe job leave) if she does not provide a medical certificate within seven days or if she provides a medical certificate stating she is not fit for any work.

**Terms of Work**

A pregnant employee may work until the expected date of birth of her child. If she wishes to continue working in the last six weeks of her pregnancy, she may be requested to provide a medical certificate confirming she is fit to work during the last six weeks of her pregnancy along with completion of the Fit to Work - Pregnancy Form.

If, within 7 days after requesting a Fit to Work form and medical certificate, the employee:

1. does not provide the requested certificate; or
2. provides a certificate indicating that the employee is unfit for work due to her pregnancy and will remain unfit until the expected birth date,

REDIMED will require the employee to commence unpaid parental leave early.

See the Parental Leave Policy for further information.

**Breastfeeding at Work**

Discrimination on the basis of breastfeeding is against the law. REDIMED will take all reasonable and proportionate steps to identify and eliminate all discrimination and harassment of mothers that breastfeed their children in the workplace. In doing so, REDIMED will support the right of mothers to breastfeed their children or express milk without discrimination or harassment.

Employees should discuss their needs with their manager or employer. A private space may be made available, or other arrangements made by agreement between the manager and the employee.

If the employee’s duties need to be covered while she is absent from her work environment several times during the day to breastfeed or express milk, this should be discussed and agreed with her manager.

**Return to Work**

If the employee has agreed to contact during leave, then towards the end of the leave period, the manager should confirm the employee’s intention to return on the agreed date. The employee also may want to discuss any requests for flexible work arrangements for this date. An employee must provide four weeks’ notice if they want to extend their leave beyond the return date that was initially advised. See the Parental Leave Policy.

Under the National Employment Standards, the employee on parental leave has the right to return to the job they held prior to going on leave, including any promotion. If that position no longer exists, the employee will be given whichever other available position is nearest in status and remuneration to the position they held prior to going on leave.

If an employee was placed in a safe work position prior to leave, the employee is entitled to return to the position they held immediately before the safe work position. If the pre-parental leave position no longer exists, REDIMED will follow its redeployment and redundancy procedures to determine if a suitable alternative position is available.

# **Flexible Working Arrangements Policy**

**Scope**

This policy applies to all employees including permanent full-time and part-time employees, as well as casual employees, regardless of role of job function.

**Policy**

Employees may request flexible working arrangements based on parental and carer responsibilities. To comply with the Equal Opportunity Act, REDIMED will consider this request, and consider all relevant facts and circumstances in deciding whether or not to agree to the request. Such a request will not be refused unless it is reasonable to do so.

Circumstances that may be relevant to determining whether a refusal is or is not reasonable include:

* The nature of the employee's work and parental or carer responsibilities
* The nature and cost of the arrangements required for an employee to fulfil their family or carer responsibilities
* The financial circumstances of the employer
* The size and nature of the workplace and the employer's business
* The effect of the flexible working arrangements on the workplace, including the financial impact on the business
* The consequences for the employer of having the flexible working arrangements
* The consequences for the employee of not having the flexible working arrangements

Other factors that might be relevant in a particular case include:

* When the arrangements are to commence
* How long the arrangements will last
* Information that has been provided by the employee about their situation
* The accrued entitlements of the employee, such as personal, carer's or annual leave
* Whether any legal or other constraints affect the feasibility of the employer accommodating the responsibilities, such as occupational health and safety laws or award penalty rates.

In addition, under the National Employment Standards, employees who have at least 12 months continuous service, with responsibility for the care of a child under school age, or for care of a child under 18 with a disability have the right to request flexible working arrangements.

Flexible work arrangements will also be considered for situations but include, but not limited to;

* Employees affected by disability
* Compassionate Leave
* Study Leave
* Illness or Injury Leave
* Return to Work programs
* Extenuating circumstances

Employees must put a request for flexible work arrangements in writing - REDIMED will provide a written response granting or refusing the request within 21 days and will only refuse such requests on reasonable business grounds. These reasons will be detailed in the written refusal.

**Flexible Work Options**

Flexible work options which may be considered by REDIMED include:

* Part time hours
* Graduated return to work (for employees returning from parental leave), e.g. the employee returns part time and then builds up to full-time work flexible start and finish times for staff to accommodate child care and school pick-up requirements
* Flexible rostering such as working split shifts
* Job-sharing - where two or more employees share one full-time position, each working on a part-time basis
* Work from home
* Purchased leave (48/52 leave) – where employees take an additional four weeks leave per year by adjusting their salary to 48 weeks paid over the full 52 weeks
* Compressed hours – where the employee works additional daily hours to provide for a shorter working week or fortnight
* Alternate duties
* Other options may be agreed at Management discretion.

Employees utilising flexible work practices will be treated no less favourably than any other employee, nor will flexible working arrangements be a barrier to promotion or supervisory responsibilities.

For further information, please view the Flexible Working Arrangements and / or Leave Procedure.

# **Working from Home Policy**

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

The purpose of this policy is to provide employees with the flexible option to work from home where appropriate.

The intent of this policy is to endeavour to ensure that:

* Work that needs to be performed in an environment where performance of duties and expectations is not compromised
* Circumstances exist where family – life balance issues have been assessed whereby the company agrees for a period for the employee to continue working from home

It is not the intention of this policy to enable staff to work from home on a regular basis so as to substitute or reduce regular child care arrangements or other caring arrangements that would normally be needed during work hours.

**Policy**

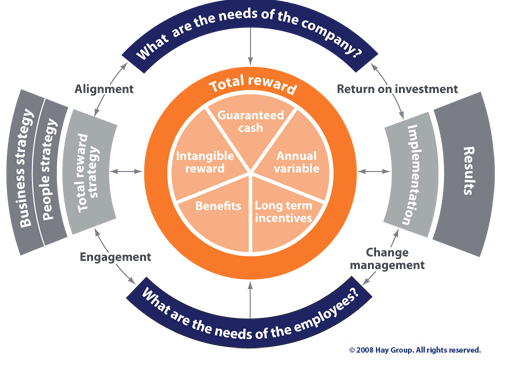
Work from home may only be entered into by mutual agreement between REDIMED and the employee on a case by case basis. Where it is a one off need to work from home it can be approved by the employee’s manager. Where it is more than a one off event it must have Senior Management approval. Approval to work from home on interim short term assignments or where deemed necessary for development outcomes, may be granted if:

* The employee’s duties are suitable for work from home; (company representative to complete assessment of work area and/ or compliance sheet completed and authorised by Manger P&P) ? form
* The work carried out from home does not contravene any local or state government regulations;
* Suitable equipment has been provided either by the organisation or the employees;
* Hours of work, rest breaks and a suitable work area have been agreed to;
* Reporting processes have been arranged; and
* The employee has sufficient information, experience and training to undertake work safely and with a minimum of assistance and direction.

Where employees work from home for more than a week at a time they are required to attend the office weekly, at the time determined by the manage, to meet with their manager and work colleagues. This attendance would enable monitoring, feedback, two way interaction and can include formal meetings and/or informal communication.

# **Reward and Recognition Policy**

Reward and Recognition initiatives within REDIMED aim to recognise and reward the efforts and achievements of teams and individuals who exemplify REDIMED values. This policy reflects REDIMED’s culture of demonstrating appreciation and recognition for the contributions made by staff at all levels and in all areas of the organisation.



This policy aims to reinforce many of the priorities outlined in the REDIMED’S People Plan and provides a framework to:

* Retain high performing staff
* Encourage greater teamwork, cooperation and pride in our organisation
* Promote innovative thinking and initiative
* Motivate people to continue to make such contributions
* Support the building of a performance based culture
* Contribute to a more productive and satisfying work environment

The key principals of Reward and Recognition at REDIMED are that:

* Reward and recognition should be continuous and ongoing, through frequent and timely verbal feedback to staff and colleagues
* Recognition will be carried out in a fair, transparent and accountable manner
* Forms of reward and recognition should be flexible, including both formal and informal
* mechanisms for recognition of achievement
* Reward and recognition should be timely and appropriate to the achievement
* Reward and recognition should be meaningful and valued by the recipient
* This policy complements but does not replace the provision of ongoing feedback and recognition to staff

This policy describes:

* Formal and informal forms of recognition
* Nomination processes
* Award criteria
* Recordkeeping provisions through the Human Resources department
* Reporting considerations
* The role and responsibilities of the Reward and Recognition Committee
* Reward funding and financial issues

An effective recognition program should be timely, relevant, adaptable, meaningful, simple and support organisational goals and values. All employees can nominate their colleagues for an informal award by contacting the nominee’s line manager or Director.

In consideration of this, a range of suggestions for both recognition and rewards have been compiled below:

* Verbal or written client feedback
* Verbal feedback
* Recognition at a Business Unit, Team and/or Group meeting
* Email broadcast to the relevant Business Unit, Team or Group
* Letter of appreciation from the relevant Director or General Manager
* Certificate of Appreciation
* A news update on the Intranet or inclusion in Insight
* Approved incentive gifts

In addition to the recognition and rewards offered, the achievement is to be recorded in the recipients’ profile which is facilitated by the Human Resources department.

For further information, please view the Reward and Recognition Procedure.

# **Nepotism Policy**

REDIMED staff must avoid any conflict of interest in the appointment and management of or interactions with a near relative, close friend, spouse, partner or personal associate in the same organisational unit or elsewhere within the Organisation, in accordance with the REDIMED Code of Conduct.

REDIMED permits the hiring within the organisation of individuals of the same family, household or those who have a personal relationship. However, hiring within the same department normally is prohibited for individuals of the same family or for those who have a personal relationship, without prior written approval from the Executive Committee and Human Resources.

Additionally, to avoid a conflict of interest or an appearance of conflict of interest, no employee may initiate or participate in, directly or indirectly, decisions involving a direct benefit with a person whom they have a personal relationship with, including;

* selection and promotion of staff
* confirmation of appointment
* performance review
* staff development opportunities
* authorisation of payments

without prior approval from Executive Committee and the Human Resources department.

**Definition of Relationships**

To provide further clarification, a person whom has a personal relationship with an employee is defined as follows:

* family relationships (including spouse, children, siblings, cousins, relations by marriage, parents or other close relatives)
* emotional relationships (including sexual relationships and friendships)
* financial relationships (including commercial relationships where pecuniary interest is present) to the individual, or their family or friend

To avoid a conflict of interest or appearance of a conflict of interest, the definition of “relationships,” which is covered by this policy, should be interpreted very broadly. In considering whether a relationship falls within this policy, all employees are urged to disclose the facts if there is any doubt rather than fail to disclose in cases where a relationship exists or existed in the past.

**Romantic or Sexual Relationship**

Conflict of interest also exists when there is a romantic or sexual relationship in the context of employment supervision or evaluation. Therefore, no REDIMED Team Leader may influence, directly or indirectly, salary, promotion, performance appraisals, work assignments or other working conditions for an employee with whom a personal relationship exists. Team Leaders involved in a romantic or sexual relationship, in the context of supervision, must discuss the matter on a confidential basis with the Executive Committee or with Human Resources, to assess the implications for the workplace and make arrangements to ensure that employment related decisions are made in an appropriate and unbiased setting.

Although both employees involved in a relationship are individually responsible for disclosure, a Team Leader’s failure to report such a relationship will be regarded as a serious lapse in the management of the workplace and grounds for appropriate disciplinary action, including termination (particularly in cases where bias or harassment has occurred in connection with a benefit.)

**Team Leader Responsibility**

REDIMED strives to ensure that all Team Leaders are responsible for sustaining a positive workplace environment and one which is conducive to the professional growth of all employees. It is important to understand that, even when arrangements have been made to minimize conflicts of interest regarding particular employment-related decisions, it is necessarily more difficult for a Team Leader to be fair when a close relationship exists with an employee.

No Team Leader shall directly manage or supervise a family member, nor a person with whom they have a close personal relationship, or romantic or sexual relationship. Personal relationships should not interfere with, be seen to interfere with, or influence practices in the workplace. REDIMED expects all staff to avoid and minimise the likelihood of conflicts arising due to personal relationships.

Disruption to the workplace can be particularly acute when a sexual or romantic relationship involving a Team Leader is known to exist but cannot be discussed openly. Team Leader’s should also understand that even in a consenting relationship there are substantial risks of charges of sexual harassment or favouritism when supervision is involved.

**Report of Relationship**

Team Leaders who receive a report that someone who reports to them is involved in a consensual romantic or sexual relationship with an employee the Manager supervises, REDIMED expect that appropriate steps should be taken to ensure that decisions are made in an unbiased setting, with Human Resources to be advised of such relationships.

For further information, please view the Code of Conduct Policy, or speak with Human Resources for further clarification.

# **Travel Policy**

**Scope**

This policy affects all employees and contractors of REDIMED, including casual employees. It is your responsibility to ensure that you comply with this policy at all times when travelling.

**Travel Advisories**

Before booking any travel, approval by your manager must be obtained. If travelling overseas, all REDIMED travellers must check the DFAT website [(www.smartraveller.gov.au)](http://www.smartraveller.gov.au/) for information about their scheduled travel destinations. Destinations noted by Smart Traveller as a *'Reconsider your need to Travel*’ or *‘Advised Not to Travel*’ risk, cannot be travelled to without prior permission of Executive Management. Once travel has been approved, travellers should monitor the DFAT website for any changes in their travel advisory, since these can be updated frequently.

When there is concern about the safety of a REDIMED Traveller’s destination, REDIMED may curtail, suspend or prohibit travel. In the situation of a travelling staff member caught in an emergency overseas such as a health alert, conflict, civil unrest, terrorist event or natural disaster, they are required to register with the Australian embassy and contact their REDIMED Manager.

**Risk Assessment**

For travel activities where the levels of risk are unknown i.e. new mine site or isolated location, a risk assessment must be conducted by the individual or group with the Employer/Contractor, and reviewed by the responsible REDIMED Manager. Records of the risk assessment should be retained by the Manager.

**Travel Insurance**

REDIMED provides Corporate Travel Insurance which covers REDIMED staff, accompanying spouses/partners and dependent children, on approved travel of more than 100kms on REDIMED business. REDIMED Corporate Travel Insurance has exclusions which are specified on the Insurance website ([Travel Insurance FAQs)](https://www.fin.unsw.edu.au/secure/unsw_allstaff/Travel/InsuranceGuide.html).

**Approvals**

The Travel Policy states that all travel of more than 100kms from the usual workplace, domestic and international, must be approved by a person with the appropriate level of delegated authority within the traveller’s department. Approval must be documented.

**Travel Booking**

All travel services must be purchased using the best fare of the day and on the basis of the most efficient, safe, convenient and cost effective means of transportation. Travellers must recognise the restrictions and limitations that may be imposed dependent upon Budget restrictions. REDIMED does not reimburse travel expenses of a non-employee accompanying traveller.

\*\*Booking agent of company?

**Airfares**

All Domestic and International travel requirements are coordinated by REDIMED’s Executive Assistant. A form must be completed and approved by their department manager, before being accepted for further action. All travel services must be purchased using the best fare of the day and on the basis of the most efficient, safe, convenient and cost effective means of transportation.

**Class of Travel**

REDIMED travellers will normally travel in economy class. Exceptions to this standard, such as a medical condition, travel in a higher class such as Premium Economy or Business Class or explicit external funding arrangements, will require the written approval of the Senior Management and must be filed for audit review if required. Approval may be given on a standing basis for a stated period of time. REDIMED Travellers may choose to utilise their frequent flyer points or use personal funds to upgrade.

**Accommodation**

The standard of accommodation chosen should provide a safe and secure environment, which is conveniently located and provides value for money. As a general indication for overseas travel, a single room with private facilities in a 3-4 star hotel would meet these standards.

**Motor Vehicles**

A REDIMED Preferred Supplier can be used to book rental vehicles for domestic use and the REDIMED Executive Assistant will oversee rental vehicles for domestic travel. Travellers must utilise REDIMED fleet services, rental cars, taxis, shuttle services or public transport before using private vehicles for travel on REDIMED business. Travellers requesting to use a private vehicle should complete a travel expenseform attaching evidence of comprehensive insurance and vehicle registration. As per ATO requirements, Travellers must keep a record of mileage for each claim (maximum 5,000 Km’s per car, per financial year). REDIMED does not accept any liability arising from the use of a private vehicle on REDIMED business. See Motor Vehicle Policy for further information.

**Travel Expenses**

REDIMED does not expect employees to be out of pocket as a result of travel on REDIMED business and will ensure that they are paid or reimbursed an amount that is consistent with reasonable business-related expenses actually incurred. Payment or reimbursement of travel expenses must be approved by the person with delegated authority to approve travel in the traveller’s department. Approvals must be in writing, and filed for audit review if required. The question of what is an appropriate travel expense to pay or reimburse, consistent with REDIMED’s Travel Policy and Procedure, is a matter of the travel approving line managers judgement.

As a guideline, travel expenses must be of a business nature and, in addition to accommodation, meals and incidentals, would normally include:

* Visa and related fees;
* Internet access;
* Transport, including taxis, public transport, travel taxes and tolls;
* Dry cleaning and laundry expenses (where staff are away more than five days);
* Parking fees;
* Business phone calls; and
* Health expenses (including inoculations, vaccinations and travel specific medications).

Payment or reimbursement of travel expenses can be made by one or a combination of a REDIMED credit card, reimbursement of reasonable expenses actually incurred, and payment of a travel allowance.

**Reimbursement**

Reasonable expenses actually incurred may be reimbursed upon production of invoices/receipts. For minor items of expenditure in circumstances where it is not normal business practice to issue receipts, a statement by the traveller as to the amount and nature of such expenditure incurred will be accepted in lieu of a receipt. Tipping, in countries where it is an expected payment and up to the expected amount, can be included in claims for reimbursement of meals. Reimbursements for meals and incidentals must meet the reasonableness test of the ATO Taxation Determination (TD2013/16).

Applications for a Travel Cash Advance can be made through REDIMED’s Travel Management System (– effectively a reimbursement in advance - may be approved where a significant amount of expenditure while travelling is anticipated and a REDIMED or private credit card cannot be used. Receipts or invoices for cash advance expenses must be retained and submitted for settlement within 30 days from the date of travel return. Repayment of any unused portions of a Cash Advance must be made to REDIMED by way of cash, personal cheque or via EFT.

**Travel Diaries**

A travel diary is a document indicating the nature of the business activity, where the activity took place, the dates, the approximate commencement times and duration of the activity. Under Payroll Tax and Fringe Benefits Tax requirements, travel diaries must be filed for all travel for periods of 6 or more nights away from an employee’s residence including transit time. Periods of personal travel should be recorded as “Private.”

A travel diary needs to be attached to the booking in REDIMED’s Travel Management System and retained for a period of five years. If a completed travel diary is not completed, all travel costs will be subject to Payroll Tax and Fringe Benefits Tax (currently up to 107% of the total travel cost.)

**Travel Profile**

A travel profile is to be set up and maintained for all REDIMED Travellers, including emergency contact details and relevant Embassy information. The travel profile can be accessed by Management or Human Resources.

For further information, please view the Travel Procedure.

\*\*List examples of what is/is not allowed

# **Motor Vehicle Policy**

The Company provides motor vehicles for use by some employees so as to enable them to perform their duties. Employees may also be required to use their own vehicle for business use. This policy regulates all vehicle use for work purposes.

If the Company has provided access to a motor vehicle to you to enable you to perform your duties, you are entitled to use that vehicle in accordance with this policy along with any Federal or State legislation and laws.

**Your Responsibilities**

It is your responsibility to ensure that you comply with this policy at all times when operating a Company motor vehicle. You are also responsible for ensuring that any of your passengers also comply with the terms of this policy, as relevant, and that only authorised drivers drive Company motor vehicles.

As a REDIMED representative, you must:

* At all times ensure you provide the company with a copy of your current drivers’ license, and ensure you drive in a safe and lawful manner.
* At all times while driving Company motor vehicles, observe and obey the relevant road laws in the state or territory in which you are driving including the use of seatbelts and adhering to speed limits. Any breach of the road rules may result in disciplinary action.
* Must not drive Company motor vehicles in a manner which subjects the vehicle to any unnecessary or excessive wear and tear.
* Conduct regular inspections of the vehicle for any damage and reporting any damage to management.
* You are responsible for the safety and security of any Company motor vehicle that you use. You must always secure the vehicle and its contents, and turn on any alarm system that is fitted to the car.

For further information, please view the Motor Vehicle Procedure.

# **Expenses Policy**

This policy aims to provide guidance in relation to claiming work related expenses.

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Your Entitlements**

Where expenses are incurred by you in the course of your duties, you are entitled to have these expenses reimbursed in accordance with this policy. Where you are required to travel as part of your duties, you are also entitled to claim reasonable related expenses including travel, accommodation and meals that relate to such travel in accordance with this policy.

**Corporate Credit Card**

Staff holding a REDIMED credit card should use it for travel expenses wherever possible and appropriate. Where a travel allowance has been (or will be) claimed, staff should not charge to their credit card expenses properly covered by the travel allowance. Credit card reconciliations, for all charges, are to be completed monthly at a minimum or fortnightly, as required, prior to the due date. Substantiation and appropriate records of expenditure are required for travel expenditure charged to the credit card domestically and overseas. Receipts and tax invoices must be submitted with your REDIMED Credit Card reconciliation. For extended travel periods, cardholders should notify the Credit Card Administrator that reconciliation and approval may be delayed to prevent suspension of their card.

**Your Responsibilities**

You are required to ensure that any work related expenses incurred are reasonable in the circumstances. You are required to obtain a tax invoice/receipt for all expenses incurred, with copies provided to management as set out below. You are responsible for ensuring that all expenses claimed by you are reasonable and legitimate. Any attempt to falsify expenses, or otherwise claim expenses that are not work-related, is viewed as gross misconduct which will result in disciplinary proceedings and may result in the termination of your employment without notice.

For further information, please view the Expenses Procedure.

# **Business Gifts Policy**

REDIMED is committed to ensuring our working relationship with all suppliers and business partners is based on high business ethics and integrity. REDIMED fully supports the development and transparency of professional relationships between our team members and our suppliers, but in doing so we must ensure that a high standard of integrity is maintained.

**Scope**

This policy applies to all staff including casual employees and persons who have entered into a relationship with REDIMED for a specified period of time, including contractors and consultants.

**Definitions**

Gifts and benefits generally fall into two categories;

* Nominal Gifts and benefits
* Above Nominal Gifts and benefits

For the purposes of this policy, Nominal Gifts are described as goods and/or services which have nominal value, less than $100.00. Generally speaking, nominal gifts and benefits may include, but are not limited to:

* Food and beverage items such as birthday cakes, Christmas cookies or easter eggs
* Small gifts in recognition of important events such as birthdays or religious holidays
* Movie vouchers, books, coffee vouchers and other vouchers
* Gifts of single bottles of reasonably priced alcohol to individuals or teams at end of year functions or in recognition of work done

For the purposes of this policy, Above Nominal Gifts are described as goods and / or services with a significant value of over $100.0. REDIMED employees are prohibited from accepting an offer of money, regardless of the amount. Generally speaking, above nominal gifts and benefits may include:

* Tickets to major sporting events
* Corporate hospitality at a corporate facility at a sporting venue
* Discounted products for personal use
* Use of holiday homes
* Free or discounted travel
* Access to confidential information

In the event that you are unsure of the appropriateness of a particular Gift, you should contact Management or Human Resources for further guidance. Please also review the Business Gifts Procedure.

# **Mobile Phone Policy**

**Scope**

This policy applies to all employees and contractors including casual employees of REDIMED.

An employee of REDIMED may be allocated a mobile phone to assist in the performance of their duties. The Company mobile including the mobile number assigned, is the property of REDIMED, and is assigned to a position, not an individual.

Any messages composed, sent or received on REDIMED mobile phones are, and will remain at all times REDIMED property. REDIMED reserves the right to intercept, access, review and disclose all messages created, received or sent via a Company’s mobile phone.

**Employee Usage**

REDIMED Company mobile phones are to be used for business related purposes only. Reasonable personal use of REDIMED mobile phones is permitted however if personal use is deemed excessive, Management reserves the right to proceed with disciplinary action including removing the mobile phone from the possession of the employee.

The following are examples of unreasonable personal usage however this list is not exhaustive:

* International calls that are not required as part of the position;
* Calls which incur a significantly higher rate per minute than usual;
* Personal use during work hours, except in the case of emergency; and
* Excessive personal use outside of work hours, that causes REDIMED to incur costs beyond a reasonable amount

An employee is not permitted to access another staff member’s mobile without prior written consent by REDIMED. Employees must not use REDIMED mobile phones while operating a motor vehicle unless a ‘hands-free car kit’ is installed in the employee’s vehicle. Employees who have been provided with a mobile phone with email and internet access must comply with REDIMED policies dealing with email and internet access where relevant.

**Voicemail**

An employee must setup their voicemail on the mobile phone REDIMED provides. Missed calls should be returned within a reasonable timeframe and employees should ensure they clear their voicemail regularly. Voicemail set up on REDIMED mobile phones should say:

“*Hello, this is (name), (title) of REDIMED. I am unable to take your call right now so please leave your name, number and a short message and I will return your call shortly”.*

**Damage, loss or theft of mobile**

Employees provided with a mobile phone from REDIMED must at all times take care to avoid damaging it or altering its appearance other than through normal wear and tear. If a phone is lost, damaged or stolen the supervisor/manager must be notified immediately.

Depending on the circumstances in which the mobile phone was lost, stolen or damaged, the employee may be held responsible for replacing the mobile phone if the loss, damage or theft was caused or contributed to by the employee’s lack of care or negligence.

Termination or Transfer of Employment

Should an employee move internally from a position with mobile phone access, into a role that does not require a mobile phone, the employee will be required to return the mobile phone to Management.

Upon termination of employment, or at the discretion of the supervisor/manager, the mobile phone and any other related accessories, including the mobile number itself, provided by REDIMED to you must be returned promptly to REDIMED.

Refusal to return any REDIMED property, including mobile phones and the mobile number itself, will be deemed as theft and may result in criminal charges.

# **Environmental Best Practice**

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

REDIMED will comply with all local, state and federal laws and regulations on:

* disposing of hazardous waste (including EPA’s list of prescribed industrial waste), trade waste (i.e. waste added to the sewer) and waste water
* safe handling, storage and transport of hazardous waste and dangerous goods
* noise
* land use
* air pollution and carbon emissions

REDIMED will set targets each year to increase energy and water efficiency, and seek opportunities for reducing and recycling waste. To do this, we will:

**General**

* investigate ways to reduce consumption or recycle waste
* publish monthly energy and water use on the staff notice board including savings made, and report on greenhouse gas emissions
* give preference to maintenance and other contractors using green products

**Energy**

* buy electrical and lighting systems rated as energy efficient
* use accredited GreenPower, either in part or whole

**Water**

* buy appliances rated as water efficient
* buy plumbing devices (e.g. taps) with built-in flow restrictors in kitchen and washing up areas, or add these to existing fittings

**Waste**

* look for opportunities to exchange waste on the waste exchange database website (wasteexchange.net.au)

# **Conflict of Interest Policy**

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of REDIMED. All employees are required to act in good faith towards REDIMED. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of REDIMED.

As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with REDIMED. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of REDIMED and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of REDIMED will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of REDIMED.

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should:

* declare any potential, actual or perceived conflicts of interest that exist on becoming employed by REDIMED to management
* declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by REDIMED to management. Prior to accepting or performing any works that form a conflict, REDIMED reserves the right to refuse permission for the conflict of interest work to occur or continue, and can terminate employment on grounds of conflict of interest.
* avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible

If an employee declares such an interest, REDIMED will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation. Employees must disclose any other employment that might cause a conflict of interest with REDIMED to their manager. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at REDIMED. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with REDIMED using knowledge and/or materials gained during the course of employment with REDIMED. Engaging in other business interests during work hours will result in strong performance improvement action.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with REDIMED, in a timely manner, may result in performance improvement proceedings including dismissal.

# **Patient and Client Confidentiality Policy**

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

The purpose of this policy is to ensure that clients and staff are aware of their rights and responsibilities concerning privacy and confidentiality.

**Personal responsibility and communication guidelines**

All staff and other personnel employed by REDIMED are required to treat **all** client information with the utmost confidentiality. Staff with access to confidential, private or sensitive information **are not** to divulge this information with any other personnel unless authorised to do so. If you are ever asked to divulge confidential information about a client by a person who has no authority to request this, please report the matter to your supervisor immediately. If you ever hear a REDIMED employee discussing information of a confidential and/or private nature in an inappropriate way (e.g., chatting to a colleague in the office or lunch room, telling friends in a social setting), you must report the matter to your supervisor immediately.

The easiest way to follow this policy is to remember one simple rule: **NEVER give out confidential and/or private information about a client** unless it is to an authorised person. This means not even to family members - we have no way of knowing a person’s family situation, and that person has the right to withhold private information from his/her family members.

**Ramifications of breeches of the confidentiality of records**

In a health setting a client can take legal action against the staff member responsible under the Law of Negligence. REDIMED owes a duty of care to the client to prevent any "damage" to the client.

To avoid a successful claim by the client, REDIMED needs to be able to prove that they have steps in place to prevent such a breach taking place. These are:

* Recruitment and selection of staff, incorporating police checks.
* Induction training of new staff on confidentiality and privacy and record keeping policy and procedures.
* Yearly staff training, reinforcing company policies and informing staff of any changes to policies.
* Correct audited procedures for record keeping.
* Security systems in place to monitor and record computer access to information.
* Security systems in place to regulate level of access to information for different staff.
* Police are contacted if there appears to be any breach.

If REDIMED and procedure regarding confidentiality of client information is not followed, the individual staff member (or staff members) may be sued by the client rather than REDIMED.

ALL staff at REDIMED are required to sign a confidentiality agreement when they commence employment. This is a legally binding document that clearly states your obligation to treat all client information in a confidential manner.

**Personal information**

* Privacy of the individual’s details must be maintained at all times.
* Personal information that needs to remain confidential includes the age, gender, address, and date of birth of the individual.
* Other topics that also need to remain private are details of health issues, family information. Any other information of a personal or sensitive nature should be discussed only with the appropriate people when and where others will not overhear the conversation.
* Staff sometimes will discuss details of a person in the lunch room, in the corridor or in ear shot of the public; this is a policy breach.

**Access to records**

Records may be paper or computer based, stored on discs or CDs. Records have legal, administrative and cultural constraints on their storage and disposal.

* Staff do not all require the same level of access to information. The level of access required is determined by the person’s job role.
* Computer access is monitored and restricted to ensure that client confidentiality is maintained.
* Documents need to remain private and confidential, and must **at all times** be stored in a secure cabinet for access by authorised personnel only.
* Documents are not to be left where members of the general public may access them as the information within them could be taken out of context or made public.
* Check with the medical staff prior to allowing family members to access documents. There may be information that the client does not wish their family, friends or others to know.
* Under the Privacy Act, clients are able to access their own health information.

**Inter-organisational access**

Records **may not** be transferred from one organisation to another without management approval. Not all organisations have reciprocal privacy agreements, so care needs to be taken and the correct channels followed to ensure that any sensitive or confidential information is not passed over to someone that may not treat the information in the same confidential manner as REDIMED.

**Computer and Internet confidentiality**

* Within an organisation there will be information that is sensitive and confidential in nature stored on the computer network.
* At no time are staff to allow access for visitors to view computer-based information. Information that is printed out must be filed in the appropriate place according to the department’s protocols.
* Any information that is to be discarded must be thrown into the locked bins for shredding prior to being discarded.
* Most organisations have a confidentiality agreement that employees sign when they first join the company. These agreements protect the privacy of clients by ensuring that all staff will not pass on information of a personal or sensitive nature to any outside source.
* All staff are issued with an ID logon that gives them access to a particular level of computer access.

**Release of Information**

**Telephone**

* The only time transfer of information is appropriate over the telephone is between authorised personnel such as allied health and medical staff, supervisors and management.
* When answering the phone, do not ever give out any information - refer the enquiry immediately to a supervisor, manager or member of allied health or medical staff.
* If you are ever in any doubt as to the caller’s identity, or suspect that something is not right, inform a supervisor immediately and do not comply with any requests from the caller.

**Press and media requests**

* Never give information to the press or media. There is always a spokesperson for REDIMED that will be designated as the person to speak with them.
* Politely decline any requests and refer the person to a supervisor.

**Storage of records**

* Records must be correctly stored and eventually destroyed (in line with legal requirements) by authorised personnel to make sure that information of a sensitive nature is not made public.
* All records must be stored in a secure, safe area where there is no possibility of damage by pests, vermin or environmental factors.
* Records are stored both at internal organisational and registered external storage areas.
* The area must be safeguarded by staff and security.
* When stored, there is a system for location of records to allow for ease of access by authorised staff.
* Records must be transported in a safe and confidential manner ensuring that access is only given to authorised staff.

**Destruction of records**

**Locked bins**

* Any confidential or sensitive paperwork is placed in locked bins and shredded prior to being sent for recycling.
* Records are kept for as long as they have value, which in the case of health records varies. It is generally for 7 years after the client has been discharged from services, but can vary for certain conditions and cultural considerations.
* Each State/Territory is covered by legislation and has regulations regarding record retention and disposal. These may be accessed at [www.weblaw.edu.au](http://www.weblaw.edu.au).

# **Confidentiality and Intellectual Property Policy**

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees.

**Procedure**

1. **Definitions**

**Confidential Information** shall include all information that has been specifically designated as confidential by the Employer and any information that relates to the personal details of REDIMED employees and patients, commercial and financial activities of the Employer, the unauthorised disclosure of which would embarrass, harm or prejudice the Employer. Without limiting the foregoing, “Confidential information” includes computer programs, employee information, patient information, concepts, data, materials, ideas and advertising strategies relating to REDIMED’s business.

**Intellectual Property** includes patents, trademarks, designs, copyright, confidentiality and trade secrets. It represents the property of your mind or intellect. In business terms, this also means your proprietary knowledge.

1. **Information**

Except as authorised by REDIMED, no employee shall use for their own benefit or gain any supplier or customer contacts to advance their own personal interests in any way or divulge to any persons, firm, company, or other organization whatsoever, any confidential information belonging to REDIMED or relating to REDIMED’s affairs or dealings that may become part of an employee’s knowledge during their employment.

All confidential records (e.g. patient records, client lists and details, pricing structures and arrangements), documents (e.g. tenders, market research, equipment) and other papers, computer software, drawings and any other intellectual property, together with any copies or extracts whether on paper or computer disk, made or acquired by the staff member in the course of their employment shall be the property of the Employer and must be returned to the Employer upon the termination of the staff member’s employment.

All information acquired by a staff member in the course of his or her duties is to be held in the strictest confidence.

Client business is not to be discussed with any person external to the firm, without the express written consent of the client unless there is a legal or professional duty to disclose that information.

Discussion of a client’s business within the firm should be limited to those staff members assigned to the engagement, unless the manager or partner on the job believe that other personnel in the firm should be consulted on certain aspects of the engagement.

Where work is carried out on client premises, staff must not discuss the business of the client with the client’s staff, except in so far as it is necessary to secure information for purposes of their work.

Files left overnight at a client premises should be kept in a locked cupboard or office. Confidential and sensitive information obtained should be promptly filed and the file locked away when left unattended.

Confidential information about our firm (such as but not limited to, patient records, billing rates, related REDIMED information) should not be provided to clients or other external persons without the express written consent of a partner.

Staff should place client correspondence files into a secure area each day. All working files should be maintained in an orderly fashion in cupboards or shelving around staff office areas. This ensures that the confidential information of our clients is properly cared for.

Any client information or confidential information about our firm, which is not to be retained by REDIMED or returned to the client, should be placed in the security disposal bin in the storage room next to the photocopier. Waste paper baskets are not to be used for firm or client material.

Under no circumstance is information obtained from or about clients to be used for an employee’s personal gain.

Working desks are to be kept clean and free of miscellaneous paper. The files for only one client are to be open on a working desk at any one time. This will ensure client records are not intermingled.

The restriction on release of information shall cease to apply to any information or knowledge that may subsequently come into the public domain other than by way of unauthorised disclosure.

For a period of at least 12 months from the date of termination of the staff member’s contract of employment, the staff member agrees that they shall not, without the written authority signed by authorised Directors of REDIMED, disclose or make use of any Confidential Information in their knowledge or possession, shall not contact any suppliers or customers of REDIMED and shall not entice any other employee of REDIMED to leave their employment.

# **Assault and Violence Policy**

**Scope**

This policy is to be adhered to by all REDIMED employees and contractors including casual employees as well as any visitors to REDIMED properties or sites.

**Outcome Desired**

All staff and visitors to the site will be free to go about their daily activities without threat of assault and violence to their person or property.

**Risk Management**

If this policy is not adhered to then there is a significantly increased likelihood of physical and emotional trauma for any party resulting in increased costs in both human and financial regards. If not addressed, then the health and safety of both staff and clients will be adversely affected.

**Definition**

Violence at work can be any incident where employees or others are abused, threatened or assaulted during the course of work undertaken. Violence may manifest itself as physical assault, verbal abuse, sexual harassment or other intimidating behaviour.

**Source of Violence at Work**

* Strangers (burglars or those with a grudge against the facility);
* Current or past customers;
* Current and former co-workers who threaten and assault;
* Spouses or partners involved in domestic disputes; and
* Those infatuated with or who stalk employees.

**Factors Increasing Risk of Person Being Attacked at Work**

• Exchanging money with the public;

• Working in an area where alcohol or drugs are stored;

• Working alone or with only a few others;

• Working late-night or early morning hours;

• Working in high-crime areas;

• Guarding valuable property or possessions; and

• Working in community settings and health care agencies

For further information, please view the Assault and Violence Procedure.

# **Policies Declaration**

REDIMED Company policies and procedures are agreed to as a part of your employment contract and therefore must be read and understood to ensure you are fully aware of your responsibilities as an employee of REDIMED.

Please read each of the policies included in this document to ensure you are aware of your rights and responsibilities.

This form is required to be signed, dated and returned within 2 weeks from your commencement date to the Human Resources Department – [hr@redimed.com.au](mailto:hr@redimed.com.au)

**Employee Declaration:**

I have read and understand the contents of the REDIMED Policy Manual and I agree to the terms of conditions of these documents.

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date**: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**