

Northern Territory General Practice Education Limited, NTGPE

Employment Manual

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NTGPE
P O Box u 179
CDU, NT 0815
Australia

Phone: (08) 8946 7079
Fax: (08) 8946 7077
Web: www.ntgpe.org
Email: admin@ntgpe.org

Northern Territory General Practice Education Limited (NTGPE)

Employment Manual

Coverage

This Manual has been prepared and approved by NTGPE for use in delineating policy and practice on employment-related matters, or elaborating those contained in employment contracts and elsewhere. It compliments a range of Board and Operational policies (<http://www.ntgpe.org/htm/Publications/policies.htm>), procedures and protocols. Use for other purposes is not appropriate or approved.

It is for internal use only, and should not be made available beyond NTGPE without the written permission of the Executive Director.

Acknowledgement

This Manual has been produced by NTGPE using MAUS Employee Manual material, published by CCH Australia Limited as a guide. The MAUS material was purchased for the purpose.

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NTGPE

P O Box u179
Charles Darwin University
Northern Territory, 0815

Doug Lloyd
Executive Director
16th December 2005

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introduction

Welcome from the Executive Director

Welcome to NTGPE. We consider the employment of each person to be one of the most important factors in the life and sustainability of our organisation. We encourage the innovative and distinctive ideas that you will contribute.

We hope that you will be an enthusiastic and valuable member of our team. We endeavour to supply all staff with optimal working conditions, ongoing support and focused direction. Combined with your co-operation, this should deliver positive outcomes, opportunities and benefits to all parties. Most importantly, this is to people on the NT's and nations communities. We are seeking to make their health and well being better through the medical training we provide.

This Manual is intended as a guide to make you feel as comfortable as possible in your position. While it will not answer all your questions, familiarising yourself with its contents will clarify or elaborate policies and procedures, and should act as a useful step in learning about the structure of NTGPE. Material in the Manual also complements aspects of your employment contract.

Further questions regarding your contract of employment, or any other issues, should be directed towards your supervisor.

We trust that your experience in NTGPE will be fulfilling and enjoyable. On behalf of the Board, management and staff we would like to welcome you to our team and wish you every success in your future achievements.

Yours sincerely

Doug Lloyd
Executive Director
NTGPE

Purpose of the Manual

The manual is supplied to provide you with details of your working conditions, benefits and relevant organisation policies, procedures and protocols (these policies and procedures can be found at: <http://www.ntgpe.org/htm/Publications/policies.htm>). It complements some of the details provided in your Contract of Employment (but will not over-ride that document) and constitutes operational policy and procedures in a number of cases, such as details about leave entitlements. The information contained within should give you, the employee, the basic guidance and foundation to understand NTGPE's aims and goals.

We hope this will empower you with the opportunity to reach your full potential and forge solid career goals, maximising the benefit to all parties.

The NTGPE employment manual should answer some of your questions regarding policies and procedures. It is essential that you understand and comply with all the provisions of this manual. Where it needs development, we hope you will willingly contribute.

NTGPE reserves the right to modify, revise or supplement policies and portions of this manual as appropriate. Employees will be notified in writing of any such changes to the Employment Manual as they occur.

Induction & Training

NTGPE is focused on providing every employee with an environment where they can become part of a team and excel in their chosen career. We believe that every employee's contribution is valuable and actively encourage staff involvement. It is an important part of every new staff member's development and training to familiarise themselves with the working environment at NTGPE.

As part of training and induction at NTGPE, your supervisor will help you familiarise yourself with the working environment and assist you to settle in. You will also be offered the opportunity to discuss NTGPE's directions and your roles with the Executive Director (if not already your supervisor).

As part of the introduction process you will be shown around the premises and introduced to your fellow colleagues. Any rules and regulations that you need to follow will be outlined at this stage. You will also need to fill out various papers to begin your confidential personal file. These will include banking details, tax and superannuation details as well as any other relevant information.

You will be given on the job training to familiarise yourself with your new position. Your supervisor will ensure that you have a clear idea of your new responsibilities and will be able to fulfill your duties without problems. It is the responsibility of your supervisor to ensure you are trained in a safe and efficient way to perform your job.

As part of your recruitment and selection you have been given documentation outlining the duties involved in your employment, in the form of a position description. These are formalised in your employment contract. Your supervisor will be available to help you with any questions regarding your employment.

Cultural Safety and Well Being in the Workplace

NTGPE commits to providing a culturally safe workplace, particularly for Aboriginal culture. We will provide for you some training into how to know about, be sensitive towards and be culturally safe with Aboriginal culture. Please see our policy for more information. We also are thoroughly committed to well being in our workplaces. Please also see our policy for more information, available at <http://www.ntgpe.org/htm/Publications/policies.htm>

An induction program to specific positions and the organisation will normally be provided. Examples at [Q:\NTGPE 2005\Man & Admin\Human Resources\Employment\Inductions](#)

Confidentiality in the Workplace

Your employment contract contains a general clause requiring information about NTGPEs business to remain confidential. Additionally to this, and because you may come into contact with information related to patients, learners or trainers we require an agreement that you will not disclose any confidential information related to this. The standard form is in the 'Forms'

Employment Probation Period

Most employees will undergo a probation and training period. This is to ensure that you are happy with your employment and have the capability of meeting or exceeding the requirements of the position at hand. Your supervisor will work closely with you at this stage to ensure that the arrangement benefits both parties.

The length of your trial or probation period will vary according to the position. Your contract of employment will outline the duration of your trial period and any conditions that apply. If for any reason your trial or probation period is interrupted, these factors will be taken into consideration and the trial period adjusted accordingly.

In the case of a disagreement between parties, conditions of termination or separation are also outlined in your contract of employment.

During your trial or probation period you will be eligible for the same benefits as all other employees. If both parties are in agreement at the end of the trial or probation period, you will be classified as a 'regular employee'.

Decisions related to how your probation is dealt with and finalised are much the same as in annual reviews. Your supervisor will facilitate a process that assesses with you how you are fulfilling duties in the position description, taking into account the selection criteria and work environment.

Annual Review, Professional & Personal Development

Your contract of employment makes reference to regular performance reviews with your Supervisor (Clause 5). These normally occur annually on the anniversary of your appointment. They may occur more frequently, for example, biannually, at the request of the Employee or Supervisor.

The purpose of any review is to facilitate improved performance, better connections between your individual goals and the organizations goals, and achieving a higher level of mutual satisfaction with NTGPE as a workplace.

This review process will also include detailed consideration of professional and personal developments plans for each staff member. These plans will include aspects where an employee or supervisor feels and has some evidence showing that some assistance will be helpful in achieving better work performance and/or satisfaction.

They may also include personal development plans (refer to the Board of Directors Strategic Plan, May 2004).

In the annual or biannual reviews each staff member's performance during the previous year will be assessed with the supervisor. The basis of the review will be a prior agreement between the employee and supervisor, approved by the Executive Director, which includes elements of the roles in the Position Description and Selection Criteria, and takes into consideration agreements derived from prior reviews (if appropriate).

If agreement cannot be reached on elements of a review, then the Executive Director will mediate. If there is evidence that a staff member's performance is not satisfactory, then the supervisor may invoke policy and procedures described under the Disciplinary Actions provisions.

In seeking to implement the professional and personal development plans a written agreement will be reached in which an implementation plan for the coming 12 months (or more) is developed.

In cases where the development plan is beyond the scope or budgetary capacity of the immediate work environment or supervisor, the plan will be submitted to the Executive Director for consideration.

Documentary evidence of Performance Reviews, professional and personal development plans will be lodged in each Employees confidential personnel file.

Each professional and personal development plan will contain details of the purposes for each step in the plan, a description of what will be delivered from each step, what steps the plans will involve, how you will know the outcomes (or "deliverables") have been achieved each step (e.g. professional and personal impact).

The subsequent review will include consideration of the extent to which the plans have been implemented and their benefits achieved.

Employee Status

Full-time and part-time employees work a normal week in accordance with the hours established between NTGPE and that employee, through the Contract of Employment.

Casual and sessional employees are hired for *ad hoc* specific or limited periods during the year, often based on work requirements. They may work a variety of hours depending on need and agreement. Medical and Cultural educators employed on 0.4 full time equivalent or less per week (on average) are employed on this basis from October 2005.

Part-and full-time employees will receive leave according to the conditions in their Contract of Employment. For part-time employees this includes any public holidays falling within their employment.

Casual and sessional employees are remunerated at a rate that includes recognition of service benefits and leave, and take responsibility for providing their own benefits and leave.

All staff members are paid superannuation benefits.

company history & organisation description

Organisation Description

NTGPE Profile and Roles

- NTGPE is a not-for-profit company limited by guarantee, formed in 2002 by a consortium of partners including AMSANT, Charles Darwin and Flinders Universities, the GP Divisions of the NT¹, RACGP and ACRRM. This was in response to Minister Wooldridge's regionalisation of GP training.
- Our Board of Directors has declared its intention to create a Centre of Excellence in General Practice Training for Aboriginal Health. This forms a key direction for our active R&D program. In 2004 we were awarded GPET's inaugural Indigenous Health Training Award for excellence in GP training for Indigenous health.
- NTGPE is partly funded by GPET to provide postgraduate training in General Practice throughout the NT. In 2004 this comprises 53 (43 fte) GP Registrars placed throughout the NT, who therefore provide significant proportions of NT's GP and primary health workforce while they are undertaking GP specialist training
- We are also funded by the Commonwealth RUSC to provide short-term non-teaching-hospital undergraduate placements to students from medical schools in all Australian states. It also coordinates placements and essential cultural orientation for John Flynn Scholarship holders. In 2004 it will make placements for approximately 220 students.
- NTGPE has an NT-wide organisational structure including a dispersed network of medical educators in order that its medical education and training is authentic for learners in remote and/or Aboriginal community contexts. We integrate medical education with cultural training.
- NTGPE has been awarded a national Project of National Significance for the development of trials of community mentors for medical students in four NT communities. This will be part of our integrated cultural safety training and medical education.
- As additional elements of a vertically integrated set of medical training programs, NTGPE also:
 - provides remote and urban community placements for junior doctors based across the NT through Pre-vocational GP Placement Programs, numbering ~30 from 2006;

¹ Now General Practice and Primary Health Care Northern Territory, GPPHCNT

- Contributes to recruitment and workforce planning studies undertaken by other agencies, including GPPHCNT;
 - Coordinates and provides training programs for Overseas Trained Doctors/ International Medical Graduates working towards FRACGP;
 - Coordinates, with a range of other agencies, a Public Health Medicine Traineeship for an NT-based GP; and
 - Contributes to Doctors' CPD/CME programs throughout the NT.
- NTGPE has strategic partnerships with a range of other agencies across the NT for purposes related to medical education and training. For example, it has an agreements and joint appointments with the Flinders' NTCS through which we provide general practice teaching to Flinders GEMP program students in the NT. We also have a joint appointment with CA 'Congress'.
 - NTGPE has more than a decade of previous experience in providing GP training and medical student experiences in the NT through its pre-cursor unit, General Practice Education and Research Unit.

NTGPE Offices and Work Locations

NTGPE comprises two offices, one based in Darwin (Top End Office) and a second, more recently established office based Alice Springs (Central Australian Office).

DARWIN

Street Address

Level 3, Building 39

Charles Darwin University

Ellengowan Drive

Casuarina, NT 0810

Postal Address

P O Box u179

Charles Darwin University, NT 0815

Phone: (08) 8946 7079

Fax: (08) 8946 7077

ALICE SPRINGS

Street Address

3, 8 Gregory Terrace

Alice Springs, NT 0870

(Scheduled to be Remote Health Precinct from April 2006)

Postal Address

PO Box 4829

Alice Springs, NT 0871

Phone: (08) 8952 3518

Fax: (08) 8952 7105

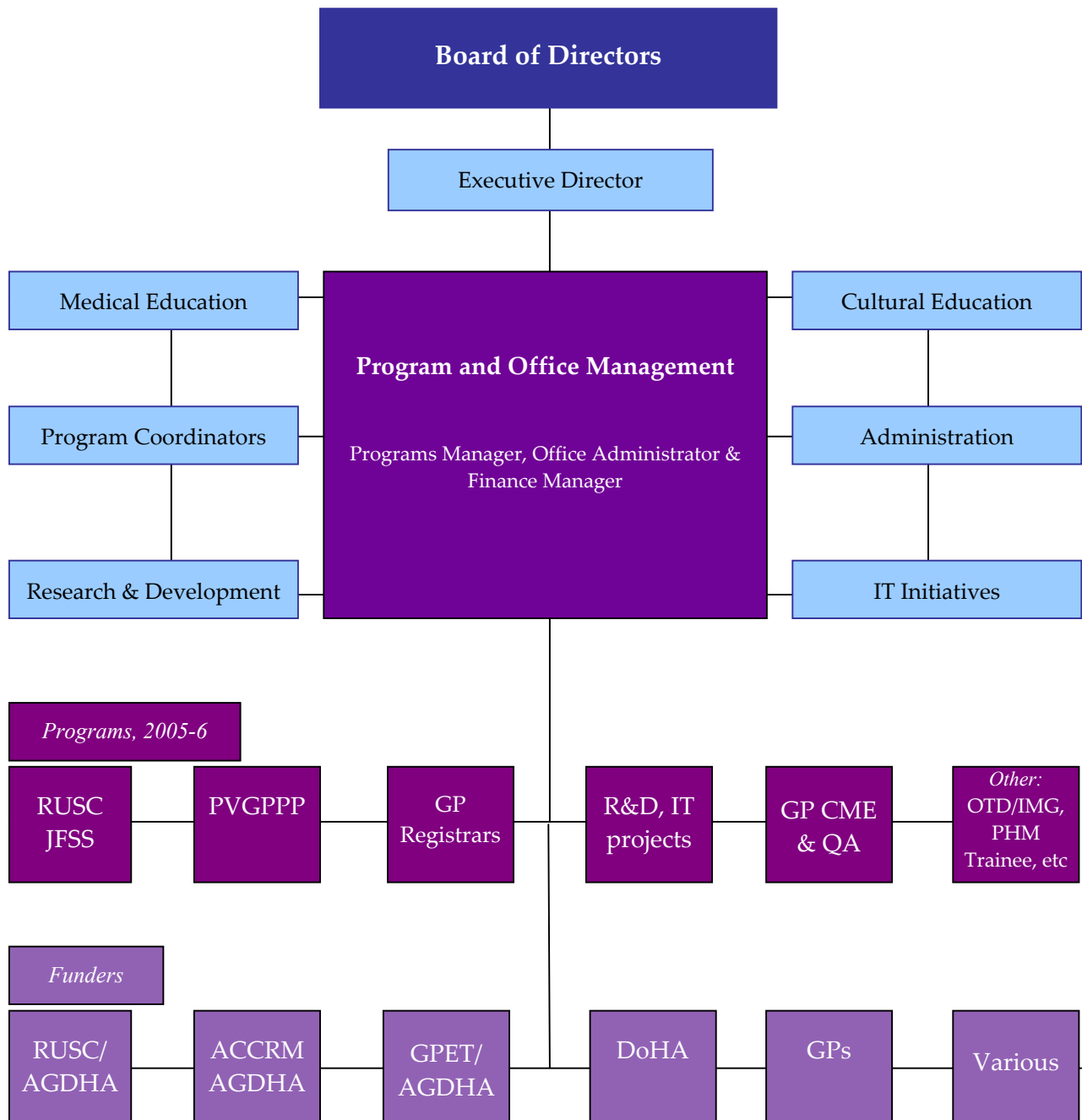
Dispersed Medical Educator Network

To accommodate NT-wide education and training needs, Medical Educators are located in a variety of remote locations. In 2005-6, these included Katherine, Nhulunbuy and Jabiru.

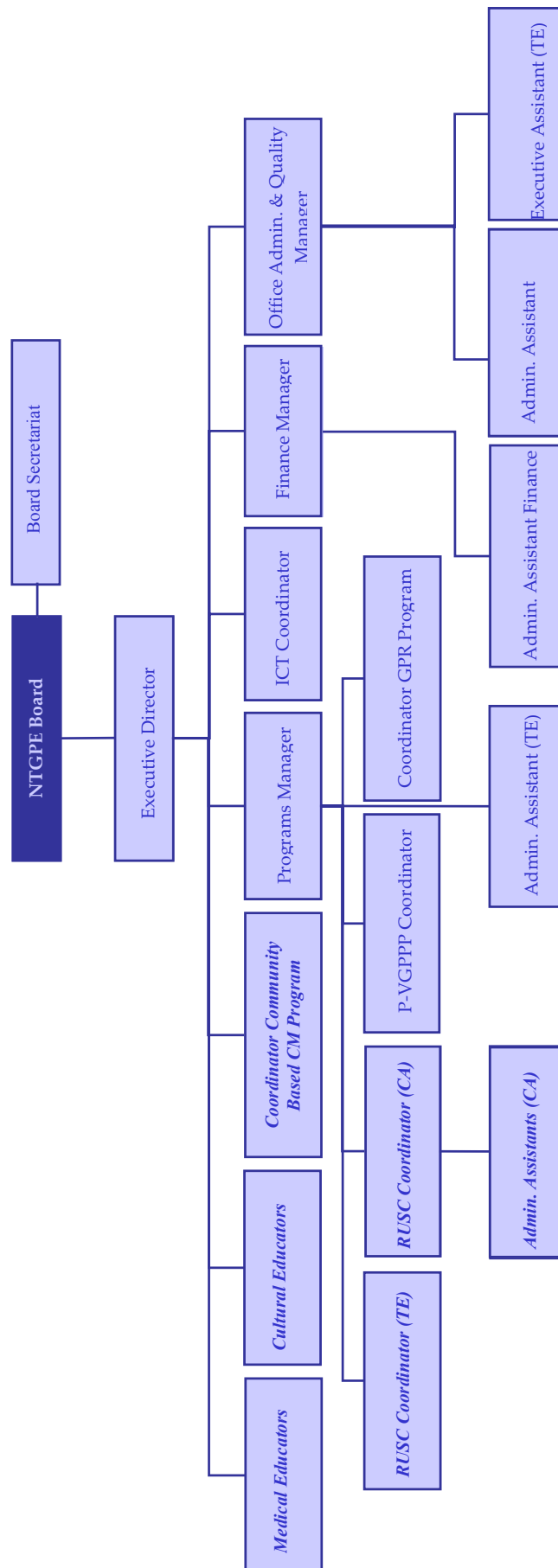
ntgpe organisational chart

Conceptual/Operational

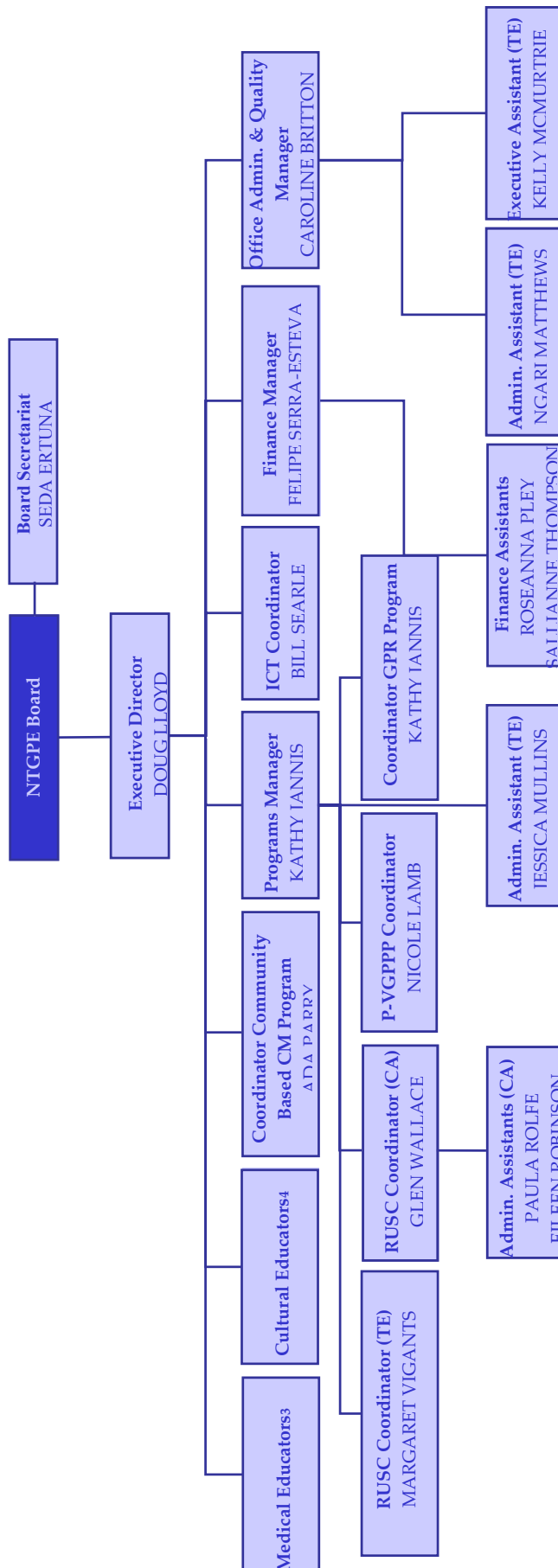
(i.e. how we want it to work)



Reporting and Supervision Lines



Organisational/Staff Chart



3 Dr Brad Gray (CA), Dr Dana Fitzsimmons (TE), Dr David Meadows (TE), Dr Emma Kennedy (TE), Dr Kim Manias (TE), Dr Penny Ramsay (TE), Dr Christine Lesnikowski (CA), Dr Ameeta Patel (CA), Dr Nigel Gray (CA), Dr Ray Ingamells (CA)

role description summaries

Board

Provides policy, strategic direction and accountability frameworks for the company.

Executive Director

Provides leadership, direction and management of the organisation under the framework established by the Board. Answers to the Chair.

Medical Educator(s)

Provides medical education and training sessions to students and professionals in programs and activities, and integrates activities with cultural educators and coordinators/administrators. A Medical Educators' Coordinator (MEC) will be appointed to coordinate the activities of, and when necessary represent the views/interests of, medical educators. Answers to the Medical Education Coordinator or Executive Director (in the case of the MEC).

Training Advisor(s)

Normally but not necessarily this is part of a Medical Educator's role. Provides training advice and mentorship to a GP Registrar(s) for whole-of-program and each training term, and may liaise with a GP Supervisor on the GPR's training program.

Cultural Educator(s)

Provides cultural education to students and professionals in programs and activities, and integrates activities with medical educators and coordinators/administrators. A Cultural Educators' Coordinator (CEC) will be appointed to coordinate the activities of, and when necessary represent the views/interests of, cultural educators. Answers to the Cultural Education Coordinator or Executive Director (in the case of the CEC).

Programs Manager

Coordinates the management of Programs operated under the management of Program Coordinators. Oversees the effective functioning of, and relationships with programs across a vertically integrated spectrum, supervisor and placement networks, and quality assurance of programs. Answers to the Executive Director.

Program Coordinators/Administrator

Ensures that all participants in the program receive a cohesive and effective program, ensures that the Program has clear and well-recognized goals and expectations, appropriate student-centred pathways, appropriate completion standards and results, and attractive and accurate publicity and marketing. Answers to the Programs Manager. A Program Administrator might be appointed at a significant program-delivery site if the Program Coordinator is located elsewhere.

Finance Manager

Ensures financial and contract management systems established for the company meet the needs of all stakeholders and facilitate learning, and that the company's finances, contract and reporting obligations are met. Provides advice to the Board, Executive Director and Programs Manager on sustainable program and company budgeting. Answers to the Executive Director.

Information and Communications Technology (ICT) Coordinator

Provides leadership, coordination, project management and/or advice on the integration of ICT into education into program and administrative activities for the enhancement of education and training. Provides ICT support for the organization. Answers to the Executive Director.

Office Administrator

Ensures that administrative systems, infrastructure and resources are in place, coordinated and meeting the needs of those providing other services in and for the organisation. Answers to the Executive Director.

Registrar Liaison Officer (RLO)

Provides a communication link within the group of GP Registrars in NT and between the Registrars and NTGPE, supervisors, Registrars nationally, GPET and elsewhere as appropriate. Provides policy, strategic and operational advice and represents the interests and issues of Registrars in appropriate forums. Is a member of NTGPE Board.

Supervisor/Trainer Liaison Officer (SLO/TLO)

Provides a communication link within the group of GP Registrar and undergraduate education/training Supervisors in NT and between the Supervisors and NTGPE, Registrars and undergraduate students, Supervisors nationally, GPET and elsewhere as appropriate. Provides policy, strategic and operational advice and represents the interests and issues of Supervisors in appropriate forums. Is a member of NTGPE Board. *

* From April 2005 Supervisors have been called Trainers

customer service

Procedures should be in place to handle all areas of customer service, including high quality education and training outcomes. All NTGPE employees are required to contribute towards the positive service and commitment to our learners. It is our goal to maintain and fulfil our clients' requirements and meet all expectations while, at the same time, sustaining profitability.

Our customers or 'clients' include learners, GPs who supervise and train learners, funding agencies like the Australian Government, and community people.

It is our philosophy to nurture an ongoing relationship with our clients ensuring all parties learn, develop and contribute to better health outcomes.

We cannot fulfil this goal without the ongoing support of the company's most valuable resource, our employees. It is only through teamwork and collective strength that we can stimulate the kind of quality education and training that results in long-term learner and stakeholder satisfaction.

Regardless of whether your involvement with customer service is direct or supportive, each member of the team has an impact on the learner's impression of NTGPE.

Any and every contact a client has with NTGPE – written or verbal – leaves an impression. We at NTGPE have a prime directive to ensure that each and every moment of contact is a positive one, thus upholding the organisation's high standard of quality and service. It is the role of each employee, regardless of position, to make each moment of service to our learners outstanding.

Every learner will have their own expectations of the service they deserve. It is only by constantly exceeding these expectations that we can maintain the highest service and set of learning outcomes possible.

mission statement

Our Strategic Plan (<http://www.ntgpe.org/htm/Admin/mission.htm>) provides the following information, and is a useful document.

Mission

To produce well-rounded, competent independent medical practitioners and medical graduates who can provide quality service nationally, and who have particular capabilities for the Northern Territory's urban, rural, and remote communities and Aboriginal health.

Objectives

To achieve its Mission, NTGPE will provide education and training programs in general medical practice for:

- Postgraduate doctors, including IMG/ OTDs, undertaking General Practice vocational training;
- Pre-service medical students;
- Postgraduate doctors; and
- General practitioners continuing their professional development.

Vision

NTGPE is the innovative provider of quality General Practice training, and a collaborator in the provision of general medical education, in Australia's Northern Territory.

We are a key contributor to leadership in national and international models for general medical education, including for remote and Aboriginal contexts.

NTGPE will be ethical and socially just, provide a flexible, supportive and culturally safe learning environment, and collaborate where appropriate with other agencies.

employment conditions & payment of wages

Employment Conditions

The conditions of your employment have been outlined in your Contract and letter of employment. The Contract provides important details regarding your position such as:

- Title of your position
- Remuneration
- Benefits
- Hours of work
- Status of work and duties
- Probationary period of the position
- Leave provisions
- Other relevant issues to the position

Attendance & Punctuality

At NTGPE, some employees are required to work flexibly at a variety of locations. This will be clear from the nature of the role description and working arrangements. Other staff provide core services at relatively fixed locations and times. For these we ask for a high standard of attendance and punctuality. We believe that attendance and punctuality are paramount to the principles of professionalism and appropriate service to and from the organisation.

Employees who are in the second group described above, and disregard these principles on a continuing basis may be subject to disciplinary action.

If for any reason you are unable to attend work, you should advise your supervisor no later than one hour prior to your scheduled start time. This will also minimise the disruption to any colleagues and other staff members.

Punctuality is an important part of your employment. As NTGPE works as one large team, it is important to be at work on time. If you are running late for any reason, please contact your immediate supervisor.

Use of phone & mail systems

It is inappropriate to use company phones to make or receive private calls.

We realise that in case of any emergency you may need to be notified; however, other private calls while on duty are discouraged. Messages concerning emergency calls will be communicated to you immediately.

A similar policy applies to the use of company mail for despatching personal correspondence. Unauthorised usage will be considered inappropriate conduct.

Computer & E-mail, including Internet

Employees have access to a networked PC, laptop or related equipment for business purposes.

All staff must exercise integrity and responsibility when using email and Internet, and similarly to telephone usage, it is inappropriate to use your company email and Internet account for personal reasons.

Use of Equipment

NTGPE seeks to ensure that all appropriate equipment is available, up to date and in good working order. Employees can only be expected to excel at their jobs if we supply the appropriate tools to do the job safely and efficiently.



We request your assistance to contribute to minimising the costs of the upkeep, and security of equipment. A caring attitude combined with common-sense application will enhance the life of the equipment and minimise inconvenience to the user.

Please inform your supervisor or equivalent immediately equipment malfunctions, or seems to be in need of repair or maintenance, or is missing. **If it appears to be dangerous, please do not touch it without an appropriate person advising you to do so (eg, a technician present, or on the 'phone).**

A central register is kept of all equipment owned, leased and operated by NTGPE. Each piece of equipment has a code attached allowing for easy registration, upkeep and tracing as required. Should for any reason any equipment be discarded, repaired or moved to a different area/section/staff member, staff should advise the Information and Communications Technology Coordinator or the Finance Manager as soon as possible.

Unauthorised use of equipment such as other staff members' computer equipment while they are logged onto the system without their approval, or removal of equipment from NTGPE's offices without prior approval, is unacceptable.

Resources Collection

We have an array of materials we inform people about and use to improve their training. For this to be useful, up to date and available we encourage you to use the resources and follow guidelines for use.

Expenses & Refund Policy

Work-related expenses can be reimbursed before or after they are incurred. Where you are aware that expenses will be incurred, prior arrangements can be made. This may be through a process of 'cash advance' or via the provision of a company credit card.

All expenses should be documented and justified to the Finance Manager or your supervisor. Any expenses not accompanied by the appropriate documentation can not normally be reimbursed.

It is the responsibility of the employee to provide receipts and documentation, particularly in the event of a cash advance. All cash advances will need to be accounted for and any misappropriation of company funds will incur serious action.

Payment of Wages & Salary

Salaries and wages are paid on a fortnightly as earned basis. A working fortnight runs from Thursday through to Thursday.

Any associated paperwork, Application for Leave, etc. should be handed to the Payroll Officer, via your supervisor, as soon as possible. Delays with this documentation can result in a delay in payment. Payments are made directly into the bank, building society or credit union of your choice. It will remain your responsibility to advise the Finance Manager of any change to your account details.

Salary Sacrificing Opportunities

NTGPE offers its employees the opportunity to salary sacrifice their income.

NTGPE adopted a salary sacrificing policy on 22nd January 2004. The policy is available on Q drive\Quality Manual\Human Resources\Policies\050426_pol_Salary Packaging with a hardcopy of the policy located in the Human Resources manual.

You can obtain further information on salary sacrificing from the Finance Manager or Payroll Officer.

Overtime Policy

NTGPE do not support overtime as part of our standard practice. All employees should be able to complete their roles in specified working hours. If, for any reason, you believe you are constantly unable to complete your allocated tasks, please discuss the matter with your immediate supervisor or the Executive Director.

If overtime is required, it is vital that you speak to a supervisor and the Executive Director to gain written approval. Employees are not paid for working overtime and are therefore allowed to take hours worked as Time In Lieu.

Employees who are required to work overtime, upon agreement with their immediate supervisor, can take Time In Lieu at a time mutually suitable to both employee and NTGPE. Leave taken as Time In Lieu must be also be applied for, by completing and submitting a Leave Application form to your supervisor.

Time In Lieu must be used within one calendar month of its occurrence. With the written approval of the supervisor, it may be accumulated up to two months for special agreed purposes. If Time In Lieu is not used within these times it is lost to the employee.

Any staff member who has worked overtime without prior approval will not be compensated or remunerated.

Time in Lieu leave entitlements will not be paid out upon the cessation of employment with NTGPE.

(Other) Flexible Work Arrangements

As an alternative to Time in Lieu, an employee may make a case to their supervisor to have flexible work arrangements approved. This will permit the equivalent of standard hours to be worked and expected outcomes to be produced, under circumstances more appropriate for the employee. The arrangement may be short-term or longer-term. They will not normally be approved for more than one year at a time, and may involve a trial period.

Where mutual agreement can be reached between the employee and supervisor, the Executive Director may approve such an arrangement provided:

- A written and provisionally agreed case is submitted;
- There are demonstrable benefits for NTGPE; and
- There are minimal risks and disadvantages to NTGPE

Flexible working arrangements must be approved by the Executive Director.

Staff Suggestions & Internal Communication

Staff suggestions and communication can stimulate creative ideas and suggestions that may benefit the organisation. Management strongly supports and recommends open and direct communication between management and staff, as well as between all colleagues.

All comments and suggestions will be reviewed by the Programs Manager and/or Executive Director. We will be pleased for staff to submit their ideas and communicate as frequently as they wish.

employee leave

NTGPE employment contracts outline leave entitlements for individual employees. The policies and procedures below are guidelines for employee leave. They should be read in conjunction with individual employment contracts, which take precedence in the event of any contradiction.

Sickness Benefits

A full-time or regular part-time employee is entitled to sick leave without deduction of pay, subject to providing to the employer's satisfaction evidence of illness or incapacity, as follows (taken from the Clerk's Award) –

In the first year of service, to the following limits –

<u>Length of service</u>	<u>Personal leave</u> (hours)
After 1 month	7.35
After 2 months	14.7
After 3 months	22.05
After 4 months	29.4
After 5 months	36.75
After 6 months	44.10

73.5 hours in the second and subsequent years of service.

Sick leave not taken in the year of accrual will accumulate indefinitely as long as the employee remains in the employment of the same employer.

An employee is entitled to use accumulated sick leave where the current year's sick leave entitlement has been exhausted.

Employees will not be entitled to paid sick leave for any period for which they are entitled to worker's compensation.

Employees will, where practicable, and within two hours of the commencement of such an absence, inform their employer of :

- Their inability to attend for duty
- The nature of the illness or capacity and
- The estimated duration of the absence

These benefits are restricted to employees who are absent from work for genuine health reasons only. You will need to provide proof of your situation for absences in excess of two days.

Sick leave entitlements are described in your Contract of Employment.

On return to work you will be required to complete a Leave Application form. This needs to be submitted to your supervisor to ensure correct payment and adjustment of any sick leave entitlements.

If you require an extended period of leave (due to accident or illness), you will need to inform your supervisor and keep them updated in regard to the estimated date you will be returning to work. It is important that you are in contact with your supervisor on a regular basis to ensure that your position of employment is protected.

Sick leave entitlements will not be paid out upon the cessation of employment with NTGPE. Please refer to the General Clerks (Northern Territory) Award 2000 for further clarification.

Carer's/Family Leave

NTGPE will grant carer's/family leave to employees who need to care for a member of their immediate family or household who is ill and requires looking after.

It is important that employees telephone their supervisor, advising the nature of the illness and the day they believe they will return to work.

Employees will be required to complete a Carer's Leave form on return to work. If the duration of the Carer's Leave is for a period of two days or more, NTGPE requires you to present a doctor's certificate stating, in addition to the fact that a family/household member is ill, that the illness is of such a nature that the person required looking after.

Your carer's leave entitlement is made up of your sick leave entitlement, unpaid leave, time off in lieu and annual leave (taken in single day periods not exceeding five days in any calendar year).

If you require an extended period of leave, NTGPE asks that you contact your supervisor and keep them updated in regard to the estimated date that you will be returning to work.

For further clarification please refer to the General Clerks (Northern Territory) Award 2000, Section 33 entitled Family Leave.

Parental Leave

This section includes maternity, paternity and adoption leave for which clear legislation exists within Federal and State awards. This award was introduced to allow working couples the opportunity to begin or have their family with the assurance that their return to the workforce would not be compromised or denied.

The basic entitlement for employees after 12 months continuous service is parents are entitled to a total of 52 weeks unpaid parental leave in relation to the birth or adoption of their child.

For females, maternity leave may be taken and for males, paternity leave may be taken. Adoption leave may be taken in the case of adoption.

Where the staff member's partner is also a staff member of NTGPE, the aggregate periods of Maternity and Paternity Leave cannot exceed fifty-two (52) weeks.

The only exception to this rule is at the time of the birth when the father is allowed one week's leave at the same time as the spouse takes maternity leave.

See Maternity, Paternity and Adoption Leave for specific NTGPE policies.

Maternity Leave

It is requested that any employee wishing to take maternity leave inform their supervisor no less than 12 weeks prior to the birth of the baby. If possible the Finance Manager should be informed of your decision at the earliest stage so appropriate administrative arrangements can be made.

Part-time and full-time employees are entitled to up to 52 weeks unpaid maternity leave. This may include or can be taken in part as annual leave or long service leave.

After maternity leave has been taken the employee will be able to return to their former position. If for some reason this position no longer exists, the employee will be given a position as close to their previous position as possible.

Employees may indicate the date they wish to return to work through a letter to the Executive Director. Any intentions of return should be sent at least 14 days prior to commencement.

NTGPE may replace the employee on maternity leave while absent. The replacement employee will be advised of the temporary nature of the position and the period of employment. Therefore, it is important to ensure communication between the employee and the company is both open and clear.

Staff hired on a casual or sessional basis will not be eligible for maternity leave benefits.

For further details and clarification please refer to the General Clerks (Northern Territory) Award 2000, Section 34.3, entitled Maternity Leave.

Paternity Leave

Paternity leave is an entitlement available to the fathers of newborn or newly adopted child/ren. The leave is unpaid.

The male employee must have 12 months continuous service with NTGPE to qualify for leave.

Male employees who take paternity leave have the same job protection and conditions as those applying to maternity leave. When applying for paternity leave, NTGPE requires that the employee produce a doctor's certificate containing information such as the spouse's name, the fact that she is pregnant and the expected date of the birth. If the leave is applied for after the birth, then the certificate should show the actual date of the birth.

A male is expected to give NTGPE at least 10 weeks written notice each time he wishes to take maternity leave.

A male applying for extended paternity leave must produce a statutory declaration containing the following statements:

- That the period of paternity leave is sought for the employee to become the primary caregiver;
- That the employee will not engage in any conduct inconsistent with his contract of employment during the period of paternity leave.

Employees are obliged to immediately notify their supervisor of any changes to the information provided in the doctor's certificate or the statutory declaration.

For further details and clarification please refer to the General Clerks (Northern Territory) Award 2000, Section 34.4, entitled Paternity Leave.

Adoption Leave

Adoption leave is an entitlement available if you are adopting a child under the age of five. The entitlement must be taken in consecutive weeks and may not exceed 52 consecutive weeks combined.

You must advise your supervisor no less than 10 weeks prior to the planned adoption date of your intention to take unpaid leave. As with maternity and paternity leave, your intentions must be confirmed no less than four weeks prior to the adoption date.

For further details and clarification please refer to the General Clerks (Northern Territory) Award 2000, Section 34.5, entitled Adoption Leave.

Annual or Recreation Leave & Holidays

Annual leave entitlements are described in each employee's Contract of Employment. Payment of leave is based on the normal pay rate as agreed in your letter of employment.

Annual leave may be accrued for a period not exceeding two year's entitlements, normally 12 weeks (60 days). Accrual beyond one year's entitlement (that is, beyond 30 days) will only be granted on the written approval of the Executive Director, following a written case being made by the staff member. The case must demonstrate benefit to the staff member and NTGPE, and negligible disadvantage to NTGPE.

Applications for leave on advance of when it is due, including at all in the first 12 months of service, will not normally be approved.

Your leave payments will include any benefits or added payments as outlined in the Federal and State legislation. These may include holiday loading as well as any extra payments outlined in your letter of employment.

You must fill out an Application for Leave form if you are requesting time off. This form must be signed and approved by your supervisor and lodged with the Finance Manager no less than six (6) weeks before the requested leave date. Pay slips inform you of any leave time you have accrued.

The company will try at all times to meet any reasonable requests for leave. You should, however, remember that you are working as part of a team; therefore, consideration for your co-workers and any existing responsibilities is essential.

Public Holidays

Should it be necessary for salaried or wages staff to work on public holidays, the NTGPE will always approach employees on a rotating basis in order that all employees are exposed to the benefit emanating from working on such occasions.

Salaried staff

The NTGPE considers it unnecessary for salaried staff to work on public holidays. Should pressure of work or client demands require otherwise, you will need prior approval from your supervisor. We would not expect you to work on public holidays, but we are happy to compensate you with one day off as acknowledgement of your commitment to working on a public holiday. Please co-ordinate the time off with your supervisor.

Study/Conference Leave

NTGPE employees are entitled to study/conference leave per year, as detailed in your Contract of Employment.

Three types of Study/Conference Leave exist within NTGPE:

1. You are invited to attend a conference/training event by your Supervisor, with authority from Executive Director
2. You request to attend a conference/training event that will enhance your professional development, or be of direct benefit to your role with NTGPE.
3. You request to attend a conference/training event that will not impact on your professional development and is not related to your role with NTGPE.

The first type of study/conference leave will be funded by NTGPE.

For to the second type of study/conference leave, you may be eligible to receive partial funding for attendance of the event, depending on the location and subject of the conference/training event. If you are presenting a paper at a conference, or equivalent, then it is more likely that support will be provided. Your supervisor will recommend the level of support to the Executive Director.

NTGPE will not provide funding for any training undertaken by employees purely for personal gain or benefit and/or training that is not related to their role with NTGPE.

It is up to the judgement and discretion of your Supervisor whether you are eligible to take study/conference leave.

You are required to submit an Application to attend Training and a Leave Application, and submit both to your Supervisor for consideration. Written approval must be gained from your Supervisor prior to taking study/conference leave.

Study leave entitlements will not be paid out upon the cessation of employment with NTGPE.

Long Service Leave

The concept of long service leave is to recognise and reward employees for long periods of continuous service to NTGPE. Contracts of employment define the provision.

Long service leave is determined by Federal and State legislation and is subject to change accordingly.

NTGPE applies the principle of 13 weeks leave after 10 years continuous service to NTGPE (this does not include any absence for maternity/paternity/adoption leave, or leave of absence due to industrial action).

Long service leave can be taken in a continuous period of up to 13 weeks or broken into no fewer than three separate periods. The terms of your long service leave will be negotiable with your supervisor and the Executive Director according to what is suitable. This will take into account all practical and operational aspects of your position.

Long service leave is paid in accordance with the employee's actual pay rate. This is the total amount an employee would have been paid if they were performing their regular hours of work, excluding overtime, penalty rates or allowances. Payments may be received by the employee as a lump sum at the start of the leave period or on normal paydays.

Employees are required to give at least three months notice if long service leave is required. Mutual agreement must be reached on the time leave is taken.

If, upon cessation of your employment, you have failed to complete 10 years continuous service with NTGPE you will not receive payment for any long service leave entitlements.

In exceptional circumstances NTGPE may recognise Long Service with a previous employer, such as a predecessor organisation.

Bereavement Leave

NTGPE will grant leave to employees under special circumstances, provided this does not seriously disrupt the operations of the organisation.

In cases where there has been a death or serious illness in the family, you should contact your supervisor to make a request for leave. The supervisor will consider all requests and you may be able to take paid or unpaid leave. Failure to provide an explanation for your absence from work may result in the non-payment of any such leave and, in some circumstances, further action.

Full time and regular part-time employees are entitled to pro-rata bereavement leave on the production of satisfactory evidence of the death in Australia of their husband, wife, father, mother, brother, sister, child or step-child, father-in-law and mother-in-law as follows:

Up to three days paid for full time equivalent employees.

For the purpose of this clause the words "wife" and "husband" will not include a wife or husband from whom the employee is separated but will include a person who lives with the employee as a defacto wife or husband.

A full time employee will be entitled to paid leave not exceeding the number of hours worked by the employee in three days of ordinary working time.

For further details and clarification please refer to the General Clerks (Northern Territory) Award 2000, Section 32 , entitled Bereavement Leave.

Jury & Witness Duty

An employee required to attend for jury service during ordinary working hours will be reimbursed by the employer an equal amount to the difference between the amount paid in respect of the attendance for jury service and the amount of wage which would have been received in respect of the ordinary time which would have been worked had the employee not been on jury service.

The employee will give the employer proof of such attendance, the duration of such attendance and the amount received in respect of jury service.

Special/Compassionate leave

An employee may make application for special leave with or without pay, provided that special leave with pay does not exceed three days in any twelve-month period and that special leave without pay, does not exceed five days.

Special leave applies for compulsory community service, traditional commitments/obligations (eg Land-claims) or travelling to a funeral.

²

Ceremonial Leave

An employee with twelve months of continuous service who is necessarily absent from work for ceremonial purposes shall be entitled to up to two weeks unpaid leave per year for the purposes, non-cumulative.

By agreement with the employer that leave may be extended as unpaid leave.

³

² Extract taken from the Aboriginal Medical Services Alliance NT (AMSANT)

³ Extract taken from the Aboriginal Organisations Health and Related Service (NT) Award 2002

standards of conduct

Sexual Harassment Legislation

Sexual harassment can be physical, verbal or written

Sexual harassment in the workplace can take many forms. It is an offence to discriminate against any individual on the basis of:

- Lawful sexual activity/sexual orientation
- Marital, parental or career status
- Physical features
- Pregnancy
- Sex
- Living with AIDS or Hepatitis C
- Personal association with a person who is identified by reference to any of the above attributes
- Sexually harassing another person
- Comments about a person's sexual life or physical appearance
- Suggestive behaviour
- Unnecessary physical intimacy such as brushing up against a person
- Sexual jokes, offensive telephone calls, photographs, reading matter or objects
- Sexual propositions or continued requests for dates
- Physical contact such as touching or fondling
- Indecent assault or rape (which are also criminal offences)

Sexual harassment applies to any relationship between employee and employer or contractor. It also applies between other employees, peers and subordinates.

If for any reason you believe you are a victim of sexual harassment, it is important that you report to your immediate supervisor or, if preferred, the Executive Director. A report of the facts will be made in complete confidence.

Where appropriate, NTGPE will not hesitate to report sexual harassment allegations to the Equal Opportunity Commission. If it is established that an offence has been committed, it may result in immediate dismissal of the offender.

More information, or specific details on any of the above, may be obtained from either your supervisor, the executive Director or the Equal Opportunity Commission in your State.

Business Ethics & Conflict of Interests

While an employee of NTGPE you will be a representative of our reputation. It is vital that the conduct of each employee is at all times to the highest standard. This includes a commitment to satisfy the standards of honesty and fair trade at all times. All employees should adhere to the fundamental ethical practices and principles of this company as outlined in our mission statement and other related documentation.

Employees have the responsibility to work in the best interests of NTGPE and avoid situations and actions that may be, or create the appearance of being, in conflict with the company's overall objectives and principles. The following are examples of activities that have the potential to cause conflict and should be avoided:

- Holding a substantial financial interest in any company with whom we have business dealings (eg competitors, suppliers and customers).
- The acceptance by an employee from any party or supplier of services, either directly or indirectly, of cash payments (other than reimbursements for reasonable out-of-pocket expenses), services, loans (except from banks or other financial institutions) or discounts (except those offered to all employees of the company).
- Accepting gifts from any business party involved with NTGPE.

Problems arising through these situations can usually be avoided by conducting any business transactions in an ethical and honest manner. The following guidelines may assist in determining what is considered proper:

- Payment for an appropriate lunch or meal in connection with a business meeting, as long as they are kept on a reciprocal basis and maintain relevance to the business at hand.
- Advertising novelties, provided that they do not appreciate in value and are widely distributed to others under essentially the same business relationship with the donating party (eg give-aways such as pens, coasters, watches).
- Company products made available under customer or PR programs (such as product samples).
- Relationships with commercial clients where reciprocal gifts or dealings are exchanged without inference of unethical conduct. In certain countries local custom dictates exchange of gifts as a matter of courtesy (Asia is an example).

If you are in a situation in which you believe that you may have a conflict of interest, it is appropriate to discuss the matter with your immediate supervisor or, alternatively, the Finance Manager.

Non-disclosure Conditions

In times where ideas, concepts and suggestions can be transformed into major campaigns and income streams, especially in an intellectual property driven company like NTGPE, we encourage employee input and suggestions. At the same time, the preservation of confidential business information and trade secrets is vital to protect the interests and growth of NTGPE.

Such confidential information includes, but is not limited to the following:

- Computer processes and data
- Computer programs and codes
- Supervisor, trainer, trainee and customer lists and preferences
- Financial information on company and clients
- Marketing strategies and data
- New product research and research and development strategies
- Technological data and processes

All employees sign a non-disclosure statement as a condition of employment. Even where this statement is not specifically and separately prepared and signed, the condition remains enforceable for all staff members. It also forms part of their conditions of employment and the business ethics at NTGPE.

Employees who disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment. In addition, where any 'reasonable doubt' exists, contacts with the police and other relevant organisations may be made to lodge claims for damages incurred, even if the employee does not actually benefit from the disclosed information.

Other Employment

It is a policy of NTGPE to allow employees to pursue other opportunities outside the company. This is only provided that the employee meets and continues to meet any and all of their commitments at NTGPE. Any secondary employment must take second priority to all existing job requirements of NTGPE.

If at any time involvement in another company is seen as interfering with the interests of NTGPE, the employee may be asked to terminate such relations or risk further action. All employees will be judged against the same performance standards as other staff members and will be subject to rostering demands as appropriate to the positions. There will be no discrimination against employees pursuing outside interests.

Equal Employment Opportunity

In accordance with Federal and State laws, NTGPE provides an equal employment opportunity policy for all employees without discrimination against race, gender, religion, colour and any disability or impairment.

This policy extends to all applicants for employment and all current employees in every location and company facility, regardless of office or representation. This policy works in compliance with Federal and State laws. This equal employment opportunity includes hiring, promotion, transfer, compensation and training, also including leave of absence and, in some cases, termination.

NTGPE will endeavour to consistently employ capable people to manage and operate our

working environment in a safe and profitable manner.

This allows all people employed at NTGPE to utilise their skills to their fullest potential, with the pathway to achieving the highest position possible. Staff at NTGPE will be continually rewarded for their efforts and skill both in salaries and wages and protection against discrimination in all forms.

Any breach of this anti-discrimination policy will be considered a serious offence and immediate action will be taken.

Employment Reference Checks

As part of the pre-employment procedure, NTGPE undertakes to obtain references from contacts you supplied and previous employers. This procedure is part of any professional recruitment and employment process. Information gleaned from these checks will support the other components of the selection process such as interview, analysis of your CV and past work record.

We consider information supplied from references as confidential material. Once you are appointed as an employee, the information is separated from other elements of your application and placed in a sealed envelope in your file. As such, it does not form part of your employment record or personal file and remains the property of NTGPE.

If the potential employee possessed the same level of knowledge about the company as would be gained in hindsight after six months employment, they would be better able to make an informed decision regarding the suitability of a position.

Likewise, we as a company would like to know more about you – as a possible future employee – and ask for assistance from the people you have worked with previously. The better we can balance our expectations and anticipation, the better chance of success for all involved.

The feedback we have obtained from previous employers will remain confidential to the employee as well as any other staff member other than the Executive Director and those involved in the recruitment process.

It is NTGPE philosophy to always advise candidates of the outcome of an application and, where appropriate, recommendations may be made to assist candidates with future employment opportunities. For us the applicant is treated as a client and deserves the same courtesy and assistance all our clients enjoy from NTGPE.

Police Reference Checks

In order to provide maximum possible protection for the people with whom we work employees are normally requested to provide evidence of a satisfactory police record check before their employment will be confirmed.

Communication in the Workplace

At NTGPE we believe that open and constructive communication, including constructive criticism is paramount to the wellbeing of our employees. Knowing and understanding your objectives as an employee contributes strongly with meeting and achieving these objectives.

As a minimum, we require regular performance reviews at least once every 12 months and constant communication meetings on a fortnightly basis if possible. All staff also have access to the intranet. This is a valuable tool for informing staff of changes and other issues within the company.

NTGPE aspires to the 'Open Door' policy. All employees should feel comfortable in the knowledge and assurance that they may approach any other member of staff to discuss any issue with supervisors and senior management. We place a great deal of importance on open and frank communication at all levels within the organisation.

Please do bear in mind, however, that there exists a clear line of communication, which should be followed initially. While senior management welcomes contact from all employees, any grievance or issue you wish to table should be a clear, concise report and interchange based on facts. It should also have been raised in good faith with those immediately involved before it moves further beyond the immediate workplace. Only when resolution there is not possible should an issue move further along a supervision line.

Supervisors and managers will hold regular staff meetings at which all employees have the opportunity to share ideas, grievances, opportunities and departmental organisation. Rumour and gossip (whether malicious or otherwise) are not welcome.

Please refer to our Compliments and Complaints Policy:
<http://www.ntgpe.org/htm/Publications/policies.htm>



health & safety

General Health & Safety in the Workplace

NTGPE is committed to providing a safe work place for all staff and employees. We have taken all possible precautions and followed all the guidelines as recommended under the Federal and State rules and regulations. We have also adopted and use a policy 'Facilitators Well Being and responding to Distress' that we would like you to reference and use at: <http://www.ntgpe.org/htm/Publications/policies.htm>

We expect that staff, in turn, accept their responsibility to work safely. This means working intelligently, with common sense and foresight. All employees are expected to follow the set safety standards, which apply to our organisation, and adhere to all regulations as set out by the Occupational Health and Safety Act.

Any injury to an employee may cause physical suffering as well as loss of income and productivity. It may, additionally, damage the morale of the work group. The following rules are common sense and should be followed by all employees.

- Keep working areas clean at all times. This reduces the chance of any injury and also makes the area a more attractive environment to work in.
- Always wear the appropriate safety equipment when doing any hazardous work. You will be supplied with this if required.
- Do not run in the office, particularly in areas of production or storage.
- Where footpaths have been identified and clearly marked, please use them.
- Do not smoke throughout the building and, when smoking outside, make sure that you leave that area safe and clean.
- Have respect for electricity – do not overload any outlet. Never have any electrical wires rolled up (such as extension leads) – they may create heat and cause fire danger.
- Be aware of hot water temperature and especially boiling water from kettles and coffee machines.

Report ANY injury to your Supervisor immediately, and complete an Incident Report. It's in everybody's interest!

If you notice a condition or practice that seems unsafe, you should immediately discuss this with your supervisor, or readily correct it yourself if it is personally safe to do so. You should also complete an Incident Report and update the Incident Report Register, detailing the incident/hazard and any remedial action required. Upon removal of the hazard or completion of required remedial action, you need to update the Incident Report status and the Incident Report Register.

Illness & Disease

Illness is something that can happen to any of us. As a responsible employer NTGPE will do all it can to minimise any risk to its employees.

If you suspect you may have any illness that has the potential to cause interference with your work or may place another staff member at risk, it is vital that you act immediately. Your supervisor can organise counselling or the appropriate advice or, alternatively, you can contact the Executive Director.

Remember that prevention is much better than any cure.

In any case you **MUST** wash your hands with soap and hot water as soon as possible after contact with blood or other body fluids.

Please adhere to the following safety precautions:

- Clean up your own spills of body fluid (blood, urine, vomit etc).
- Keep rubber gloves separate for each different application.
- Do not share rubber gloves.
- Do not share towels or other linen.
- Tea towels should only be used for drying dishes.
- Do not share toothbrushes, razors, nail files or nail scissors.
- Treat your own minor cuts and injuries.
- Cover all wounds adequately with clean Band-Aid or dressing. Change frequently and dispose of waste responsibly.
- Dispose of paper handkerchiefs in bins with bin liner.
- Do NOT spit or vomit in bins, kitchen sinks, hand basins or on the floor.
- Dispose of sanitary products and other hygiene materials responsibly.

Employee Medical Examinations

In some cases a medical examination may be relevant to a particular position. It is essential that we employ the most appropriate candidate for each position, ensuring that the employee is physically and mentally able to fulfil the requirements of the chosen role. We regard the health and wellbeing of each employee with great importance.

In addition, examinations may also be required for the administration of the company's benefit plan to determine the health status of an employee for insurance or superannuation policies.

Examinations may be required when an employee is to be transferred from one type of work to another or from one region/office to another. When an employee returns from a serious work injury or illness, an examination may be necessary to determine their suitability for work.

Any examination will take place at a medical centre approved by management, at a time convenient to the employee and at the cost of NTGPE. There will be no expenses incurred by the employee and payment of salary/wages will continue throughout the examination. It is imperative that employees mark the times of the medical examination on their time sheet.

NB: Should you have any concerns about your employment conditions and working environment that may have an effect on your health, please discuss these with your supervisor.

Smoking and Alcohol & Other Drugs Policy

The use of any and all banned substances within the workplace at NTGPE is strictly prohibited. We enforce a strict drug free environment at all times. The use of illegal drugs can create unnecessary risks and creates a threat to fellow employees. It is impossible for an employee to carry out the position of their job responsibly and safely whilst under the influence of these drugs.

Any employee using drugs can cause serious damage to the company's reputation and perception in the marketplace. Any use of illegal drugs while at work or acting as a representative of NTGPE will not be tolerated.

It is therefore strictly prohibited to manufacture, distribute, possess, sell or use a controlled substance at the NTGPE, or while employed by or representing the company on or off the premises. Any offence may result in immediate dismissal and may lead to possible prosecution.

NTGPE is also a non-smoking environment. Smoking in any form is strictly prohibited on the premises. Smokers will be asked to take any cigarette breaks outside the building. This policy is to protect the health and safety of all employees at NTGPE.

NTGPE will facilitate a Quit (smoking) program for any employee who seeks to stop the practice.

It is a policy of NTGPE that alcohol is not to be consumed on the premises unless you are attending an official function where drinks have been supplied. Alcohol may seriously affect an employee's performance and, therefore, it is company policy that no employees consume alcohol during work hours.

Being in the workplace while under the influence of alcohol may be cause for disciplinary action and, in some cases, termination.



Accidents & Hazards

Education and meetings outlining regular accidents can help reduce and prevent most accidents in the workplace. It is a policy of NTGPE to avoid accidents at all costs. Time and effort have been spent to ensure that your work place is as safe as possible. If an accident should occur it is important that procedures are followed to prevent future incidents.

All accidents are to be recorded in the Incident Report Register. Incident Report forms are available from the Q:\ Drive (Q:\NTGPE 2005\Man & Admin\Health & Safety\050512_frm_Accident & Incident) or the Office Administrator and your Supervisor will help record all relevant details. Incident reports should be completed in as soon as possible after the event has occurred and include the names of witnesses and witness accounts where possible.

It is extremely important you submit a completed incident report, as this allows management to analyse all factors involved to prevent future accidents. It is also of the utmost importance that you record all details accurately so that compensation or insurance can be received if necessary.

It is the responsibility of all employees to prevent accidents where possible. If you see something that is potentially dangerous or unsafe, report it to your Supervisor or the Executive Director.

You should also complete an Incident Report and update the Incident Report Register, detailing the incident/hazard and any remedial action required. Upon removal of the completion of required remedial action, you need to update the Incident Report status and the Incident Report Register.

Security Procedures

Security problems and violations cannot be addressed in a constructive and preventative manner unless management knows or is advised about them. At NTGPE, we believe security is the responsibility of **all** employees. Our policy therefore puts great emphasis on the reporting of incidents as they occur or may look to be occurring, and how they can be prevented.

Even where the work environment appears to be a slightly informal atmosphere, it is important that you abide by the following:

- Do not leave any doors or windows open or unlocked after hours. They should all be checked prior to departure.
- Make sure that all cupboards, filing cabinets and storage areas are kept locked at all times, with only appropriate staff access.
- Ensure that all PCs are closed down and switched off properly after the appropriate backup procedure has been executed at intervals as directed by your trainer/supervisor. Alternatively, should they remain on, ensure the backup procedure has been activated before you leave.
- Do not allow strangers access to office areas without appropriate identification and security clearance from the staff receiving the visitor, or reception. Where needed, direct visitors to the waiting area in reception and advise the person with whom they have an appointment to meet them there.
- When you see anything of a suspicious nature, contact your supervisor – or if not available contact reception (who will contact the person in charge of security). Take any details down on paper and supply the relevant report to your supervisor.

The above are only samples and your responsibility is not limited to these incidents.

Written reports should be prepared immediately after any security-related incidents, and should include information regarding the 'who, what, when, where, why and how' aspects of the incident. If time is critical, please supply these details over the phone and confirm them at a later stage in writing.

Security Inspections

It may, on occasion, be necessary to conduct security inspections. These will at all times be conducted by a nominated supervisor. Security inspections may include your personal belongings and regular office space. These inspections may take place at random and at the discretion of NTGPE and/or Charles Darwin University, as our physical-host location.

Security checks will not be taken lightly and at no stage will a violation of your privacy occur.

No individual employee will be singled out for inspection, unless either witness statements or proof of any misconduct may substantiate allegations. Having your 'personal' area searched carries no suggestion or implication of a misdemeanour having taken place. In most instances the search will be carried out as a precautionary measure to protect your own interests.

In a case of major misconduct, NTGPE has the discretion to require attendance of any law enforcement agency or other representation as considered appropriate.

Fire Prevention

As an employee of NTGPE, you share a duty with the company to help prevent fire. Always be aware of the danger of fire.

- Never smoke in unauthorised places.
- Do not empty ashtrays in rubbish bins without checking that there are no smouldering cigarette ends.
- If there are small fan or single bar heaters in your area never leave them switched on and ensure that there are no items left close to them.
- If you are the last person to leave your work area or office, always spend a moment checking that computers, photocopiers and associated equipment are switched off when appropriate, and lights are not left on unnecessarily.
- Report any faulty electrical problem to the facilities manager.
- Never use damaged electrical cables.

Fire Safety & Evacuation

Signs showing the protocol for evacuation in cases of emergency are displayed at the entrance/exit of the building. The location of the fire alarm and/or extinguishes is indicated by signs, and instructions for their use are on each fire extinguisher. It is recommended that you familiarise yourself with this information.

Learn the safety protocol in cases such as a fire in various locations around the office. All fire extinguishers have a step-by-step guide attached to the wall above to help you understand what to do in the case of an emergency.

It is recommended that you familiarise yourself with this information from time to time.

Throughout the building, both inside and outside the property, there are fire detection and prevention devices such as:

- A fire hose and fire extinguisher on every floor.
- Smoke detectors that will set off the alarms directly at the Fire Station.
- Sprinkler systems which sprays water to cover the area when fire occurs.

In the event of a fire or discovery of smoke please follow the plan of action below.

Immediately notify the Emergency services number, 000 stating:

- The service required (fire)
- Your exact location
- The exact location of the fire



In case of an emergency, please:

- Alert everybody in your area
- Switch off machinery
- Close all windows
- If safe to do so, use a fire hose or extinguisher to fight the fire
- Turn off air-conditioning
- Do not use the lifts
- Follow the instructions of management or the supervisor in charge
- Remain calm and do not take risks

The evacuation plan should be commenced as soon as the alarms are heard.

If it is necessary to evacuate the premises, go immediately to the muster point for all employees, located at the carpark end of the 'Madonna Bra' walkway.

Do not delay to collect personal belongings laptop, computers or the like - your life and well being are most important.

employee benefit programs

Education & Training Benefits

NTGPE encourages further training and will be of assistance if it is feasible. Study Leave is normally included in the Contract of Employment as a major contribution to our commitment to each staff member's ongoing development.

All staff seeking assistance must check that the chosen training bears relevance to their current or foreseeable position at NTGPE. This will normally be considered in annual performance reviews, or more frequent progress reviews. It will be at the discretion of the supervisor and Executive Director as to the relevance of the course. This will include factors such as location and cost.

NTGPE will contribute to a course based on how long the employee has been with the company, their record of performance, future opportunities, as well as costs versus outcomes for the company. Payment of agreed fees is subject to satisfactory completion of the course. Any form of certification or diploma to substantiate the completion will be required before obtaining reimbursement as agreed with the individual staff member in advance.

Relocation Benefits

Where applicable, employees relocating for NTGPE may be offered relocation benefits.

The level of benefits will be tailored to each individual's circumstances and requirements, but would normally include travel to/from as well as suitable initial accommodation for an agreed time frame.

Relocation benefits are offered to facilitate the transition from job to job. All expense levels will be clarified in writing and agreed in advance. Any deviation needs prior approval from the supervisor and/or Executive Director and must be presented in an agreed company expense format to the Finance Manager. Appropriate backup documentation within 30 days of incurring these expenses is additionally required. Failing to do so may result in non-payment of these expenses.

If an employee terminates their employment before a full 12-month period has expired after the transfer or relocation, NTGPE is entitled to recuperate a proportion of all expenses paid. Management at its sole discretion will determine what refunds are due within 30 days of receipt of the employee's notice to terminate.

Workers' Compensation

Employees are covered under the Workers' Compensation Act while at work. The workers' compensation laws exist to ensure you are properly protected in the event of an accident or injury while at work.

All accidents or injuries sustained in the work environment are to be reported immediately. Failure to do so may result in a non-payment of insurance. It is a policy of NTGPE that all accidents or injuries are reported regardless of the severity. Your immediate supervisor can assist you in completing an accident/injury report form and ensuring that you receive proper and adequate attention at no cost to you.

It is your responsibility to inform your supervisor of accidents or injuries at the time of the incident. The workers' compensation law will not cover you if you do not follow this procedure. The accident logbook is located at reception. You should note all relevant details of any accident or injury, such as:

- Name and job title.
- Date and time.
- Location of the accident or injury.
- How the accident or injury happened.
- The nature of the accident or injury and what parts of your body were affected.
- Any witness to the accident or injury.
- Date you notified your employer.

The accident/injury report records all the facts about the incident. The report also enables us to prevent further accidents or injury within the workplace.

There are several members of staff at NTGPE who hold current first aid certificates. Should you require assistance at any time, please contact the closest first aid officer or reception. A list of the staff with first aid certificates is available through Reception. Safety is the responsibility of all employees. If you see or are aware of a problem, please contact your supervisor immediately.



Superannuation

Employer superannuation contributions are normally at 9% are paid into a superannuation fund of your choosing. This amount increases periodically according to national benchmarks. At NTGPE we will keep all staff informed of any changes in Federal and State laws.

The amount paid is based on total gross salaries or wages. Your pay-slip has a section that indicates the applicable amount paid by NTGPE on your behalf.

Your superannuation fund may be portable between jobs. Should you not have a preferred fund, our Finance manager has information on several funds. They will be able to offer advice and put you in contact with specialists from each fund, all to help assist with your ultimate selection.

Severance Pay

All employees have their entitlement to severance pay determined by their Contract of Employment. Employees who resign are not entitled to severance pay.

Salary Sacrifice Arrangements

NTGPE has negotiated with the Australian Taxation Office for recognition as a Health Promotion Charity. This provides considerable benefits and Fringe Benefits Tax for most employees.

Please talk to the Finance Manager or Payroll Officer to consider this option.

We strongly recommend that you take independent financial advice before entering any salary sacrifice arrangement.

behavioural policies & protocols

Our approaches to and with Staff

At NTGPE our employees are a very important asset. Management sets direction and guidelines, yet the running of the company greatly depends on the contribution from and by the staff.

In a positive and open environment, employees feel they can contribute and grow, and this is the climate we strive to create at NTGPE. Sometimes there are hurdles to overcome, but most issues can be resolved as long as an intention exists to solve the matter in a positive fashion.

Management's philosophy of 'where there is a will, there is a way' can sometimes be affected by the conflicting personalities involved. We invest extensively in our employees through training, development and selection, and we want the relationship to work for all involved.

Should a problem arise, we would request that the staff involved attempt to resolve any interpersonal issue between themselves, completely. If this is not possible, the following problem resolution framework has therefore been implemented for those employees with a desire to resolve matters as positive adults.

- All employees are invited to discuss matters with their respective supervisors openly and positively.
- If matters cannot be resolved efficiently and professionally, the employee demonstrating positive intentions to solve the matter may contact their supervisor's superior for assistance.
- The superior may see the parties individually or as a group to resolve any outstanding and unresolved matters.
- Where the superior is unsuccessful, the matter will be further mediated by an external agency until a resolution is agreed.
- Where a resolution fails to evolve, the Executive Director (or Chair of the Board if the Executive Director is involved) will determine a solution to be implemented by all parties.
- During the course of the resolution, both parties may seek guidance and/or support from a peer, trade association, union representative or independent third party. These people have no influencing or implementation power, other than to assist the process through its natural course.

All stages will be documented and file notes provided to the parties involved. Those concerned can access these notes only by contacting their supervisor or the Executive Director.

NTGPE has also documented a set of staff behavioural policies, which set guidelines for the behaviour expected of NTGPE staff, and that will have a direct impact on the actions taken to resolve arising situations behavioural.

These policies are yet to be adopted (as at April 2004), and will be distributed to staff upon their approval by the Executive Director.

Employment Termination

In rare cases where NTGPE is forced to reduce its number of staff because of budgets or other extenuating circumstances, staff will be terminated according to the circumstances, most directly related to the organisation's newly created needs.

The staff member's Contract of Employment and relevant Federal or State laws will cover employees terminated for unforeseeable reasons. NTGPE will carefully follow all documented guidelines concerning forced terminations.

All decisions will be made in conjunction with the supervisor and discussed with the staff members concerned.

Staff that have been made redundant or have been forced to leave a position are welcome to seek advice from the Executive Director on the legislation governing their situation.

Employee Misconduct & Consequences

All employees will be expected to act in a suitable manner at all times. At NTGPE we provide a positive and safe work environment and expect all employees to uphold these standards.

Certain rules of conduct and behaviour apply. These ensure a harmonious work environment for all concerned. Failure to follow these rules may result in disciplinary action from a written warning to termination, depending on the severity of the offence. Any disciplinary action will be recorded in your personal file, and will be taken into consideration when reviewing opportunities for advancement within the company.

Below is a list of violations or events that can result in disciplinary action, but it should not be considered all-inclusive. Management has the discretion to review this list or its interpretation.

- Removing or misplacing company property or equipment, client records or company documentation without prior approval.
- Any violation of any company policy or procedure as outlined in this manual, including any violation of the company's anti-discrimination or equal opportunity policies.
- Falsification or misrepresentation of qualifications or experience while applying for employment at NTGPE.
- Destroying or damaging any company physical or intellectual property.
- Failure to follow the rules and responsibilities as outlined by management or your immediate supervisor.

- Consumption of any controlled substance, or excessive alcohol during work hours.
- Misrepresentation of the prime directive as outlined in the company mission statement
- Consistent absence from work without proper cause and documentation.
- Consistent lateness without proper cause or documentation.

Personnel Corrective Action Procedures

NTGPE will expect all employees to follow any policies and procedures outlined in this manual, and elsewhere. It is our goal to create a fair and efficient environment for all employees. Should any employee act with disregard to any of the relevant policies and procedures it may become necessary to take disciplinary action. Such action will have the purpose of correcting inappropriate performance of duties.

Also refer to the Personnel Corrective Action Procedures, located at [Q:\Quality Manual\Human Resources\Policies\050426_pol_Corrective Action](#)

Where disciplinary action becomes necessary the following procedures will take place.

- Stage 1:** Discussion and Verbal Warning: This is a verbal conversation where you and your immediate supervisor will discuss the event/incident. This will result in recommendations for improvements, together with an action plan or training program with time lines where appropriate.
- Stage 2:** First Written Warning: If there is no significant improvement in performance as agreed in Stage 1, or another incident takes place, your supervisor will issue a written warning. You have the right to discuss this document with your supervisor and comment in writing. If you wish to discuss the matter, the conversation will take place in the presence of Executive Director (or other staff members appointed by the supervisor). Documents related to the matter will be placed on your personal file. You will be notified that further occurrences of behaviour like that leading to this incident may lead to your dismissal
- Stage 3:** Final Written Warning and Termination: This is a final warning issued if there is no marked improvement in performance. Your supervisor will complete the written notification where practical in your presence, detailing the reasons. You will be provided with an opportunity to respond to the documentation. If the explanation provided for inappropriate performance is not acceptable, then the attempts to improve performance will be considered to have failed. If the disciplinary review process fails, your employment may be terminated. Where the event or incident has been unacceptable and of a serious nature, immediate dismissal will take place. Documentation of reason and action taken will be placed on your personal file.

Where considered appropriate and helpful to the employee, they may have someone of their preference present in disciplinary process meetings. This person may be another employee, a friend, a union representative or an independent third party. In such a case, the employee must notify the supervisor who will be present. If that person holds legal expertise, then NTGPE reserves the right to have legal representation for the meeting(s)

Appeal: The outcome from Stage 3 may be appealed to the Chair of NTGPE's Board of Directors. In such a case the Chair will determine a process for the appeal and oversee the process. The grounds for appeal are that due process has not been followed, or that natural justice has been denied the staff member.

Resignation

Resignations can and do occur from time to time. It is expected that any employee wishing to resign take the appropriate steps to minimise the impact on NTGPE. Resignations can affect staff morale and the operation of the company. Employees should give their intention to resign in writing with notice determined by their Contract of Employment.

NTGPE will try to accommodate your requirements with regard to resignation and where possible will accommodate any request for departure.

It is expected that all employees will return any company equipment in their possession. You will be required to attend a final interview. This will be an opportunity for you to discuss your achievements and any further intentions you might have with regard to NTGPE. It should be noted that your actions at the time of departure will be referenced for any future rehiring decisions.

Benefit and leave entitlements will be outlined in your final interview, and paid on departure.

forms

Accident & Injury Information

Refer to Q:\NTGPE2005\Man & Admin\Health & Safety\050512_fm_Accident & Incident

Employee Warning

Refer to Q:\GPUFILES\GPU-DATA\NTGPE 2005\Man & Admin\Human Resources\Administration\Master Templates\form_employee warning note.doc

Application for Staff Leave

Refer to Q:\GPUFILES\GPU-DATA\NTGPE 2005\Man & Admin\Human Resources\Administration\Master Templates\050426_fm_leave application.doc

Assistance for Relocation

..\..\..\Office Administration\Master Templates\Administration\050321_fm_relocation assistance.doc

Glossary – understanding the acronyms

<..\..\..\Office Administration\General Info & Instructions\050408 Ist Health Org Details.doc>