

ALITEK

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Extract from a Policies and Procedures Manual

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Note: these policies and procedures were written by board members, managers and staff from an Aboriginal Corporation, facilitated by an Alitek consultant.

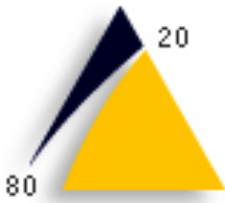
Code of conduct

Policy

All staff, managers and Board members are expected to act professionally and honestly when representing the Corporation.

Procedure

1. Always remember you are a part of the team.
2. Be well mannered and polite.
3. Be well presented.
4. Respect yourself and others. Show respect for clients.
5. Show respect for others' positions and job roles.
6. Be honest.
7. Don't downgrade each other. Don't gossip.
8. Treat each other the way you'd like to be treated.
9. Follow the lines of communication and authority outlined in the organisational chart. All directions need to be followed within the timeframe agreed.
10. All the organisation's business must be kept confidential. Get permission (according to the organisational chart) before talking to people outside the organisation about:
 - personal details of staff
 - funding
 - salaries and wages
11. When representing the organisation, make sure you have management approval—don't speak on behalf of the organisation unless authorised to.
12. No smoking, in the building or vehicles. No alcohol or illicit drugs on the premises or in the vehicles.
13. Ask for help for problems that are affecting the quality of your work.
14. Take responsibility for your own mistakes and actions.
15. Don't hold grudges when you disagree with someone—disagree about the issue, not the person.
16. Raise and discuss openly issues that affect the organisation so they can be resolved collaboratively. Discuss this within the organisation with people that can do something about it.
17. Be an active, committed member of the team.



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Contact with clients

Policy

When dealing with clients and outside organisations, we are well mannered, polite, professional and well presented.

Procedure

1. Show respect and honesty.
2. Be friendly and approachable.
3. Be conscious of the time spent—the results must be worth the time put in.
4. Be business-like and professional.
5. Preserve confidentiality.
6. Know your information is correct.
7. Be tactful.
8. Don't give staff or committee members' home phone numbers out to clients without checking first if it's OK.
9. Take action, and provide feedback about the action taken in a timely manner.

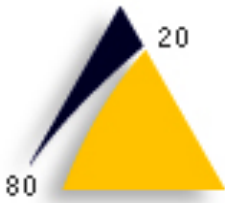
Equipment

Policy

Our equipment is well maintained, and is for the use of the Corporation.

Procedures

1. The Corporation's equipment must undergo regular preventative maintenance as specified by the manufacturer.
2. Show respect for the Corporation's equipment to keep it in good order.
3. The Corporation's equipment is only to be used for the Corporation's business.
4. Ensure that there is always an adequate supply of consumables (fax paper, toner, etc).
5. Report any damage or malfunction immediately to the Manager.
6. Keep all instruction manuals in a central place.
7. The equipment is updated as required.
8. Equipment which is for the use of clients is also well maintained.
9. None of the Corporation's equipment should leave the premises.
10. All the Corporation's equipment is recorded on an asset register and checked every 12 months.



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Meetings

Policy

All staff, management and Board members are expected to act professionally and honestly when representing the organisation at meetings.

Procedure

1. Attend all meetings punctually.
2. Prepare for the meeting beforehand.
3. Behave professionally at meetings.
4. Know your organisational chart and your level of authority.
5. Ask non-attendees if they have any input.
6. Send an apology if you are unable to attend.
7. In discussions, stay on the issue—don't get side-tracked.
8. Don't override or interrupt other people.
9. Voice your opinion at the meeting, not in a whinge session later.
10. If you disagree, disagree with the issue, not the people.

Termination

Policy

Our organisation abides by the Federal Workplace Relations Act (1997).

Procedure

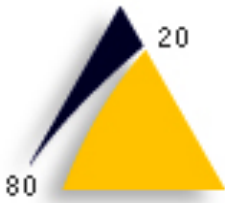
Under the Act, employers can terminate employment for three valid reasons.

1. Dismissal when the employer gives the required notice, payments, etc
2. Redundancy or retrenchment due to having less work or restructuring the organisation.
3. Dismissal without notice, when an employee seriously breaches their employment contract.

Staff can dispute their dismissal with the Industrial Relations Commission if they feel they have not been treated fairly.

The process to follow when dismissing staff is:

1. Have one of the following valid reasons:
 - their performance is not good enough
 - redundancy



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- serious misconduct.
2. Inform the person in writing, of the reason(s) for termination, and keep a copy for the office records.
3. Give the person the chance to respond to the reasons given. Again keep written records.
4. In the case of dismissal with notice, there is no set number of warnings you must give about poor performance, but there should be at least one written warning of dismissal.
5. Employees being made redundant are entitled to severance pay. The amount of severance pay is covered in the Award, and is based on the employee's length of service.
6. It's a good idea to hold an "exit interview" to discuss the reasons for the termination.
7. When dismissing someone you must give sufficient notice. The details are in the relevant Award. You may provide pay in lieu of notice if you want

Here are a few things which are unlawful reasons to dismiss someone:

- temporary absence from work due to illness, injury or family responsibilities (someone who is away for more than 3 months in a year, except on paid sick leave, is NOT temporarily absent)
- trade union membership or non-membership
- participating in trade union activities
- acting as an employee representative
- filing a complaint against an employer involving breaches of law or regulations
- discrimination, eg on the basis of race, sex, age, physical or mental disability, pregnancy, religion, etc
- refusing to sign a workplace agreement.
-

Valid reasons for dismissal include:

- **Absenteeism without cause** such as illness, injury or family responsibilities
- **Abandonment of employment**—if an employee is away for some time without contacting the employer
- **Criminal charges**—in some situations this may be seen as serious misconduct and warrant dismissal without notice
- **Dishonesty**—this includes fraud, stealing or lying, and may be serious enough to warrant dismissal without notice
- **Damage**—this includes revealing an organisation's confidential records, doing something for which the organisation could be sued, or damaging the organisation's credibility
- **Intoxication**—serious cases may warrant dismissal without notice
- **Inefficiency, incompetence and defective work**
- **Neglect of duty and negligence**
- **Refusal to obey reasonable and lawful instructions**—Disobeying a lawful instruction which is within the scope of the employment contract may warrant dismissal without notice
- **Verbal abuse or swearing**—Verbal abuse or swearing alone is not usually enough to justify dismissal unless there are serious consequences, eg offending a client