

# INSTANT HR POLICIES & PROCEDURES

Incorporating  
changes from  
**Fair Work Act**

Heart Harmony<sup>™</sup>  
We put your business into words

[www.heartharmony.com.au](http://www.heartharmony.com.au)



# ABCD HR POLICIES AND PROCEDURES

## TABLE OF CONTENTS

<b>Welcome .....</b>	<b>1</b>
Industrial Relations Context .....	1
<b>Table of contents .....</b>	<b>1</b>
<b>Chapter 1: Recruitment &amp; Selection .....</b>	<b>12</b>
<i>Position Descriptions</i> .....	13
Writing Style in Position Descriptions .....	13
Content of Position Descriptions .....	13
<i>Recruitment and Selection</i> .....	15
Recruitment .....	15
Right To Work In Australia .....	15
Selection .....	16
After the Decision .....	17
Referee Checks by Other Companies .....	17
Unsolicited Applications .....	18
<i>Induction</i> .....	19
Prior to Team Members Commencing .....	19
Casuals & Contractors .....	19
Work Trials .....	19
Managers Guide: .....	20
Induction Buddies .....	20
Day of Commencement .....	20
<i>Probation</i> .....	21

TABLE OF CONTENTS

Probationary Period .....	21
Before the Meeting.....	22
At the Meeting .....	22
After the Meeting.....	22
If you Disagree With the Evaluation.....	22
Re-hired Team Members .....	23
Probation Termination.....	23
<b>Chapter 2: Conditions of Employment .....</b>	<b>24</b>
<i>Employment Type .....</i>	<i>25</i>
Full-time Team Members .....	25
Part-time Team Members .....	25
Casual Team Members.....	25
Contract Team Members .....	25
Job-Sharing/Permanent Part-time Work.....	26
<i>Hours of Work &amp; Rosters.....</i>	<i>27</i>
Punctuality.....	27
Shift Swapping .....	28
Timesheets / Time clocks / Hours of Work Records.....	28
Friends & Family Visits .....	29
Family Friendly Provisions .....	29
Requests for Flexible Working Arrangements .....	29
<i>Pays &amp; Pay Records .....</i>	<i>31</i>
Tax File Numbers.....	31
Salary-Sacrifice .....	31
Payroll Processing .....	32
Payroll Queries.....	32

TABLE OF CONTENTS

Claiming Work Related Expenses .....	32
Records for Team Members (Fair Work Act Regulations).....	32
What is Included in Your Pay Slip? (Fair Work Act Regulations) .....	33
Leave Records .....	34
Superannuation Contributions Records.....	34
Individual Flexibility Arrangement Records.....	35
Guarantee of Annual Earnings Records .....	35
Termination Records.....	35
Access to Records .....	35
<i>Personnel Files</i> .....	36
Team Member Records: .....	36
Staff Privacy .....	36
<i>Staff Discount</i> .....	38
<i>Car Parking</i> .....	39
<i>Leave</i> .....	40
Annual Leave .....	40
Personal Leave (Includes Sick Leave, Carer’s Leave etc.) .....	40
Applying for Leave .....	40
Documentary Evidence Required .....	41
Study Leave .....	41
Compassionate Leave .....	42
Eligible Community Service (Including Jury Duty & Voluntary Emergency Management).....	42
Leave Without Pay .....	43
Long-Service Leave .....	43
Public Holidays.....	43
Parental Leave (Maternity/paternity/adoption leave) .....	43

TABLE OF CONTENTS

Parental Leave .....	43
Paid Parental Leave.....	44
Christmas Closedowns .....	46
<i>Outside Employment</i> .....	47
<i>Termination of Employment</i> .....	48
Notice .....	49
Voluntary Resignation/Retirement .....	50
Team Members Exit Procedures .....	50
Casual Team Members.....	50
Termination of Probationary Employment .....	50
Abandonment of Employment.....	50
Redundancy or Retrenchment .....	51
Managers Guide:.....	51
Death of Team Members .....	51
<i>Privacy &amp; Confidentiality</i> .....	52
<i>Intellectual Property</i> .....	54
<i>Appearance &amp; Uniforms</i> .....	55
Uniforms.....	55
General Appearance & Hygiene .....	55
<i>Travel</i> .....	57
Use of Private Vehicle.....	57
Travel .....	57
Minimum Standards of Accommodation .....	57
Limits on Meals .....	57
Incidental Expenses .....	58
Expenses Forms .....	58

<b>Chapter 3: Performance, Learning &amp; Development .....</b>	<b>59</b>
<i>Performance Review .....</i>	<i>60</i>
Who Completes The Performance Review And How Long Will It Take? .....	60
Is a Performance Review Used For Disciplinary Action? .....	60
Preparing for Performance Review:.....	61
At the Meeting .....	61
After the Meeting.....	62
<i>Learning &amp; Development.....</i>	<i>63</i>
Types of Development .....	63
Training Not Included on the Training Plan .....	64
Roles and Responsibilities.....	64
Managers Guide:.....	65
Training Plans .....	65
Plan and Deliver the Training Sessions.....	65
<i>Unsatisfactory Work Performance .....</i>	<i>67</i>
Natural Justice .....	67
Guidance.....	67
Performance Counselling.....	68
Unsatisfactory Work Processes.....	68
Dismissal for Unsatisfactory Work Performance .....	69
Managers Guide:.....	69
Reasons for Under-Performance.....	69
Things to Consider in Relation to Under-Performance .....	70
Unsatisfactory Work Performance (For businesses with more than 15 team members) .....	71
Managers Guide:.....	74
Unsatisfactory Work Performance (For small businesses with less than 15 team members) .....	74

<b>Chapter 4: Behaviour &amp; Code of Conduct.....</b>	<b>76</b>
<i>Anti-Discrimination</i> .....	77
<i>Workplace Bullying &amp; Harassment</i> .....	79
Definition of Workplace Harassment.....	79
Definition of Sexual Harassment.....	80
Actions That Are Not Workplace Harassment .....	81
Effects of Workplace Harassment on People and ABCD .....	81
ABCD Strategies to Eliminate Workplace Harassment .....	81
Responsibilities of Team Members.....	82
Responsibilities of Managers .....	82
Vicarious Liability .....	82
Commitment to Promptly Investigate .....	83
Consequences of Breach of Policy .....	83
Review of Policy.....	83
<i>Racial Vilification</i> .....	84
What is Racial Vilification? .....	84
Vicarious Liability .....	85
Commitment to Promptly Investigate .....	85
Consequences of Breach of Policy .....	85
Review of Policy.....	86
<i>Whistleblowing</i> .....	87
Interaction With Other Policies.....	87
Reporting a Matter .....	88
Investigation of Allegations .....	88
Confidentiality of Whistleblower's Identity and Whistleblowing Reports.....	88
Communication with the Whistleblower .....	89

TABLE OF CONTENTS

Whistleblower Protection .....	90
Whistleblower Involvement .....	90
Not Acting in Good Faith or False Reporting .....	90
Management of a Person Against Whom a Report is Made .....	91
Review of Policy.....	91
<i>Code of Conduct</i> .....	<i>92</i>
Respect for the Law and Lawful Instructions .....	92
Respect for Persons .....	92
Integrity .....	93
Diligence .....	93
Economy & Efficiency .....	93
Conflict of Interest .....	94
Insider Trading .....	94
<i>Discipline</i> .....	<i>95</i>
Summary Dismissal .....	95
Procedural Matters.....	95
Verbal Warning .....	96
Written Warning .....	96
Final Written Warning .....	97
Suspension .....	97
Summary Dismissal .....	97
Serious & Wilful Misconduct .....	98
Managers Guide:.....	99
<i>Alcohol &amp; Drugs</i> .....	<i>102</i>
<i>Grievance Procedures</i> .....	<i>104</i>
<b>Chapter 5: Safety &amp; Security</b> .....	<b>105</b>

<i>Workplace Health &amp; Safety</i> .....	106
Managers .....	106
ABCD's Workplace Health and Safety Officer .....	107
Team members .....	108
<i>Opening &amp; Closing the Building</i> .....	109
Opening Procedures .....	109
What To Do In The Event Of A Break-In .....	109
Closing Procedures .....	110
<i>After Hours Access</i> .....	111
<i>Undesirable Client Behaviour</i> .....	112
<i>Receiving Goods Loss Prevention</i> .....	113
Receiving Stock Procedures .....	113
<i>Manual Handling</i> .....	114
<i>First Aid</i> .....	116
<i>Fire</i> .....	117
Procedures in a Fire .....	117
Fire Wardens .....	118
Fire Wardens Duties in a Fire .....	120
Problems Fire Wardens Might Face .....	120
Fire Wardens - Non-Emergency Duties .....	121
<i>Armed Robbery</i> .....	122
<i>Working From Home</i> .....	124
Safety While Working From Home .....	124
Security When Working From Home .....	125
Child Care .....	125
Expenses .....	126

<i>Waste Management</i> .....	127
In The Event of a Waste Related Incident/Emergency: .....	127
<i>Workplace Rehabilitation</i> .....	128
The Role of the Injured Worker.....	128
The Role of the Rehabilitation Coordinator.....	129
The Role of Managers/Team Leaders .....	130
The Role of Co-team members.....	130
<i>Computers &amp; Smart Phones</i> .....	131
Computer Back-ups .....	131
<i>Private Smartphones, Tablets &amp; PDAs</i> .....	133
<i>Workplace Surveillance</i> .....	135
Consultation .....	136
Security Cameras.....	136
Mobile Telephone Cameras.....	137
Computer Surveillance.....	137
Email & Internet.....	138
Tracking Surveillance.....	138
Adverse Actions .....	139
Access to Records .....	139
<b>Chapter 6 Administration &amp; Support</b> .....	<b>140</b>
<i>Certificate Of Service</i> .....	141
<i>Office Appearance</i> .....	142
Weekly Tasks:.....	142
Daily Tasks:.....	142
<i>Serving Clients</i> .....	144
Building Relationships.....	144

TABLE OF CONTENTS

Providing Information and Advice .....	144
Dealing With Waiting Clients.....	145
<i>Client Complaints</i> .....	146
<i>Telephones</i> .....	147
Answering the Telephone .....	147
Standard Greeting.....	147
Dealing with Enquiries .....	147
Manner .....	148
Answering the Telephone While Serving a Client.....	148
<i>Media</i> .....	150
<i>Faxes</i> .....	151
Responding to Facsimiles .....	151
Fax Procedures:.....	151
<i>Bloggng &amp; Social Media</i> .....	152
What Can You Disclose? .....	152
What Can't You Disclose? .....	152
It's Not Just What You Say ... It's How You Say It .....	153
Other General Bits & Pieces .....	154
<i>Emails</i> .....	156
Responding to Emails .....	156
Misuse of Email.....	156
<i>Mobile Phones, Instant Messaging, Personal Calls &amp; Personal Mail</i> .....	157
MP3/Music Headsets/Hand-held Games.....	157
<i>Expenditure &amp; Purchasing</i> .....	158
Expenditure Limits .....	158
Team Member Delegations.....	158

TABLE OF CONTENTS

Petty Cash Procedures ..... 159

*Motor Vehicles*..... 160

Licensing ..... 160

General conditions ..... 160

Parking and Traffic Infringements ..... 160

Fuel Cards..... 161

Vehicle Maintenance..... 161

Insurance Policy..... 162

Safety & Security..... 162

Roadside Assistance ..... 162

Accidents..... 163

Notification Immediately After An Accident..... 164

*Lost Property* ..... 165