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Human Resources Procedure Manual

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#### 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!

# Drug and Alcohol Testing Procedure

This procedure should be read and applied in conjunction with the REDIMED Drug and Alcohol Policy. This procedure sets out how REDIMED will achieve its policy objective of ensuring that the health and safety of people at its sites are not put at risk by the actions of people under the influence of drugs and alcohol.

**Scope**

These procedures apply to employees and contractors of REDIMED, including casual employees.

**Purpose**

These procedures establish the processes to be followed in implementing the REDIMED Drug

and Alcohol Policy, including:

* How drug and alcohol testing will be conducted;
* The actions to be followed in response to drug or alcohol tests including immediate

responses and follow-up actions; and

* How matters of confidentiality, discipline and disputes will be handled.

Further information on the testing procedure, including what to do in the event of a non-negative result, is listed further below.

**Confidentiality**

REDIMED respects the privacy of personal information and will ensure the confidentiality of any personal information collected. The results of any alcohol and drug tests are retained on the employee’s personal file by REDIMED’s Human Resources Department.

**Testing Methods**

* Drug confirmation tests will be undertaken in an accredited laboratory in accordance with AS4760 Procedures for the collection detection and quantification of drugs in urine.
* Alcohol tests will be undertaken using alcohol breath analysers in accordance with AS/NZS 3547:1997 Breath Alcohol testing devices for personal use.

**Pre-Employment Testing**

As part of our standard recruitment process, REDIMED requires the preferred candidates to undertake a LAB drug and alcohol test prior to their employment being finalised as part of the pre-employment process. This testing is undertaken by an off-site service provider and involves urine testing for:

* Opiates
* Sympathomimetic amines
* Cannabis metabolites
* Cocaine metabolites
* Benzodiazepines

In the result of either an alcohol or drug test returning a non-negative result, the Human Resources Advisor will re-consider the applicants pre-employment status and may view this as grounds for dismissal from the process.

**Drug and Alcohol Test Booking Procedure**

All REDIMED Drug and Alcohol tests are completed off site at a Western Diagnostics Clinic. In order to request a pre-employment DAS, please complete the below process.

**Steps:**

1. Human Resources to complete REDIMED HR Lab DAS Collection Letter (found in the following location: I:\Human Resources\Administration\RECRUITMENT\New Starter Pack) ensuring that the Applicant name is updated accordingly
2. Save the REDIMED HR Lab DAS Collection Letter in PDF format in the following format:

*REDIMED HR Lab DAS Collection Letter SURNAME* within the applicant personnel file

1. Send the PDF DAS Collection Letter to the applicant with the standardised DAS Request Email template (which includes information on the testing procedure, locations and the process following on from the appointment.)
2. Once DAS results are sent through, log in to the MedWay Western Diagnostics account using the log in details below:

Username: [afee@redimed.com.au](mailto:afee@redimed.com.au)

Password: Belmont2015!

Follow the steps to the “results” page and click on the applicant name.

Once results are opened into PDF, print a copy to file in the applicant hard copy personnel file and also save the results in the following format:

*SURNAME First Name DAS DATE* within the applicant personnel file.

**Random Workplace Testing**

REDIMED reserves the right to facilitate random drug and alcohol testing conducted on REDIMED operated sites, by an independent, appropriately qualified and competent service provider (the Tester). The Tester will develop and implement an operationally appropriate random selection process which must meet the satisfaction of REDIMED management. The goals of the random selection process will be:

* To, on average, test each REDIMED employee at least twice each year for drugs.
* To, on average, test each REDIMED employee at least twice each year for alcohol.
* To ensure that Contractors and visitors are also tested.

**Drug and Alcohol Test Booking Procedure**

All REDIMED Drug and Alcohol tests are completed off site at a Western Diagnostics Clinic. In order to request a Random Workplace Testing, please complete the below process.

**Steps:**

1. Human Resources to complete REDIMED HR Lab DAS Collection Letter (found in the following location: I:\Human Resources\Administration\RECRUITMENT\New Starter Pack) ensuring that the Applicant name is updated accordingly
2. Save the REDIMED HR Lab DAS Collection Letter in PDF format in the following format:

*REDIMED HR Lab DAS Collection Letter SURNAME* within the employee personnel file

1. DAS Collection Letter is to printed and given to the employee prior to them being escorted to the closest Western Diagnostics clinic for screening.

**Refusal to submit to Drug and Alcohol Testing**

If a person selected to undertake any drug or alcohol test refuses to participate, a result of a confirmed positive test will be recorded and they will be stood down from their position and asked to leave the workplace. The matter will then be addressed as a breach of the REDIMED Code of Conduct.

Reporting of such incidents to the relevant Executive Manager alongside Human Resources is mandatory and the matter will be dealt with using the REDIMED Disciplinary Procedure.

**Contractors and Visitors**

In the event of a contractor or visitor returning a non-negative drug or alcohol test, REDIMED reserves the right to immediately ask for the person to remove themselves from REDIMED site. Management will follow up with the contracting or visiting company to inform them of the reason for denial of site access.

**Non-Negative Results**

Should an employee, contractor or visitor dispute the result of the initial screening test, they will be afforded the opportunity to undertake a second screen and have their sample independently assessed by an appropriate testing facility.

**Employees – Alcohol Testing**

* In the event of a REDIMED employee returning a non-negative alcohol test, that person must undertake a confirmation test within 15 to 60 minutes of the original test.
* Should this confirmation test also return a non-negative alcohol test, the employee will not be permitted to enter, or remain, on any REDIMED site and will be dismissed for their duties immediately. Please see “safe transfer home” procedure below.
* Non-negative alcohol test results will result in disciplinary action against the employee which will be recorded on their employee file by Human Resources.
* Upon consultation with Management, the affected employee will be approved to return to work a period of 1 business day later upon completion of a negative alcohol test. Casual employees will not be paid during the period absent from the workplace.

**Employees – Drug Testing**

* In the event of a REDIMED employee returning a non-negative result for a drug screening test, the test sample will be sent to a laboratory for confirmation testing (GCMS.) This process may take up to 3- 4 business days. During the time period that REDIMED are awaiting the GCMS results for the employee’s drug test, the employee will not be permitted to enter, or remain, on any REDIMED site. Please see “safe transfer home” procedure below.
* Should this confirmation test also return a non-negative drug test, the employee will not be permitted to enter, or remain, on any REDIMED site and will be dismissed for their duties immediately.
* Non-negative drug test results will result in disciplinary action against the employee which will be recorded on their employee file by Human Resources.
* Upon consultation with Management, the affected employee will be approved to return to work upon successful completion of no less than 2 drug tests with negative results. However, should the employee still be within their probation period, Human Resources will consult with Management and review their employment status. Casual employees will not be paid during the period absent from the workplace.

**Safe Transfer Home**

If it is deemed appropriate, the Manager may be asked to arrange for the employee and their vehicle to be taken home. If a person refuses to be driven home, or allow a third party to drive their vehicle home, then the Supervisor should inform them that if they drive their own vehicle after recording a non-negative test they may be breaching the law. Further they should be advised that if they have an accident and are injured, they may not be able to make a claim to WorkCover as a journey claim.

When a Contractor or visitor presents a non-negative result, their Manager or organisation will be asked to provide safe transport arrangements when they are notified of the result.

**Subsequent Breaches of Drug and Alcohol Policy**

If a REDIMED employee returns a second positive test result for drugs or alcohol in the space of 12 months, this may be considered as a dismissible offence and their employment status will be reviewed. However, should the employee still be within their probation period, Human Resources will consult with Management and review their employment status after the initial non-negative result.

If a contractor or a visitor tests positive for a second time within a 12 month period their access to all REDIMED sites will be reviewed with a possible consequence being a ban from all sites.

For further information, please view the Performance Review or Terminations procedure.

**Leave Procedures**

All employees are entitled to leave in accordance with the relevant awards or agreements as per the employment contract, with the exception being casual employees whom are not entitled to paid leave. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence. Any documents regarding leave will be kept on the employee’s personnel file. For purposes of this policy, all leave entitlements listed here are based on the National Employment Standards as well as relevant Federal and State legislation.

**Annual Leave Procedure**

Each permanent or fixed term employee is entitled to a minimum of 20 day’s annual leave per year, which is calculated and paid pro-rata for part-time employees. Leave entitlements are calculated from the date of commencement and accrue in accordance with workplace relations legislation. Annual leave counts towards continuous service (used when calculating long service leave). Casual employees are not entitled paid leave.

The below is a guide to notice periods required when booking to leave to enable the business to workforce plan and cover the leave periods:

|  |  |
| --- | --- |
| **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 |

All planned leave has to be mutually agreed between the employee and their Manager while taking into account the team workload. REDIMED will always try to ensure that annual leave requests are approved however Management reserves the right to reject a leave approval should operational needs and business requirements not be met.  
  
REDIMED also recognise where leave is made:

* Close to the leave date, times may be faster than above
* Made well in advance of leave (e.g for flights) leave will be approved as early as possible, but may not be approved until the above leave notice period.

**Operational Shutdowns**

An employee is expected to take accrued annual leave for operational shut down periods. If insufficient annual leave is accrued, REDIMED may direct an employee to take leave without pay or alternatively allow the employee to enter into negative accruals at absolute discretion of REDIMED Management.

**Cashing Out Leave**

If your employment is not subject to an award or agreement, you may be eligible to cash out annual leave accrued, where any such agreement will not result in your annual leave accrual falling below four weeks. Approval to cash out leave will need to be given in writing by REDIMED’s Executive Committee, or Chief Executive Officer.

**Long Service Leave Procedure**

You are entitled to long service leave in accordance with the relevant laws of the state in which you are employed. Long service leave should be taken as soon as reasonably practicable after you become entitled to it.

**Personal Leave Policy (Sick Leave, Carers Leave, Personal Leave)**

An employee is entitled to a minimum of 10 days of personal leave every 12 months and continues to be accrued yearly, which is calculated and paid pro-rata for part-time employees. Personal leave is not paid out upon termination of employment.

An employee may take paid personal leave if the leave is taken:

(a) because the employee is not fit for work because of a personal illness, or personal injury, affecting the employee; or

(b) to provide care or support to a member of the employee’s immediate family, or a member of the employee’s household, who requires care or support because of:

(i) a personal illness, or personal injury, affecting the member; or

(ii) an unexpected emergency affecting the member

To provide further clarification, immediate family members or household members are defined as follows:

* An immediate family member is a spouse; defacto partner; child; parent; grandparent; grandchild; sibling; or
* Child, parent, grandparent or sibling of the employee’s spouse or defacto partner
* A household member is any person who lives with the employee

As an employer, REDIMED recognises that on occasions instances will arise that require an employee to be absent from work during standard working hours for a health reason where the employee does not have an illness or injury (i.e specialist appointments, dental appointments etc.) FairWork Australia does not stipulate whether an appointment being booked in advance or not (i.e dental appointments, blood tests etc) affects the application of Personal Leave, however REDIMED reserves the right to asses each individual application on a case by case basis. Team Leaders are authorised to approve standard leave which encompasses two (2) business days or less of personal leave.

Examples that may be acceptable reasons to utilise Personal Leave accruals are:

* Medical appointments including x-rays, blood tests, dental appointments etc;
* Medical appointments for a minor, child or immediate family member of an employee of the above nature;
* Unexpected emergencies or instances affecting the employee or immediate family member, such as household emergencies such as flooding or burglary

REDIMED’s preference in the above instances would be a discussion between the employee and the Team Leader and where possible, to utilise Time in Lieu, or Flexible Working Arrangements wherever possible however personal leave applications will be further reviewed on a case by case basis with REDIMED discretion.

Furthermore, a normal planned pregnancy and birth would not usually constitute personal carers leave (these are dealt with under parental leave), however illness as the result of pregnancy may fall under personal carers leave.

The evidence requirements of the Act (Section 107) state that the reasons for personal leave must be provided, including reasons for carer’s leave as this is part of the personal leave balance.

A medical certificate or statutory declaration is required by all REDIMED staff if you:

* 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

Note: Statutory declarations are not be signed or authorised by a family member or household member of the employee.

REDIMED may also request that you provide sufficient evidence for these purposes where it considers you have taken excessive personal leave or patterns of leave. If you fail to provide a medical certificate or statutory declaration in accordance with the above, you will not be paid for your absence and may be subject to disciplinary action.

REDIMED may also require you to:

* Provide consent for the Company to talk to your medical practitioner and obtain a report concerning your illness or injury; or
* Be examined by a medical practitioner nominated by the Company in respect of your illness or injury who will provide a report to the Company.

Carer's Leave is processed as above. In the event that an employee needs to take personal leave however has not enough personal leave accruals, all employees including casual employees are entitled to take up to two days unpaid carer’s leave for each occasion of family or household member illness or unexpected emergency, subject to the provision of sufficient evidence. An employee cannot take unpaid carer’s leave if they could instead take paid carer’s leave.

Please seek guidance from Human Resources if uncertain prior to applying for, or approving, any leave requests.

**Personal Leave for Cosmetic Purposes**

Where an employee requires absence from work for Cosmetic Procedures due to elective cosmetic reasons including but not limited to;

* Teeth whitening or cleaning
* Breast augmentations
* Botox or fillers

REDIMED will review the application on a case by case basis with REDIMED discretion, however the standard practice for Cosmetic Procedures will mean the employee is only eligible to apply for Annual Leave or Leave Without Pay, not Personal Leave. If genuine need for medical leave (Eg. Complications) maybe discussed on a case to case basis and may at REDIMED discretion be approved as Personal Leave.

**Compassionate / Bereavement Leave Policy**

Compassionate leave, or bereavement leave, is paid leave taken by an employee to;

* Spend time with a family or household member who has a personal illness, or injury, that poses a serious threat to life
* After the death of a family or household member to allow time to grieve and attend funerals or travel overseas including;
* A child, parent, grandparent, grandchild, sibling or child, parent, grandparent, grandchild or sibling of the employee’s spouse or de facto partner

Employees will be able to take compassionate leave for other relatives (eg. cousins, aunts and uncles) if they are a member of the employee's household, or if the employer agrees to this.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where a family member has died, or the employee needs to spend time with a seriously ill family member, regardless of leave accruals for permanent employees, with casual employees entitled to two days unpaid compassionate leave for each occasion.

Additional unpaid compassionate leave can be requested and approved at management discretion.

**Time in Lieu Policy**

REDIMED Team Leaders will manage approved additional hours worked as Time In Lieu in the first instance. Time worked towards Time in Lieu must be discussed in advance by the employee and Team Leader and must be approved by the Team Leader in advance of the hours worked.

Where exceptional circumstances arise and the additional hours are in line with REDIMED classification of additional Time in Lieu hours, Management will consider granting approval of Time in Lieu *after* the time is worked, at its absolute discretion.

Time in Lieu will need to be taken within the working fortnight following the date the additional hours were worked and is to be managed on the Time in Lieu Tracker, which documents both authorised accruals and usage by the Team Leader.

Where Time in Lieu is not a viable option, however additional hours are required outside reasonable, additional hours, the Team Leader can approve for these hours to be paid to the employee. Paid Time in Lieu hours are required to be authorised in advance of hours being paid.

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

The employee will be responsible for seeking prior approvals from their Team Leader and also responsible for recording these hours on their timesheet.

**Leave Without Pay Policy**

Management has the discretion to approve Leave Without Pay where an employee is not otherwise entitled to leave due to lack of accruals. As a standard, during the period of Leave Without Pay, the employee will not accrual any further leave. As a general rule, when the employee is working full time hours, Time in Lieu should be utilised.

**Jury Duty Policy**

An employee is entitled to paid leave for jury duty in accordance with legislation. An employee on jury service should supply the official Jury Summons Request formthe details of attendance and the amount the court has paid them. REDIMED will reimburse the employee the difference between this amount and their base salary. If an employee is absent because of jury service of more than 10 days in total, the employer is only required to pay the employee for the first ten days of absence.

**Community Service Leave Policy**

If an employee needs to take temporary absence from work because of voluntary emergency management activities (for example, as a volunteer dealing with an emergency or natural disaster as a member of SES, CFA or Army Reserve) then they should ask management for leave as soon as possible after they become aware of the need to take leave.

REDIMED will support such activities wherever possible as an important community service however reserve the right to approve reasonable Community Service Leave in accordance with relevant legislation.

**Parental Leave Policy**

Available Parental Leave types at REDIMED include:

* Parental Leave
* Concurrent Leave
* Special Maternity Leave

In line with relevant legislation, if you are the primary caregiver of your child, you can access up to 52 weeks of Parental Leave. Parental leave is unpaid except in the instances where an employee is eligible for Parental Leave Pay in line with legislation. If the employee has paid annual leave available, he or she may, in agreement with Management, take some or all of that leave at the same time as the unpaid parental leave.

**Unpaid Parental Leave**

Employees (including a de facto or same sex partner, or single person) who are expecting a child or adopting a child are eligible for 52 weeks of unpaid parental leave if they are:

* Permanent full-time or part-time employee with at least 12 months continuous service prior to the expected date of birth or adoption placement
* Casual employee with 12 months regular and systemic service who have a reasonable expectation of continuing regular and systematic work

After birth or adoption, the parent with responsibility for the care of the child is entitled to unpaid parental leave. Employees who are pregnant may commence leave up to six weeks before the expected date. Employees may request to extend their leave by a further 12 months (for a total of 24 months maximum), to be submitted in writing at least four weeks before the end of the original 12 months unpaid parental leave. REDIMED will respond in writing within 21 days and may refuse only on reasonable business grounds. The written response will include details if the request is refused.

**Concurrent Parental Leave**

Both employees of an employee couple may take leave at the same time for a maximum period of 8 weeks. This leave must be taken within 12 months of the birth or adoption of a child. The concurrent leave may be taken in separate periods. Each period must be no shorter than 2 weeks unless the employer agrees.

**Special Maternity Leave**

Unpaid Special Maternity Leave is available to pregnant female employees in the case of pregnancy-related illness or if the pregnancy ends within 28 weeks of the expected date of birth. The duration of this leave should be agreed with Management as soon as is practically possible, and any unpaid Special Maternity leave will reduce the amount of Maternity Leave you are entitled to take by the same amount.

**Paid Parental Leave**

Available government funded Parental Leave Pay types include:

* Primary Caregiver Pay
* Dad and Partner Pay

Please note that REDIMED will only make payments in line with the two types of Parental Leave Pay listed above in accordance with government funded leave. Where relevant, Parental Leave Pay will be paid in line with the standard REDIMED pay cycles upon receipt of completed registration form and other sufficient evidence required by government agencies.

**Primary Caregiver Pay**

In line with legislation, eligible employees who are the primary caregiver may be entitled to 18 weeks paid leave, paid at the minimum wage. Please note that a child’s primary caregiver is the person who is most meeting the child’s physical needs. This will usually be the birth mother of a newborn child or the initial primary caregiver of an adopted child, even if your child is in hospital. This leave is not in addition to the 52 weeks parental leave mentioned above. Any periods of unpaid and paid Parental leave must not exceed 52 weeks in total for additional children. Employees may take subsequent periods of paid Parental Leave, however, in order to be eligible for this, you must return to work and complete a minimum of 12 months continuous service following your return from any previous paid Parental Leave.

**Dad and Partner Pay**

If your partner is the primary caregiver of your child, you may be entitled to 2 weeks of Government funded paid Dad and Partner Pay whilst on Concurrent Leave. It is your responsibility to check your entitlement to this payment with the Department of Human Services.

**Parental Leave for Partners**

Generally, only the parent with full responsibility for the care and welfare of the child is entitled to take unpaid parental leave. However, up to three weeks unpaid parental leave may be taken at the same time by both members of an employee couple, with the period of concurrent leave starting on the day of the birth (unless the manager agrees to other arrangements).

**Applying for Parental Leave**

An employee wishing to take unpaid parental leave must apply for it using our application form, 10 weeks before starting the leave (or as soon as is practicable) including the intended leave start and end dates. Leave dates or any changes of dates must be confirmed at least four weeks before the leave starts. In the case of adoption**,** because REDIMED recognises that the timing of placement for an adopted child may be uncertain, employees should keep their Team Leader and Human Resources informed of any changes to the likely placement date and commencement of leave. REDIMED will confirm the leave and any affected entitlements such as continuous service in writing.

**Other Paid Parental Leave**

**Time off for antenatal appointments, adoption interviews or examinations**

Personal leave may be available for attendance at medical appointments. Appointment times and the availability of leave should be discussed with their Team Leader. In the event personal leave entitlements are exhausted, the employee is eligible to utilise their annual leave accruals on approval from their Team Leader in alignment with the Leave Policy however REDIMED’s preference would be to utilise Time in Lieu to be managed as a departmental level.

An employee may take up to two days unpaid pre- adoption leave. Employees must provide notice of the leave including expected leave period as soon as practicable (which may be after the leave has started). If an employee requires more than two days pre-adoption leave, they should discuss their requirements with their manager.

**Leave for pregnancy related illness**

If an employee is ill during her pregnancy, she may access her ordinary personal leave entitlements, including any accrued leave. If an employee experiences extended illness due to pregnancy, she can access unpaid ‘special maternity leave’ for the period her treating doctor certifies is necessary. Special maternity leave is included in the 52 weeks available unpaid parental leave period. The employee must apply for leave using our application form as soon as practicable which details the period of leave required. The Team Leader may request a medical certificate and if so, this must be provided by the employee.

Generally, a normal planned pregnancy and birth would not usually constitute personal carers leave however illness as the result of pregnancy may fall under personal carers leave.

**Loss of a child while pregnant**

If the pregnancy ends at any time prior to the due date without a live birth, the employee may take unpaid ‘special maternity leave’ for the period her treating doctor certifies is necessary. Unpaid parental leave is not available in this situation, instead special maternity leave applies. The employee must make a special maternity leave application as soon as practicable, specifying the expected leave period and providing a medical certificate, if this is requested by the manager. REDIMED will be sensitive to the personal issues associated with this type of leave and encourage employees affected by these events to liaise with our Employee Access Program.

**During Parental Leave**

Even though the employee is on leave, they are still classed as an employee of REDIMED and as such, are expected to behave in accordance with all relevant policies and procedures including the Code of Conduct policy. Employees on Parental Leave will also continue to be protected against discrimination as an employee as per the Equal Employment Opportunity policy.

REDIMED respects that some employees do not want any contact while on leave, and others do. The manager should discuss with the employee what sort of communication the employee would like while on leave, and record this agreement.

While an employee is on unpaid parental leave, REDIMED will ensure that the employee is considered and kept informed of significant changes that may occur in the business. Where a decision will have a significant effect on the status, pay or location of the pre-parental leave position, the REDIMED will take all reasonable steps to inform the employee and discuss the effect of the decision. During any restructures, employees on parental leave will be treated no less favourably than other employees and will be kept informed of the process.

The employee must give at least four weeks’ notice prior to the end date of the original leave period. A period of unpaid parental leave may be reduced by agreement between REDIMED and the employee. An employee can resign while on parental leave but they must give the required notice of resignation as set out in their employment contract. Employees should not undertake any activity during leave which is inconsistent with the employment contract, including other employment and they should remain responsible for the care of the child. The employee’s position may be filled on a temporary basis while they are on leave. REDIMED will notify the replacement employee that their employment in this role is temporary and that the pregnant employee has the right to return to the position.

For further information regarding Leave, please refer to the company Leave Policy.

# Payroll and Timesheet Procedure

**Timesheet Process**

1. Employee completes timesheet for Monday through to the following Sunday (period of 2 weeks) with the employee working for a fortnight and being paid the following week in arrears
2. Completed timesheet to be printed and given to Team Leader for approval signature
3. Team Leader responsible for checking timesheet to ensure the following information is correct:

* Hours worked
* Sites worked
* Cost Codes
* Team Leader to ensure any leave listed on timesheet has appropriate completed Leave Request Form along with accompanying statutory declaration or medical certificate (if applicable)

1. Approved timesheet to be signed by Team Leader and scanned into Timesheet file:

*I:\Staff Information Board\Timesheets,* with hard copies of the timesheets to be provided to Executive Management Administration Assistant for approvals by 10AM on the Monday

1. Once all timesheets approved by Executive Management, timesheets are scanned across to Payroll by COB on the Monday

**Leave Application Process**

1. Leave Application Form to be completed by employee and approved by Team Leader as 1st line of authority
2. After being approved by Team Leader, Leave Application to be sent to Payroll and a hard copy is to given back to the employee.
3. Once processed, Payroll will send approved leave form to HR to be scanned onto employee personnel file in the following format:

*SURNAME First Name Approved Leave Request Form DATE*

1. Approved Leave Application Form to be attached to timesheet during applicable fortnight as per above process

# Probation Procedure

REDIMED aims to ensure all employees are provided with a structured supported learning period to properly orient them to the workplace, and to enable them to learn and demonstrate the skills and behaviours expected of their role. REDIMED uses a system to track and monitor probationary periods. During this period, Buddies, Team Leaders and Managers give informal and formal training, coaching, feedback, goal setting and appraisal during the probation period. Managers maintain records of all training, coaching and performance and review regularly throughout the probation period.

Employees will have at least one formal scheduled meeting with their Team leader or Manager on a weekly basis, with a monthly formal appraisal. Updates on progress are provided to Human Resources following each formal appraisal, and as required. At the end of the probation period, a final probation appraisal complete and advise the employee on any concerns on performance, and if needed an extension of the probation period will be granted. The employee will then be notified via a formal written letter of successful/ unsuccessful completion, or the requirement to extend the probation.

In accordance with the REDIMED Performance Management Policy, if you are in breach of the REDIMED policies, Code of conduct, or the job requirements, and where you have less than6 month’s continuous service, the Company reserves the right to discipline or dismiss you with the appropriate notice period, or with payment in lieu of this period, without first following the standard disciplinary process.

For further information on performance recovery, or resignations and terminations, please view the appropriate procedures within this manual.

# Recruitment Procedure

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 recruitment process is demonstrated below:

**Step 1: Identify workforce need**

Has an established position become vacant, or is there a demonstrated need for a new position?

Analyse and discuss your recruitment requirements with Human Resources, considering:

* budget
* workforce establishment
* workforce plan

Management must complete an Authority to Recruit Form (available from Human Resources.) The ATR form must be completed in full and approved by Senior Management before being returned to Human Resources.

* Should the ATR form not be approved, HR will not proceed any further with the recruitment process.
* With the approved ATR form, HR will confirm that the vacancy fits within the Workforce Plan and is a budgeted position.

**Step 2: Review PD and organisation**

Upon approved of an ATR, HR will confirm whether a standard position description exists for the vacancy;

* If no PD exists, HR will consult with the Hiring Manager to develop a PD for approval from the COO.
* If a current PD does exist, HR will move through to the advertising process.

The Hiring Manager will need to:

* clarify the type of position required; the proposed job classification and salary; and the required skills, knowledge and behaviours
* check the position title is in line with official position title guidelines
* check the position description is up to date, including position accountabilities, key selection criteria, qualifications, skills, knowledge and behaviours
* consider other requirements such as health and safety, web publishing and mandatory checks (for example, Working with children or police checks)
* liaise with Human Resources to determine the attraction, recruitment and selection methods, including any targeted search activities for equity groups or specialised and hard to source skill sets.

**Step 3: Sourcing and Advertising**

1. As per REDIMED’s Recruitment and Selection Policy, HR will initially advise the internal staff of the upcoming position for a period of 5 business days, with applications being accepted for the full 5 business days. A formal email with “Internal Opportunities” will be sent to all RediMed Employees advising of a current vacancy along with a closing date, with applications being accepted via email to hr@redimed.com.au. All applications will be dealt with in a private and confidential manner.
2. Upon the 5 day closing, Human Resources will assess all internal applications against the role and selection criteria. HR will provide their recommendation for interviews to the Hiring Manager, with any internal applicants whom meet the selection criteria having the right to be interviewed for the role.
3. If no internal applications are received, or none of the internal applicants are successful, HR will initiate external advertising via Seek. HR will manage all incoming applications received via Seek to shortlist all applications.

Below is the process for advertising on Seek:

* Log into [www.seek.com.au](http://www.seek.com.au) as an Employer using the individual HR log in details
* Click on the link “create job”
* Click on the “standard package”
* Create advert in alignment with the *RediMed Job Advertising Template*
* Ensure all applications are sent direct to [hr@redimed.com.au](mailto:hr@redimed.com.au)

**Step 4: Shortlist Candidates**

Shortlisting is a way to narrow the field of candidates to those you would like to interview or assess. If short-listing is completed effectively it can save time and ensure a higher calibre of candidate progresses through to interview.

To shortlist effectively, consider the below points:

* Does the candidate have the qualifications and experience required for the role?
* Does the candidate have the right to work in Australia?
* How closely does the candidate meet the selection criteria?
* Are there any legal equity considerations to be taken into consideration?
* Does the candidate jump from job to job with short duration for each employment?
* Are there any unexplained gaps on the CV?
* Are there any other inconsistencies?
* Do they live within commutable distance?
* Are their salary expectations within range?

**Step 5: Conduct Interviews**

1. Upon the 5 day closing, Human Resources will assess all internal applications against the role and selection criteria. HR will provide their recommendation for interviews to the Hiring Manager, with any internal applicants whom meet the selection criteria having the right to be interviewed for the role.
2. Successful internal applicants will have interviews organised for the vacancy with the Hiring Manager and 1 other employee being able to attend – ideally someone from HR, or another Manager to ensure fairness and equity.
3. Successful external applicants will have interviews organised for the vacancy with the Hiring Manager and 1 other employee being able to attend – ideally someone from HR, or another Manager to ensure fairness and equity. All external applicants must complete the REDIMED Candidate Registration Form.
4. HR are to notify any internal applicants of them being unsuccessful and pass on constructive feedback as to why.
5. Human Resources to provide Hiring Manager with REDIMED Interview Guide, prepare and agree on the questions to be asked of all applicants through the interview process.
6. Decide if any additional assessment methodology should be used – for example, assessment centres, role plays, presentations, case studies, psychometric assessment.

Note: All interviews conducted must have an Interview Guide completed and returned to Human Resources prior to moving through to Step 6.

**Step 6: Pre-Employment Process**

Upon selection of the preferred candidate(s), HR are to manage the entire pre-employment process outlined below (for external applicants only):

* Request all documentation including passport, drivers’ license and qualifications.
* Initiate the process of application for National Police Clearance and Working with Children checks, if applicable.
* Complete a VEVO check to confirm candidate’s working rights in Australia
* Complete 2 x reference checks spanning a minimum period of 2 years. Referees must be supervisory in nature and a non-relative
* Organise pre-employment Drug and Alcohol screen (in line with REDIMED’s Drug and Alcohol policy)
* Ensure Pre-Employment Checklist has been completed in full.

**Step 7: Verbal Offer**

Upon successful completion of the pre-employment process, Human Resources will obtain approval from the delegated authority to generate Letter of Offer utilising the skills matrix and remuneration framework. Human Resources will;

* Prepare the Letter of Offer utilising the merge spreadsheets and contract request before giving finalised copy to COO for approval and signature
* Extend a verbal offer of appointment to the preferred candidate, recording the conversation and updating the Recruitment Matrix
* Once the offer has been approved, advising that a New Starter Pack will be provided to the applicant either in person, or in the email.

**Step 8: Contract Offer and Acceptance**

For external employees, Human Resources will;

* Create a New Starter Pack for the employee ensuring the following documents are included:
* 2 x copies of signed contract (1 copy for applicant, 1 original copy to be returned to HR)
* Employee Commencement Form
* Australian Tax File Declaration
* Superannuation Choice Form
* FairWork Statement
* REDIMED Employee Benefits Information
* Send completed New Starter Pack to the applicant, or arrange meeting to hand over in person.
* REDIMED require all relevant documentation to be signed and returned to the Human Resources department prior to commencement, where possible.

For internal employees, Human Resources will;

* Create Contract for employee and send via email
* As per the REDIMED’s Recruitment and Selection Policy, the standard notice period for an internal employee is 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.

**Step 9: Contact Unsuccessful Applicants**

After the successful candidate has accepted the contract, Human Resources will advise all unsuccessful candidates via telephone or email providing constructive feedback.

**Step 10: Commence Onboarding**

Human Resources will inmate the Onboarding process consisting of;

* Informing hiring manager that the new employee has signed the contract and advise of start date
* Booking relevant REDIMED Induction including HR Induction, OHS Induction and Departmental Induction
* Organise with IT to have computer, network access, phone access etc set up.
* Ensure new employee personnel file has been created (both in hard and soft copy) and updated accordingly.
* Complete final check over of New Starter documentation and complete sign off.

# Performance 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.

Manager/supervisor and employees must identify factors contributing to unsatisfactory performance and agree to prompt any appropriate action to ensure performance improves to an acceptable level.

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 goals must be:**

* **S**pecific- Clearly defined goals and objectives allow focus and clarity as to what needs to be achieved
* **M**easurable - the goal must be able to be measured and in the time frame.
* **A**chievable - the goal must be achievable for the level of competency
* **R**elevant- Goals must be relevant both to the role, the development needs or objectives being met, and to the individual.
* **T**ime Bound - the goal must be achievable in a set time frame

The objective of managing performance in REDIMED is to provide an opportunity for the manager/supervisor and employee to work together to:

* Plan and agree on the work and relevant learning and development to be completed;
* Identify how it will be done;
* Identify what is needed to make it happen; and
* Openly and regularly discuss progress.
* Identify the needs of the staff member to develop skills and ability to give excellent client care;
* Identifying issues which may be evident and can be rectified;
* The manager receiving feedback from the staff member;
* Reviewing individual performance.

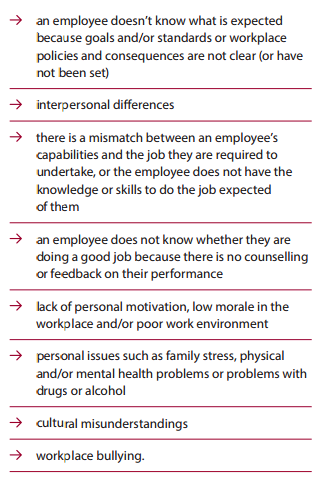
An essential part of performance review is to set goals and plan how to achieve those goals. REDIMED employees are required to meet and maintain a high level of performance in their role and REDIMED is committed to assisting employees achieve this level of performance. Each employee should be able to clearly see how their role, work and any other goals/objectives set relates to work of their area, decision and ultimately the business.

# Performance Recovery Procedure

Underperformance should be dealt with promptly and appropriately as employees are often unaware they are not performing well and so are unlikely to change their performance. Best practice employers understand that issues that are not addressed promptly also have the potential to become more serious over time. This can have a negative effect on the business as a whole as it can affect the productivity.

Dealing with underperformance can be challenging and confronting for employees and employers alike, but it does need to be addressed. If performance problems arise, it is crucial that they be resolved early. The longer that poor performance is allowed to continue, the more difficult a satisfactory resolution becomes, and the more the overall credibility of the system may suffer. Not every underperformance issue needs a structured process. Explore other options for improving performance, such as the use of continuous feedback. Remember that for performance management to be successful, the culture of the business should be one which encourages ongoing feedback and discussion about performance issues in open and supportive environments.

There are many reasons why an employee may perform poorly. Some of the common reasons include:



**Steps to Recover Performance**

**Step 1:** Identify the problem

It is important to understand the key drivers of performance or underperformance within the workforce. It is also important to correctly and specifically identify the problem. Some common reasons for underperformance are identified later in this guide.

**Step 2:** Assess and analyse the problem

The Manager should determine:

* How serious the problem is
* How long the problem has existed
* How wide the gap is between what is expected from the employee, and what is being delivered

Once the problem has been identified and assessed, the Manager should organise a meeting with the employee to discuss the problem. The Manager should let the employee know the purpose of the meeting in advance so they can adequately prepare for the meeting.

The employee should be allowed to bring a support person of their choice or a union representative to the meeting. Employers working at best practice will inform the employee that they can bring a support person as a matter of process.

**Step 3:** Meet with the employee to discuss the problem

It is important that the meeting takes place in private and in an environment that is comfortable and nonthreatening, away from distractions and interruptions. The Manager should begin by holding a discussion with the employee to explain the problem in specific terms.

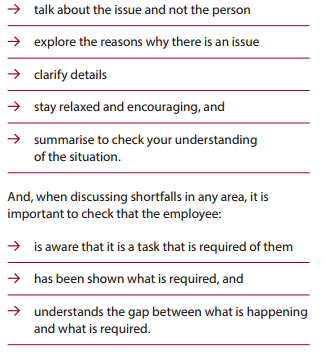
From this conversation, the employee should be able to clearly understand:

* What the problem is
* Why it is a problem
* How it impacts on the workplace
* Why there is a concern

The Manager should discuss the outcomes they wish to achieve from the meeting. The meeting should be an open discussion and the employee should have an opportunity to have their point of view heard and duly considered. The Manager should listen to the explanation of why the problem has occurred or to any other comments the employee makes.

When having this type of meeting, it may be useful in facilitating discussion to refer to recent positive things that the employee has done to show them that you also recognise and appreciate their strengths.

As a Manager, points to remember are:



**Step 4:** Jointly devise a solution

Where possible, it is important that a solution is jointly devised with the employee. An employee who has contributed to the solution will be more likely to accept and act on it. When working out a solution, the Manager should:

* Encourage feedback from the employee
* Explore ideas in an open discussion
* Keep the discussion on track, and professional
* Focus on positive attributes held by the employee
* Offer assistance, such as further training, mentoring, flexible work practices or redefining roles and expectations

A clear plan of action should be developed with the employee to implement the solution. This can be in the form of a performance agreement, or action plan, which can:

* Reflect an understanding of performance expectations and what is to be achieved over a specific time frame (performance milestones)
* Clarify roles and responsibilities for the employee
* Confirm strategies for training or development
* Reinforce the value of the role and the employee for their part in the bigger organisational structure
* Cement time frames for improvement

Following on from that meeting, set a date for another meeting to follow up on progress and chart improvements. Keep the performance milestones and confirmed time frames in mind – you need to give the employee adequate time to improve their performance.

**Note:** The Manager should keep a written record of all discussions relating to underperformance in case further action is required, and should ensure Human Resources also copies of all documentation for the employee personnel file. Generally, it may also be used as evidence if legal action is taken about the matter.

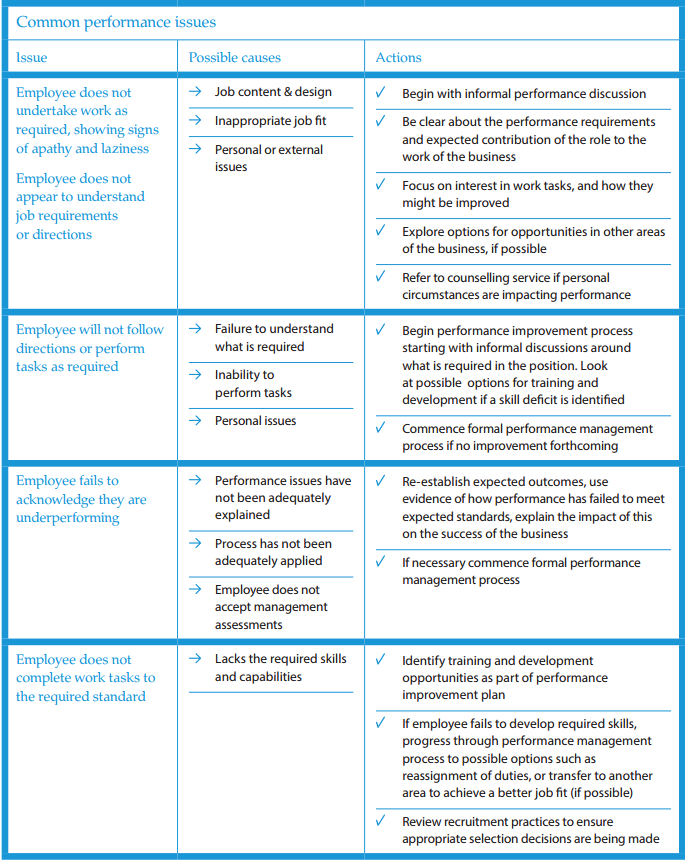
**Step 5:** Monitor Performance

The Manager should monitor the employee’s performance and continue to provide feedback and encouragement. A meeting to review and discuss the employee’s performance should be held even if there is no longer an issue. This enables both parties to acknowledge that the issue has been resolved. It is important for the Manager to provide both positive and negative feedback to the employee and should work with the employee to ensure that performance improvements are sustained.

More serious action may need to be taken if the employee’s performance does not improve including further counselling, issuing formal warnings and ultimately if the issue cannot be resolved, termination of employment may be recommended.

For further information around terminations, please view the Staff Resignation and Termination procedure.

Below are examples of common performance issues, possible causes and actions to resolve the issue:



# Greviance and Complaints Procedure

Where you have a grievance, you are entitled to have this matter addressed in accordance with the procedure set out below.

There are two ways in which you may try to resolve your grievance:

* Through an informal resolution procedure, aimed at trying to resolve the grievance rather than proving whether or not the conduct complained of occurred; or
* Through a formal resolution procedure, aimed at determining whether the matter complained of did in fact occur and taking appropriate action.

Although REDIMED encourages you to attempt to resolve any grievances informally at first instance, it is recognised that this may not always be possible or appropriate in the circumstances. You may elect at any time to commence the formal resolution process outlined below.

**Steps**

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can’t be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can’t be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

# Staff Resignation and Termination Procedure

This procedure is a guide for REDIMED staff in managing the cessation of a staff member’s employment with the organisation. The employee exit procedure is followed to ensure both REDIMED and the employee understand the reason for discontinuing employment, that no security breaches occur and to gain valuable feedback from the departing employee.

This procedure should be read with the accompanying the HR Employee Policy Manual and the Performance Recovery Policy.

Considerations

This procedure has been developed primarily for permanent and contract employees. However, this employee exit procedure may be undertaken for casual or temporary employees where appropriate.

Where possible, exit procedures are to be followed for all departing staff with the process to be led by the staff member’s direct supervisor in consultation with Human Resources.

Definitions

For the purpose of this procedure, and relevant policies, REDIMED define the various ways employment can come to an end, below:

Termination by operation of law: for example, if an employee dies. Their employment contract is then terminated and becomes null and void.

Completion of the contract: an employment contract for a fixed-term, or for the completion of a certain task/project, ends automatically at the end of the period, or on completion of the task/project.

Resignation: The employee may terminate their contract of employment by giving the proper period of notice of termination. The period of notice may be set out in the employee's contract of employment or an applicable award or agreement. Abandonment of Employment is shall be treated as Resignation, as is application for Retirement.

Termination: REDIMED may terminate a contract of employment in some circumstances if the other party breaches the contract of employment, for example gross misconduct. Whether a particular breach justifies termination will depend on the nature of the breach and the particular circumstances of the case.

Procedure Steps

Termination by Operation of Law

On receipt of advice that an Employee has died, Human Resources will:

* Convey condolences in writing to the immediate family
* Calculate outstanding salary and leave entitlements as from the last known working day and advise Payroll for payment action
* Advise the relevant Superannuation Fund of the member's details (date of death, name and address of next of kin, and name and address of person handling estate).

Abandonment of Employment

The absence of an employee from work for a continuous period exceeding three (3) working days, without the consent of the employer and without notification to the employer, is evidence that the employee has abandoned their employment. Failure by an Employee to advise REDIMED of the reason for any absence of three (3) or more sequential working days, will be considered to be abandonment of employment, and the Employee will then be deemed to have resigned. Upon that stage, the process for resignation shall be followed.

Resignation / Retirement

The employee is to provide written resignation notice outlining intention to resign and the final date of employment, to their Manager and the Human Resources department. Their resignation confirmation will be placed on their employee file, and will trigger the appropriate steps required for an employee exiting the business. Human Resources will advise acceptance of the resignation in writing to the Employee.

The notice period provided as per the employee’s employment contract. At the discretion of Management, a shorter period of notice may be granted. If an Employee fails to give the required notice, REDIMED may withhold salary or take legal action.

Termination due to Unsatisfactory Performance

REDIMED may terminate employment due to an Employee's unsatisfactory performance. The Performance Recovery Policy will apply to decisions to terminate employment on the grounds of unsatisfactory performance.

Termination – Probationary Employees

Below is the process outlined for terminating an employee currently within their probation period;

**Step 1:** Highlight expected performance and behaviour standards

A probationary period is an opportunity for you to assess a new employee’s performance in their job, and for them to decide whether the job suits them. If an employee’s performance or conduct is not satisfactory during their probationary period, you should attempt to address the issues. Performance and conduct issues often arise because employees do not understand what is expected of them. You should:

* make sure the employee clearly understands their role, the expected level of output or performance, and the expected conduct at work, and

provide the employee with regular performance feedback during the probation period and inform them of any changes needed to their work or conduct

**Step 2:** Create your letter of an unsuccessful probation period

It is best practice to confirm with your employee whether or not his or her employment will continue beyond the probation period. The letter should be given to the employee before the end of the probation period.

When drafting the letter you should:

* review the letter of engagement to check the length of the probation period, and

check whether the relevant industrial instrument (e.g. an award or an enterprise agreement) contains any compulsory rules about probation

Under the National Employment Standards, you need to give an employee written notice to end his or her employment.

The written notice should specify:

* the period of notice given (or payment in lieu of notice), and

the date the employment will end.

Remember to also check if the letter of engagement or a relevant industrial instrument (e.g. an award or an enterprise agreement) contains a longer notice period. If they do, the longer notice period will apply.

Please see the Termination Letter template for further information.

**Step 3:** Meet with the employee to provide the letter of unsuccessful probation and notice of termination

While it is best practice to meet with an employee towards the end of their probation period, there is not a legislative requirement to do so. It is particularly important to meet with the employee if you are considering terminating his or her employment.

Meeting face to face is an opportunity for you to:

* provide feedback to the employee about their performance or conduct,
* explain why the probation period was unsuccessful, and

give the employee an opportunity to respond to your comments.

If the employee has been employed with you for 6 months or more (even if they are on probation) there are additional steps you may need to take before you terminate their employment.

**Step 4:** Keep a copy of the letter of an unsuccessful probation period

All termination letters, as well as performance reviews and other performance related documents, will be managed by Human Resources and kept on the employee personnel file.

All further steps regarding termination, employee records and arrangement of final pay, will be managed by Human Resources and Payroll.

Termination – Non-Probationary Employees

Termination can be broadly defined in 2 areas:

1. Summary (instant dismissal)
2. Notice (employee required to work during their notice period)

Some contracts of employment make allowance for instant termination of employment (termination without notice) where an employee has been found to have engaged in serious misconduct. To justify summary dismissal, an employee's conduct generally has to be serious enough to strike at the heart of the employment relationship, such as conduct that destroys the employer-employee relationship of mutual trust and confidence.

Examples of serious misconduct that may justify summary dismissal 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 the Company;
* Theft or fraud;
* Assault or other 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 the Company;
* Serious dishonesty;
* Falsification of Company documentation;
* Unauthorised absence from the workplace;
* Bullying, harassment, victimisation or discrimination;
* Wilful or negligent damage to property;
* Serious or gross negligence;
* Bringing the Company into disrepute; and
* Breaches of confidentiality including the unauthorised accessing or copying of information.

It is important that any allegation of serious misconduct is investigated thoroughly and fairly, and that any allegations are substantiated by reference to clear evidence before an association terminates an employee's employment summarily for serious misconduct. Employees whose employment is terminated summarily will usually still be entitled to payment in relation to their outstanding annual and long service leave entitlements.

If the employee has been employed with you for 6 months or more (even if they are on probation) there are additional steps you may need to take before you terminate their employment (except in the case of serious misconduct.) Below is the process outlined for terminating an employee:

**Step 1:** Highlight expected performance and behaviour standards

If an employee’s performance or conduct is not satisfactory, you should attempt to address the issues. Performance and conduct issues often arise because employees do not understand what is expected of them. You should:

* make sure the employee clearly understands their role, the expected level of output or performance, and the expected conduct at work, and

provide the employee with regular performance feedback during the probation period and inform them of any changes needed to their work or conduct

**Step 2:** Complete a performance review, or performance recovery process

Meeting face to face to discuss the employee’s performance is an opportunity to:

* provide feedback to the employee about their performance or conduct,
* explain why the their performance is not to stand,
* given examples of such performance and offer guidance or training in improvements

give the employee an opportunity to respond to your comments.

It is important to have documented discussions with employees around their performance, including have written notes, a formal performance review form completed as well as having at least 2 persons, preferably HR, involved in the process to ensure fairness and clarity.

For further information, please view the Performance Review or Performance Recovery procedure.

**Step 3:** Preparation for Termination

If after numerous, well documented attempts to recover performance, the employee’s performance has still not improved, consultation with HR will need to take place to confirm if REDIMED holds grounds for termination.

**Step 4:** Keep a copy of the letter of an unsuccessful probation period

All termination letters, as well as performance reviews and other performance related documents, will be managed by Human Resources and kept on the employee personnel file.

All further steps regarding termination, employee records and arrangement of final pay, will be managed by Human Resources and Payroll.

**Termination – Notice Paid in Lieu**

REDIMED reserves the right to pay an employee time in lieu in the event their role is subject to Non-Compete and Confidentiality clauses, such as Client Service positions. In the instance where REDIMED is terminating an employee and paying their notice in lieu, the below process is to be followed:

INSERT STEPS

REDIMED reserves the right to offer payment of a good will gesture, or “golden hand shake” if the employee is being terminated immediately, upon contingent of all REDIMED property being returned as soon as practicable. All golden hand shake payments are to be approved by Chief Operations Officer and will not be paid if REDIMED property is not returned within the specified time frame.

Return of REDIMED Property

On or before the employee’s final date of employment, the employee is to:

* Return all property of the organisation (including laptops, mobile phones, keys, documents, information technology equipment, intellectual property)
* Return or be reimbursed with outstanding petty cash
* Remove hard copy and electronic personal and confidential files
* Give a comprehensive handover to their team and manager
* Inform supervisor of any passwords/codes that may prevent access to computer files.

The Employee Exit Checklist is used to identify property to be returned to REDIMEDby the employee.

Administration

Before the employee’s final date of employment, REDIMEDis to:

* Calculate remaining leave entitlements and final payments (upon request, REDIMED can complete a Centrelink Employment Form)
* Ensure forwarding contact details are provided by the employee
* Inform the employee’s superannuation fund of the employee’s final date of employment.

On or before the employee’s final date of employment, REDIMEDis to:

* Restrict computer network access – both office and remote
* Remove as a signatory to financial and other transactions
* Send final email to Payroll confirming finish date and reminding to pay out all entitlements
* HR to move the employee’s personal file into the “previous employees” section as well as moving their physical personnel file

The Staff Exit Checklist is used to guide administrative tasks to be completed when exiting an employee.

Exit Interview

All resigning employees are offered an exit interview with Human Resources or their Manager. The purpose of the exit interview is to seek information from the employee as to their experience of employment with the organisation andto identify areas for improvement.

The exit interview is a confidential discussion. Where matters are highlighted that require investigation, personal identification is to be avoided.

The Staff Exit Interview Form is used to guide discussion and to document key points. Information provided during the exit interview is reviewed and incorporated into REDIMED’s ongoing quality improvement activities where relevant.

**References**

REDIMED are happy to provide reference checks for employees with all requests for references to be made via the Human Resources department for approval.

Record Keeping

The staff member’s resignation letter or a copy of REDIMED’s employment termination letter is filed in the employee’s personnel file.

The Staff Exit Interview Form discussion notes and completed Staff Exit Checklist is filed in the employee’s personnel file.

# Expenses Procedure

Work related expenses will only be reimbursed where the procedure set out below is followed. When seeking reimbursement for work related expenses, you are required to complete an expense form and submit this to management for approval along with a copy of invoices/receipts by the 3rd working day of the following month.

**How to complete an Expense Claim:**

The expenses can be broken down into 2 main areas:

**Petty Cash**

Where your incur expenses that are of a nominal value you may be reimbursed through petty cash. In order to seek reimbursement via petty cash, you will need to;

* Provide a description of the expense and a receipt to management or as otherwise directed
* Management will need to approve and authorise WHO to reimburse from petty cash
* Once approved, reimbursement for expenses incurred will be deposited in petty cash
* Please see details below regarding refusal of expense claims

**Expenses Form**

When seeking reimbursement for work related expenses you are required to;

* Complete an expense claim form, and submit this to management for approval along with a copy of invoices/receipts as directed
* Once approved, reimbursement for expenses incurred will be deposited directly into your nominated bank account
* Please see details below regarding refusal of expense claims

**Refusal of Expense Claim**

The reimbursement of any expenses incurred may be refused in certain circumstances, including:

* Where no invoice/receipt is provided;
* Where expenses incurred are considered by the Company to be unreasonable, unnecessary or excessive;
* Where expenses are incurred without the prior authorisation of management where specifically required; and
* Failure to follow this procedure for claiming expenses.

For further information, please view the Expenses Policy.

# Business Gifts Procedure

On the rare occasion that gifts, with more than a nominal value, are accepted, the details of the gift must be disclosed and recorded in the REDIMED Register of Reportable Gifts. These gifts become the property of REDIMED and should be disposed of accordingly.

An employee who receives a reportable gift which has a monetary value of over $500 will report the gift to the Chief Executive Officer and the gift becomes the property of REDIMED. Where the value of a gift is not known, their Manager will determine the value based on what a reasonable person would consider the value of the gift.

**Register of Reportable Gifts**

The Financial Controller will maintain a Register of Reportable Gifts containing the following details:

* a description and value of the gift
* date the gift was received or given
* details of the employee giving or receiving the gift
* where a reportable gift has been given by a staff member, the approval for the expenditure
* where a reportable gift has been received, the location of the gift
* details of who gave the gift and in what context
* If given during an overseas trip, the gift must be registered within one business week of the employee’s return

Note: Fringe Benefits Tax may be payable by an employee who retains a gift with a value greater than $300.

An employee who fails to report or register a reportable gift received, or who fails to seek approval from their Manager for giving a gift of more than nominal value, may be subject to disciplinary proceedings under the Performance Recovery Procedure.

**Giving Gifts**

The following procedural steps should be considered before REDIMED offers a gift to a third party:

* Consideration must be given as to why the gift is being offered and the public perception of the giving of the gift or benefit. The practice of giving gifts should not be common or frequent
* Any gift must be for official purposes and approved by the relevant Executive Manager or Chief Operating Officer
* Where a gift or benefit is to be made on behalf of the REDIMED, consideration should be given to selecting a gift of a suitable financial value, and an appropriately branded gift
* Money cannot be given under any circumstances.  However, a cheque may be provided to sponsor events or as a prize as long as the transaction is approved by the Executive Manager or Chief Operating Officer
* No gifts may be given as bribes or in breach of anti-corruption laws

# Reward and Recognition Procedure

**Formal Rewards**

The value of these awards is determined by the Reward and Recognition Committee and Executive as part of the nomination and deliberation process for the annual rewards. The upper limit of these awards is $300 per individual per instance (see Fringe Benefits Tax requirements). A “rewards menu” has been developed to assist the Committee/Executive in selecting an appropriate reward and can be found below.

**Informal Rewards**

Informal recognition options provide an opportunity for individual or team contributions to be recognised at a Business Unit, Team or Group level. REDIMED recognises that regular feedback is essential to effective people management and that for recognition to be effective it must be timely, frequent, appropriate to the achievement and valued by the recipient. Informal reward options offer a more flexible and immediate recognition of achievement than formal awards. All employees can nominate their colleagues for an informal award by contacting the nominee’s manager or Director.

Managers are encouraged to award exceptional team or individual work on a frequent basis (for example, monthly section meetings). All employees are encouraged to submit nominations to the nominee’s manager for consideration. The type of recognition and reward awarded is at the discretion of each Manager, however, non-cash gifts should not exceed $100 per individual per instance. A guide to the issuing of informal rewards is listed further in this document.

**Award Categories**

Below are a broad list of award categories however this list is not exhaustive:

**Contribution to the Business**

This award is for individuals or teams who have contributed significantly to business improvement in REDIMED. Sub-categories include:

* Achieving a significant improvement in the productivity or standard of work
* Assisting in achieving a major Group or organisational business objective
* Identifying and acting on a significant opportunity that had a positive impact on REDIMED ’s outcomes
* A quiet achiever, working behind the scenes to achieve major goals

**Excellence in Service**

This award is for individuals or teams who have displayed excellence in client service. Sub-categories include:

* A sustained high level of service
* Successful completion of a task or project which achieves significant improvement in service
* Modelling superior service
* Consistent positive feedback from clients (internal or external) in regards to excellence in service

**Excellence in Leadership**

This award provides the opportunity to acknowledge excellence in leadership. Sub-categories include:

* Exemplary leadership, affirming leaders who show the way and inspire others to follow
* Enhancing the skills and knowledge of staff for the benefit of the organisation
* Coaching and leading others to achieve the vision through partnerships, collaboration and mentoring

**Above and Beyond**

This award is for individuals or teams who have contributed “above and beyond” towards the achievement of a critical organisational goal or outcome. Sub-categories include:

* Exceptional performance beyond what is required of the position and/or which makes a significant contribution to enhancing the status of the Business Unit/ Team / Group or organisation
* Team approach – promoting positive morale through actions of good spirit
* “Making it happen” by relentless resourcefulness and productivity
* Successful achievement of a “stretch goal”

**Time in Service Awards**

These awards formally recognise individual staff for a long period of dedication to REDIMED. To be eligible for the award, staff members must have completed 5 years’ service. Supplementary awards will be made for every five years’ service thereafter. ‘Recipients of the award will receive a letter of appreciation from the CEO and a non-cash gift to the value of $200 may also be provided.

**Nomination and Selection Process**

All employees may nominate colleagues for both formal and informal awards with nomination forms to be found on the Staff Information Board. These nomination forms must then be approved by the Team Leader or Executive Manager before being approved.

**Recording Achievements and Awards**

Reward and recognition at REDIMED is linked to REDIMED’s performance management arrangements. For this reason, all awards, both formal and informal, are to be recorded on the HRMS by the Human Department. In the case of informal awards, the relevant manager or Senior Executive is to notify HR of the award.

If an employee has been issued an award and believes that it has not been recorded on their employee file, they can contact HR for assistance to have this award recognised on their personal work record.

**Financial Considerations**

Funding for both informal and formal rewards is sourced from the Corporate Overheads budget. The intended effect of a centrally located budget is that managers will be less hesitant about issuing informal awards in the current economic climate due to Team or Group budgetary constraints. REDIMED will allocate each department with a budget for reward and recognition.

All gifts are to be awarded in non-cash form, for example a gift voucher or a specifically purchased item. Prohibited items for the purpose of avoiding financial repercussions include the provision of alcohol at a dining establishment.

The value of the non-cash rewards offered may depend on whether the reward is an informal reward or a formal reward.

**Fringe Benefits Tax**

Fringe Benefits Tax (FBT) is an Australian Government Tax paid on certain benefits received by employees from their employer in addition to salary. Non-cash rewards under the value of $300 are deemed to be minor and infrequent by the Australian Taxation Office and are not subject to FBT. Each reward for each individual is regarded as separate for FBT purposes. The Minor Benefit exemption applies where the following conditions are met:

* A benefit is provided in respect of an employee’s employment
* The value of the benefit is less that $300
* It would be unreasonable to treat the benefit as being subject to FBT

**Rewards Options**

Rewards must be in non-cash form and not exceed a value of $300 per person per instance for formal awards and $100 for informal awards, although the exact amount of the reward is at the discretion of the relevant Senior Manager.

Suggestions for rewards include but are not limited to:

* A personal letter from the CEO and/or a framed certificate
* Team Lunch or Morning/Afternoon Tea (does not include the provision of alcohol)
* Team participation in a fun activity (e.g. bowling, golf, laser tag)
* Team treat (e.g. neck and shoulder massages, morning tea celebration, round of coffees)
* Bonus payments for delivery of projects
* KPI bonus payments
* Vouchers
* Double movie passes
* Professional Association membership
* Flowers, gourmet hamper
* Concert or sporting event tickets
* Facial or beautician appointment
* Magazine subscription
* A unique ‘experience’, e.g. as offered through Red Balloon
* Weekend away (e.g. hotel voucher)
* Qantas Club membership

# IT **and Social Media Procedures**

**Surveillance and Privacy Waiver**

REDIMED considers any and all data created, stored or transmitted upon the Systems as work product and, as such, expressly reserves the right to monitor and review any data upon the System, including your usage and history, on an intermittent basis without notice.

In addition to this, REDIMED has the right to protect its business interests and confidentiality. This includes the right to survey, audit and/or monitor its Systems, including but not limited to:

* Monitoring sites users visit on the internet;
* Monitoring time spent on the internet;
* Reviewing material downloaded or uploaded; and
* Reviewing emails sent and received.

Information reports will be available to REDIMED which can subsequently be used for matters such as system performance and availability, capacity planning, cost re-distribution and the identification of areas for personal development.

**Policy Breaches**

Without limiting REDIMED’s rights and/or remedies under law and/or contract, if you are found to have been involved in activities which breach this policy you may be subject to disciplinary action which may result in your access to the Systems being revoked. For serious or repeated breaches your employment may be terminated without notice. The matter may also be referred to the police for investigation and/or civil proceedings may be initiated, if considered appropriate.

**Private / Personal Use of Social Media**

REDIMED acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by REDIMED. However, inappropriate behaviour on such sites has the potential to cause damage to REDIMED, as well as its employees, clients, business partners and/or suppliers.

For the purposes of this policy, the following definition applies:

Social Media includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (i.e. Facebook, LinkedIn), video and/or photo sharing websites (i.e. YouTube, Flickr), business/corporate and personal blogs, micro-blogs (i.e. Twitter), chat rooms and forums and/or Social Media.

For this reason, all employees, contractors and sub-contractors of REDIMED must agree to not publish any material, in any form, which identifies themselves as being associated with REDIMED or its clients, business partners or suppliers.

All employees, contractors and sub-contractors of REDIMED must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

* Is intended to (or could possibly) cause insult, offence, intimidation or humiliation to REDIMED or its clients, business partners or suppliers;
* Is defamatory or could adversely affect the image, reputation, viability or profitability of REDIMED, or its clients, business partners or suppliers; and/or
* Contains any form of Confidential Information relating to REDIMED, or its clients, business partners or suppliers.

All employees, contractors and sub-contractors of REDIMED must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of REDIMED’s computer network.

# Training and Development Procedure

REDIMED is committed to providing staff with access to staff development opportunities that will enable continuous learning and career growth in line with individual aspirations and organisational goals including supporting the advancing of excellence in education by providing high quality, systematic, strategic and targeted learning and teaching support.

The purpose of this procedure is to describe the responsibilities of REDIMED and staff with respect to administering and managing Staff Development courses and workshops.

This procedure applies to all employees, including casual employees.

The Performance development process is a planning and review cycle that supports staff to develop their performance, reach their full career potential and to achieve their work goals.

The process has three design principles:

1. growth, where every employee has opportunities to develop through personal and professional activities;
2. feedback, where every employee has regular, meaningful performance conversations with their supervisor and engages in a process of giving and receiving feedback; and
3. accountability, where every employee has clearly identifiable and documented performance development plans and is aware of their contribution toward faculty, campus and REDIMED goals.

Staff development refers to the organisational policies, programs and activities that facilitate and support staff in acquiring the skills, knowledge and attitudes required to undertake current and future responsibilities and roles, in ways that are consistent with the goals of the REDIMED. Staff development opportunities include:

* acting at a higher level
* career development awards and fellowships
* coaching and mentoring
* conferences and seminars
* fieldwork
* membership of committees, working parties or taskforces
* mentoring
* on-line training
* on-the-job training
* outside studies program (academic staff)
* professional memberships, networks and associations
* secondment
* staff study support
* training courses - internal and external

**Step 1:** Identifying development needs

Procedures for staff development are continuous and related to present and intended future performance. Discussions about staff development and applications for courses and workshops may take place at any time during employment but the most thorough review of development needs will probably take place during the performance development review.

During the review the employee and the Manager will discuss what learning and development is required to enable the individual to improve their performance in the current role and to prepare for anticipated future roles and work. These discussions should include consideration of:

* the medium to long term goals of REDIMED;
* the present and future capability requirements of the unit or department;
* any probationary requirements linked to development;
* regulatory or compliance based training needs;
* professional accreditation requirements;
* the current level skills, knowledge and behaviour of the individual;
* longer term career development options (12 months to 3 year planning);
* available staff development opportunities (internal and external);
* applicability of development tools such as 360 feedback;
* budgetary and resource constraints; and
* staff access and equity issues.

In certain instances some developmental activities may be restricted to certain classifications of employees, or to specific groups of employees where particular needs have been identified. Any criteria restricting access should be made available to staff on request and have regard to REDIMED’s Equal Opportunity Policy.

The employee should provide information concerning their reasons for seeking particular courses, workshops or other development programs prior to the performance development review so that the Manager has a clear appreciation of the development aspirations of the staff member.

**Step 2:** Identify training needs

The employee is responsible for:

* actively seeking opportunities that they desire for personal and professional development;
* discussing development aspirations with their Manager and getting approval for specific course and workshop attendance;
* attending all mandatory, compliance based training;
* actively participating in courses and workshops attended;
* actively participating in customised learning solutions arranged by their Manager;
* providing feedback to the course or workshop provider using the given evaluation methodology;
* providing adequate notice of inability to attend a course or workshop and booking into an alternative option;
* maintaining an up-to-date portfolio of evidence to substantiate development activities; and
* participating fully in performance development reviews.

The Manager should:

* check prior to the review that resources related to any likely developmental needs are identified and are available for use (this will save time and avoid disappointments if agreed developmental actions are unavailable);
* advise the employee that any agreed development arrangements are recommendations only and that they will be reviewed by senior staff with responsibility for determining where resources should be deployed;
* ensure that the timing of any recommended training and development will not unduly interfere with the operations of the work unit; and
* advise their Executive Manager of their recommendations for staff development and the reasons underlying the recommendations.

The Manager should ensure during discussions and deliberations that REDIMED policies concerning equal opportunity, equity and diversity are given appropriate consideration.

**Step 3:** Training Request Form to be completed

Should the Manager and employee agree on particular courses or development opportunities, a Training Request Form (TRF) must be completed. The TRF requires the following details:

* Employee details
* Type of training
* Training provider details
* Justification for request
* Budgetary justification

The Training Request Form must be signed off and approved by Executive Management. A copy of the approved TRF will also be kept on the employee’s personnel file by Human Resources. The Manager is to ensure that no training or development courses are booked without an approved TRF from Executive Management.

**Step 4:** Booking into scheduled courses and workshops

Once an employee has authorisation to attend a course or workshop, they should register for the course(s) as requested in the TRF. If the original training provider is no longer available, and there is a cost difference in price between two different providers, another TRF must be completed an approved with the new cost reflected.

Staff members attending courses and workshops should not absent themselves from a course or workshop once it is commenced, except for in exceptional circumstances.

**Step 5:** Completion of Training

Upon successful completion of any training, copies of certificates or confirmations should be forwarded to Human Resources to be kept on the employee’s personnel file.

# Induction Procedure

**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
* Consolidate their understanding of the duties and responsibilities of the role
* Understand the expectations of them in the form of standards, objectives or a work portfolio, set with their line manager
* Understand 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.

# Redundancy and Redeployment Procedure

**Redundancy**

There may be occasions where REDIMED no longer requires an employee’s job to be performed by the employee or by anyone else because of changes in REDIMED’s operational requirements. If this occurs then the employee’s position is considered redundant.

REDIMED recognises the importance of consulting with and assisting employees who are impacted by redundancy and has established a support framework to ensure they are treated with respect and dignity.

Should REDIMED proceed with substantial organisational change that may result in redundancies, REDIMED will act in accordance with minimum standards set out by FairWork Australia and National Employment Standards.

**Redeployment**

When an employee’s position is made redundant, REDIMED at its discretion endeavour to make efforts to find suitable alternative employment internally. An alternative position within REDIMED will be considered suitable alternative employment if:

* it is vacant
* the position is appropriate for the employee having regard to matters such as the employee’s experience, skills, qualifications, training and any other relevant matters, and
* the terms and conditions pertaining to the position are similar to those enjoyed by the employee in the current position.

REDIMED endeavour to take into account the relevant skills, experience and work preference of the Employee and may take action which includes, but is not limited to, the following:

* Examine options for re-training
* Examine measures that could be taken to avoid termination
* Offer the Employee redeployment to a 'suitable vacant position' at the same classification level, where such a position exists
* Offer the Employee redeployment to a position at a lower level classification level which the Employee has the skills and qualifications to undertake, where such a position exists

An employee who rejects an offer of suitable alternative employment within REDIMED may not be entitled to a redundancy payment.

**Redundancy Pay**

In the event that an employee’s position is redundant, employees may have an entitlement to redundancy pay. Redundancy payments are in addition to payments for notice, accrued annual leave and accrued long service leave.

The amount of redundancy pay an employee receives is based on their continuous service with REDIMED, which is the length of time the employee has been employed by and doesn't include periods of unpaid leave. REDIMED will act in accordance with the minimum redundancy payments as indicated by FairWork Australia.

Redundancy pay is paid at the employee’s base pay rate for their ordinary hours of work, but doesn't include:

* incentive-based payments and bonuses
* loadings
* monetary allowances
* overtime or penalty rates
* any other separately identifiable amounts

Any outstanding entitlements also need to be paid out – including annual leave and long service leave that the employee hasn't taken.

In addition, redundancy pay **will not** be payable to any of the following:

* an employee whose period of continuous service with the employer is less than 12 months
* an employee employed for a specified period of time, for a specified task, or for the duration of a specified season
* an employee whose employment is terminated because of serious misconduct
* a casual employee
* an employee (other than an apprentice) to whom a training arrangement applies and whose employment is for a specified period of time or is, for any reason, limited to the duration of the training arrangement.

**Notice Period for Redundancy**

The notice period applicable to an employee whose position has been made redundant will be in accordance with the applicable enterprise agreement or contract of employment along with relevant employment legislation.

An employee may be required to work their full notice period or notice may be paid fully or partly in lieu of notice.

**Support Services**

REDIMED may provide support services to an employee whose position is made redundant. These services will be discussed at the time the employee is informed of the redundancy, and may include outplacement services and Employee Access Programs.

**Parental Leave**

If an employee’s position is made redundant while the employee is on parental leave, the employee will be treated as they would have been had they been at work. REDIMED may identify suitable alternative employment for the employee. If no suitable alternative employment is identified, the employee will receive a redundancy payment calculated at the date upon which the employee was due to return to work.

**Employee Leave during Redundancy**

An employee who has received notice of redundancy can leave their job during their notice period. The employee still has to get the redundancy pay and other entitlements they would have received if they had remained in their job until the end of the notice period however they are not entitled to payment for the remaining notice period they didn't work.

**Looking for a New Role**

An employee who has received notice of redundancy is allowed up to one (1) paid day off per week of notice, to look for another job. If the employee has been allowed paid leave for more than one (1) day, REDIMED reserves the right to request the employee provide proof of attendance at an interview (eg. a statutory declaration.)

**Roles and Responsibilities**

Team Leaders are responsible for:

* making decisions in relation to the redundancy of employees on sound and objective operational criteria; and
* exploring alternatives to redundancy including redeployment

Employees are responsible for:

* giving full consideration to any options or alternatives that are provided to them; and
* continuing to perform their duties during the process of communication and notice period if applicable

Human Resources are responsible for compliance with this policy and full and open communication with the employees concerned.

For further information on the Redundancy and Redeployment Procedure, please speak with Human Resources for further clarity.

# Safety and Manual Handling Procedure

All staff will receive initial manual handling training in the SMART lifting technique (see procedure below) at time of initial employment. Refresher Manual Handling training will be held once yearly with all staff. All training with staff will be documented in the form of a sign off and kept on file. Training will be documented in a training forward planner. Staff must always follow the process for risk assessment (see policy Risk Assessment) and Manual Handling policy and procedure in any manual Handling situation.

Manual Handling can result in injury in the following ways:

* Gradual wear and tear caused by frequent or prolonged periods of manual handling activity (e.g. a store person continually handling stock between deliveries).
* Sudden damage caused by intense or strenuous manual handling or awkward lifts (e.g. a labourer lifting a compactor or a glazier lifting a pane of glass onto a truck).
* Direct trauma caused by unexpected events (e.g. a staff member walking on uneven ground carrying a large heavy carton trips and falls).
* Very often there is no ‘accident’ associated with the injury and a person will not feel pain until several hours after the accident has occurred. This means that investigation into a manual handling injury must look into all of the relevant tasks the person usually performs.
* Injuries most commonly linked with manual handling include sprains and strains, damage to back and hernias. In general the injuries are caused by wear and tear and damage to the joints, ligaments, muscles and intervertebral discs which occur during manual handling activities.

Always lift following the **SMART** model:

**Size up the load**

Check the load size, weight and stability

Consider the distance and height of your destination

Decide if a trolley is needed, or other assistance with the load- don’t be afraid to ask for help

Create a hazard free pathway

**Move close to the load**

Stand as near to the load as possible

Spread your feet shoulder width apart

Place one foot slightly forward of the other

**Always bend your knees**

Maintain low back curve as you bend

Get a firm grip. Tighten your abdominal muscles

**Raise the object using the strength in your legs, not your back**

Keep your head up

Hold the load close to your body

Lift smoothly and steadily while breathing out

**Turn by moving your feet**

Pivot your feet, turn shoulders and hips together

Avoid twisting or jerking movements

Set load down smoothly

# Manual Handling in the Workplace

Management must implement the training program and forward planner to ensure that all staff are trained and signed off in the risk assessment process and in the correct manual handling techniques.

Staff are responsible for following the risk assessment (see Risk Assessment policy) and Manual Handling processes to ensure they do not put themselves or others at risk of a manual handling injury. If it is felt that it is unsafe to move an object then this must be escalated to management and a formal risk assessment and alternative method of moving the object (if required) must be implemented. Management will always assess all potential manual handling risks within the workplace (following Risk Assessment Policy guidelines) and will take immediate action when notified of a potential manual handling risk.

IDENTIFY the source of potential manual handling risk;

ASSESS the type of object and potential risk and outcomes of moving the item in question, along with the possible underlying causes of the risk

CONTROL the situation with the following in mind:

* Foster a harmonious work environment where it is clear to all people that manual handling and safe lifting techniques are good practice and that all employees have a responsibility to safe lifting and manual handling techniques;
* Train all employees in how to correctly lift and move objects;
* Reassess the total security situation: employees working alone, lighting, locks, cash handling systems, storage of drugs, surveillance measures, personal alarms etc.;
* Train supervisors to recognise potential manual handling hazards;
* Provide manual handling training for all employees;
* Increase staff awareness of manual handling at work as a risk, through yearly refresher training and sign off;
* Encourage staff to report and record potential or actual manual handling issues without fear of recrimination or intimidation; and
* Ensure all reports are treated with absolute confidentiality and auctioned immediately;
* All manual Handling Injuries must be attended and documented immediately by a designated first aider. A first aid report and incident report must also be actioned and a risk assessment implemented where necessary in accordance with the **First Aid Policy** **and Procedure**, the **Incident Reporting Policy and** **Procedure** and the **Risk Assessment Policy and Procedure** where required.

# Injury Procedure

1. The first priority is medical attention. The injured worker or nearest colleague should contact one of REDIMED’s first aiders. For a serious injury also call an ambulance.
2. Any employee who is injured on the job or experiences a safety incident or a near miss must report the incident to the OHS Manager.
3. The manager must write a report in the Register of Injuries, Incidents and Near Misses. This standard report must include:

* Employee’s name and job details
* Time and date of injury
* Exact location the injury/incident occurred
* How the injury/incident happened
* Details of the injury/illness and the part/s of the body injured
* Names of any witnesses
* Name of the person entering details in the Register
* Date the employer was notified

1. REDIMED will let the injured employee know in writing that we have received notification of any injury or illness reported in the Register.