



EMPLOYEE HANDBOOK



Welcome to the Team

As the Chief Executive Officer of Life Choice Wide Bay Burnett, it gives me great pleasure to welcome you to the team.

Life Choice has been a trusted advocate for community inclusion, respect and valuing of people with a disability on the Fraser Coast since 1994. Our aim is to assist our Participants in the pursuit of their life choices, either in their own home or the community, to enable greater quality of life experiences.

Our range of support services ensures we meet the changing needs of Participants, new and existing, and their families. Through support services including in home assistance, accommodation support, early childhood early intervention, allied health and everyday life skill development our 100+ staff provide positive, rewarding experiences in line with the life choices of each of our Participants.

Life Choice expects all team members to demonstrate a high level of professionalism as representatives of the organization and to create a great workplace culture. Our workplace culture is based on developing and maintaining relationships with co-team members, Participants and their families with the following non-negotiables:

- Mutual Respect
- Reliability
- Punctuality
- Positive Attitude
- Professionalism

The Life Choice Leadership team is excited about the journey and we promise to uphold all these behaviors. Our expectation is for these non-negotiables to be demonstrated by everyone in order to be part of the team.

Please visit our website: lifechoicewbb.org. You will find all the resources and documents you need to support you in your role, including policies and procedures, forms, meeting minutes, staff news, CTARS log in and links to industry awards. Make sure you check this page regularly for any updates.

I look forward to meeting with you personally on the date of your commencement.

Karen Owens

Chief Executive Officer



History of Life Choice

“Town and Country Options trading as Life Choice Wide Bay Burnett” was established in 1994 as “Town and Country Community Options Inc” by a group of parents of children with disabilities. In 2015, the organization merged with Community Access and in the following year became a Company Limited by Guarantee. The organization also changed its name to “Town and Country Options trading as Life Choice” in 2017 and is now commonly referred to as “Life Choice”.

Legislation & Standards

Duty of Care

Duty of Care is a legal concept meaning the responsibility to take reasonable care to avoid causing harm to another person. A duty of care exists when it could reasonably be expected that a person’s actions, or failure to act, might cause injury to another person. **Everyone** has a duty of care to take reasonable care not to cause foreseeable harm to other people or their property.

See Life Choice’s policy on Duty of Care is located in the staff area of the Life Choice website.

Federally we are guided by the National Disability Insurance Scheme Act 2013 which can be accessed online at: <https://www.legislation.gov.au/Details/C2019C00332>

Anti-Discrimination Act

An act to promote equality of opportunity for everyone by protecting them from unfair discrimination as stipulated in the Act.

Life Choice’s policy on Equality Opportunity is located in the staff area of the Life Choice website.

Workplace Health & Safety Act 2011

The main aim of the WHS Act is to “secure the health and safety of workers and workplaces through the elimination or minimisation of risks, fair and effective representation, consultation. Co-operation and issue resolution, encouraging employer organisations and unions to play a constructive role, provision of advice, information, education and training, and effective and appropriate compliance and enforcement measures’, among other matters. Also, under the WHS Act workers and others are to be given the highest level of protection from hazards and risks as *is reasonably practicable*.

Life Choice’s policy on Workplace Health & Safety is located in the staff area of the Life Choice website.



Communication

Life Choice will communicate with you primarily via the email address and phone number you provide on the Employee Details Form. If you change these details at any time, it is your responsibility to advise the office as soon as possible to ensure you continue to receive rosters, pay advices and other communications.

Rosters

Please ensure your roster aligns with the shift you have worked as you will be paid accordingly.

Excluding casual employees, once rosters have been released any changes must be approved by the Client Services Development Leader or the Leader of your area.

Support Coordinators and Allied Health Clinicians: use the Echidna database to record their hours and schedules.

Buddy Shifts

Depending on which area you work in you may be required to complete a number of buddy shifts before providing support to participants on your own. The Buddy Shift Checklists are to be completed and returned at the end of your buddy shifts to your Coordinator. You will be advised of your Coordinator prior to your buddy shift.

On Call

Life Choice provides 24 hour support to its participants and has an On Call number for all employees to call in the event of an emergency, sickness or being late for work. Please note that SMS is not an acceptable form of contact and employees must call to report any issues. **Text messages are not an acceptable form of communication and will not be responded to.**

The Life Choice ON CALL number is **0407 001 883**. If the On Call phone is not answered please leave a message and your call will be returned as soon as possible.

The On Call phone is only to be used to be use outside of Life Choice office hours (Mon-Thurs 8:00am-4:30pm, Friday 8:00am-3:00pm) to advise Life Choice in the event of an emergency, sickness or being late for work.



Reconciliation Action Plan

Life Choice is committed to a reconciled Australia.

Our Vision

Our vision for reconciliation is a united Australia that embraces equality with Aboriginal and Torres Strait Islander peoples. We will know, accept and acknowledge our shared history, and take pride in and celebrate Aboriginal and Torres Strait Islander culture.

For Life Choice this vision represents an open, trusting and ongoing relationship with our local Aboriginal and Torres Strait Islander community, a diverse and culturally aware workforce and equal access and outcomes for our First Nations participants.

Demonstrating inclusive and respectful language

Using respectful and inclusive language and terminology is an essential component of reconciliation. The ways we speak about reconciliation is just as important as the ways we act: language is itself active, and can impact on attitudes, understandings and relationships in a very real and active sense.

Seek guidance

Given the diversity of Aboriginal and Torres Strait Islander cultures and identities across Australia, you should always seek advice from your Aboriginal and Torres Strait Islander stakeholders regarding preferences and protocols around terminology.

Please consider these guidelines, alongside guidance from your Aboriginal and Torres Strait Islander stakeholders.

Referring to Aboriginal and Torres Strait Islander peoples

Aboriginal and Torres Strait Islander peoples

Using 'Aboriginal and Torres Strait Islander' is most often considered best practice.

- 'Aboriginal' (and less commonly accepted variants such as 'Aboriginals' or 'Aborigines') alone is also not inclusive of the diversity of cultures and identities across Australia, for which reason it should be accompanied by 'peoples' in the plural.
- Similarly, as a stand-alone term, 'Aboriginal' is not inclusive of Torres Strait Islander peoples, and reference to both Aboriginal and Torres Strait Islander peoples should be spelt out where necessary.
- The acronym ATSI should be avoided as this can be seen as lacking respect of different identities.

First Nations and First Peoples

Other pluralised terms such as 'First Nations' or 'First Peoples' are also acceptable language, and respectfully encompass the diversity of Aboriginal and Torres Strait Islander cultures and identities.

Acknowledging diversity

Pluralisation should extend to generalised reference to Aboriginal and Torres Strait Islander 'histories,' 'perspectives,' 'ways of being,' 'contributions,' and so forth. This acknowledges that Aboriginal and Torres Strait Islander peoples are not homogenous.



Indigenous

In some parts of the country, the term 'Indigenous' can be considered offensive. That is, it has scientific connotations that have been used historically to describe Aboriginal and Torres Strait Islander peoples as part of the 'flora/fauna' rather than the human population of Australia. It can be seen as a problematically universalising or homogenising label for what are, in reality, highly diverse identities.

An exception for the term 'Indigenous' is considered in some situations, for example:

- If an Aboriginal and Torres Strait Islander person or organisation prefers and/or has approved the word 'Indigenous' to be used;
- If an organisation has appropriately referred to a program or job title (e.g. "Indigenous Programs Unit" or "Indigenous Programs Manager");
- If the word 'Indigenous' has been appropriately embedded into an organisational policy e.g. Federal or State Governments, United Nations
- If referring to non-Indigenous (non-Aboriginal or non-Torres Strait Islander) Australians. Terms such as 'other Australians' or 'the wider community' may also be acceptable in this regard.

Unacceptable terms

Assimilationist terms such as 'full-blood,' 'half-caste' and 'quarter-caste' are extremely offensive and should never be used when referring to Aboriginal and Torres Strait Islander peoples.

Terms to avoid

Ensure that the following terms are avoided when describing/referring to Aboriginal and Torres Strait Islander peoples as they can perpetuate negative stereotypes:

- disadvantaged
- Aborigines
- native/native Australians
- lost (e.g. Lost language, cultures).

Showing respect

Capitalisation

As capitalisation demonstrates respect, 'Aboriginal' and 'Torres Strait Islander' should always be capitalised. Capitalisation conventions are often also considered appropriate to extend to terms such as:

- First Peoples/Nations/Australians;
- Indigenous (if it is used at all);
- Elders;
- Traditional Owners/Custodians;
- Country (and corresponding terms such as 'Land,' when it is used in place of 'Country'), as well as the names of particular Language Groups or geo-cultural communities;
- Acknowledgement of Country, Welcome to Country, and the names of other cultural practices (particularly if the Aboriginal and Torres Strait Islander meanings or perspectives behind the words used to describe the practices – such as 'acknowledge' or 'welcome' – may be distinct to their English definitions or connotations).

NB: It is not necessary to capitalise the term 'reconciliation,' unless making reference to the name of Reconciliation Australia, or the name of a formal program or document such as your Reconciliation Action Plan.



Avoiding deficit language

Acknowledging and addressing the historical – and often intergenerational – injustices and inequities experienced by Aboriginal and Torres Strait Islander peoples since colonisation is a critical component of reconciliation.

Nevertheless, it is simultaneously imperative to acknowledge the strengths and resilience shown by Aboriginal and Torres Strait Islander peoples, cultures and communities in the face of discrimination, and to celebrate the continued significance of Aboriginal and Torres Strait Islander contributions in shaping a shared sense of national unity and identity.

It is important to draw on empowering, strengths-based language, and to be careful not to perpetuate patronising or paternalistic rhetoric.

Aboriginal and Torres Strait Islander peoples and cultures have survived across the Australian continent for tens of thousands of years and, as such, are not ‘in need’ of being ‘rescued’ or ‘saved.’

For example, there’s a difference between a more deficit approach such as “helping disadvantaged Aboriginal and Torres Strait Islander students,” and a more strengths-based alternative such as “providing meaningful opportunities for Aboriginal and Torres Strait Islander students to achieve at their full potential.”

Avoiding language that divides

Reconciliation is about working with Aboriginal and Torres Strait Islander peoples and their strengths, not doing things for them or to them.

Reconciliation processes and aspirations should not be described through dichotomous ‘us’ and ‘them’ language, but instead concentrate on promoting mutually respectful and genuine two-way relationships of shared significance.

Closing the gap

Use of the term ‘Closing the Gap’

The term ‘Closing the Gap’, is used frequently without much consideration. It is important to make the distinctions between the terms ‘closing the gap’ and the ‘Close the Gap’ campaign.

Closing the Gap: is a government strategy that aims to reduce disadvantage among Aboriginal and Torres Strait Islander peoples with respect to life expectancy, child mortality, access to early childhood education, educational achievement, and employment outcomes.

Close the Gap: Australia’s peak Aboriginal and Torres Strait Islander and non-Indigenous health bodies, health professional bodies and human rights organisations operate the Close the Gap Campaign. The Campaign’s goal is to raise the health and life expectancy of Aboriginal and Torres Strait Islander peoples to that of the non-Indigenous population within a generation: to close the gap by 2030. It aims to do this through the implementation of a human rights-based approach set out in the Aboriginal and Torres Strait Islander Social Justice Commissioner’s Social Justice Report 2005.



Human Resources Policies and Procedures

Life Choice sees our employees as an essential part of our future growth, therefore has made a commitment to promote an environment where employees want to come to work, want to work hard and leave feeling valued and that their efforts mattered.

Probation

All new permanent employees will commence on a 6 month probationary period. During this probationary period both the employee and Life Choice will assess suitability, fit and competency within a role. The Life Choice HR Administrator will track and monitor probationary periods.

Casual employees will also participate in new employee review meetings at 6 weeks and 6 months after commencement of employment.

The Life Choice probation policy is located in the staff area of the Life Choice website.

Induction, Learning and Development

Life Choice will ensure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal induction and orientation process.

The Life Choice policy on staff induction is located in the staff area of the Life Choice website.

Payroll

Pays are processed each fortnight to be available by Thursday at the latest, paid up until the previous Sunday. If you have questions about or require assistance with understanding your pay slip please email payroll@lifechoicewbb.org

Pays will be automatically deposited electronically into the bank account details provided to Life Choice. Employees wishing to change details must inform the Finance Officer via email. Future requests with a “change by” date are preferred however a notification the Thursday before pay week is the last opportunity to change details for the upcoming pay week.

Life Choice complies with all legislative requirements, therefore taxation payments are automatically deducted from salary and superannuation payments are paid to the employee nominated fund.

Salary Packaging

Employees of Life Choice are able to participate in salary packaging using Life Choice’s chosen provider after successful completion of their probation period, for full-time and part-time employees, or after successful completion



of their new employee review for casual employees. Details will be provided by the Life Choice HR Administrator by request; it is the employee's responsibility to gain professional advice regarding their own circumstances from an independent person.

Hours of Work

Office hours are between 8am to 4.30pm Monday to Thursday and 8am to 3pm Fridays.

The rostering officer, with the assistance of the Service Delivery team, will establish rosters on a fortnightly basis up to a month in advance. Support worker rosters are visible via the MTA app.

During hours an employee is rostered to attend work, employees are required to give the whole of their time, attention and abilities exclusively to Life Choice's business, except during breaks or where absent due to approved leave, ill health, incapacity or accident.

Overtime and Additional Hours

Life Choice does not encourage the working of overtime. In exceptional circumstances where there is no alternative, all overtime worked must be pre-approved by the CEO or their delegate. Employees should not expect payment for overtime for any overtime worked that has not been pre-approved by the CEO or their delegate.

Flexible Starting and Finishing Times

At the sole discretion of the CEO, full-time and part-time office-based employees may be offered flexibility in their starting and finishing times as follows:

- Flexible starting and finishing times is not Time Off in Lieu (TOIL) and does not apply to hours worked where overtime would be payable. Employees must not work longer than 10 hours per day or 76 hours per fortnight under this arrangement.
- This arrangement allows employees the flexibility to vary their starting and finishing times by up to one hour to meet their workflow requirements and personal needs, however, it is not intended to be a full or half day off per fortnight arrangement.
- Employees are responsible for ensuring there are sufficient employees available to cover work areas at all times.
- Hours worked in excess of 76 hours within a fortnight will not be approved as TOIL unless prior approval has been received from the CEO.
- Employees engaged to work full-time are required to work 76 hours per fortnight except in the case of approved leave.
- Employees engaged to work fixed part-time hours are not to exceed their agreed hours per fortnight and are not to vary agreed starting or finishing times without prior written approval from the CEO.



Flexible starting and finishing time arrangements may be subject to periodic review and may be changed in accordance with such factors including but not limited to industry standards, the relevant Award and organisational needs.

Flexible Working Arrangements

All employees requesting flexible working arrangements from Life Choice have to be in writing. Each request must explain what changes are being asked for and explain the reasons for the request, as per the [National Employment Standards Flexible Working Arrangements](#).

The Life Choice policy on Flexible and Supportive Work Arrangements is located in the staff area of the Life Choice website.

Life Choice will consider this request, consider all relevant facts and circumstances in deciding whether or not to agree to the request. Life Choice will provide a written response granting or refusing the request within 21 days and will only refuse such requests on reasonable business grounds, as stated in the National Employment Standards.

Employees utilising flexible work practices will be treated no less favorably than any other employee. Flexible working is not a barrier to promotion or supervisory responsibilities.

Working from home

Working from home may be negotiated with the relevant Leader depending on your work area and specific circumstances. The Life Choice Working from Home agreement is located in the staff area of the Life Choice website.

Availability for Work

Employees of Life Choice are to be available to work across both Hervey Bay and Maryborough.

Part-time support workers who would like to advise changes to their availability are required to advise their new availability in the approved format and provide a minimum of 4 weeks' notice in advance. Life Choice will attempt to accommodate changes to availability wherever possible, however, it may not be possible to accommodate changes to availability submitted where 4 weeks' notice has not been provided.

Casual employees are required to advise their availability in the approved format giving as much notice of changes to availability as possible. Life Choice will attempt to accommodate changes to availability wherever possible, however, it may not be possible to accommodate changes to availability submitted for the current roster period.

Punctuality

It is essential that employees are ready to commence work at rostered times as the participants depend upon them and their contribution. Wherever possible employees should make dental, medical, business or other appointments outside their normal working hours.



Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to the On-call as soon as practicable (and prior to normal starting time wherever possible). If employees are unable to do this personally, they are requested to ask someone to telephone on the employees behalf. Subsequent to this, employees must keep their Line Manager informed of progress.

Reimbursement of Expenses

Life Choice will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing receipts or other evidence of payment and of the purpose of each expense, in a form reasonably required by the Life Choice. Employees will also be required to complete the Expense Reimbursement Form which is available on the website.

The Life Choice Reimbursement of Expenses form is located in the staff area of the Life Choice website.

Leave

Leave entitlements for Life Choice employees are determined by the applicable Modern Award and [National Employment Standards](#). All employees are encouraged to read the relevant Award and National Employment Standards fact sheets for full details on leave entitlements.

Life Choice's Leave policy is located in the staff area of the Life Choice website.

Work Areas

Work areas for support workers include any location where they are working in the community or in a participant's home. Support workers are reminded to consider Work Health and Safety when working in the community or in the home as per the Life Choice Work Health and Safety policy and related procedures

For office-based employees, it is important that workstations and/or desks remain clean, tidy and free of boxes, papers and magazines wherever possible. Our expectation is that all workstations will be cleared and tidied at the end of every day. Any items that require storage should be put away, hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops and other items should not be left on desks overnight unless secured in a personal lockable office.

Security

Entry to the Life Choice premises during normal hours will be through reception. Keys are assigned only to employees who require access outside of normal business hours. It is the responsibility of every Life Choice employee to ensure that this key is kept in safe custody. It must be returned immediately when requested. If keys are lost or misplaced, employees must notify their Manager immediately. A key register will be kept by the Receptionist in each location on which keys are assigned to each employee.



Employees must ensure that all confidential/sensitive documents are locked away at night. Employees should make sure that any personal belongings and valuables are locked away and secured. Personal property is not covered by Life Choice's insurance.

The Life Choice Confidentiality policy is located in the staff area of the Life Choice website.

Kitchen and Bathrooms

Please keep the kitchen and bathroom areas clean at all times, cleaning up after use. Employees should be mindful that these are public areas and should be respectful to others by always cleaning up after themselves. Dishes should be washed immediately after use. If there are any issues with these facilities employees should notify management immediately.

Meeting Rooms

Meeting rooms are booked through reception. Employees are expected to tidy up after meetings, take away dirty cups, files, papers and equipment, place chairs back in position and clean all work away.

Vehicles

Life Choice has company vehicles which are available for use for official work purposes by making a booking through reception. Employees must check with Service Delivery that the purpose of their booking meets the needs of the supported person. When using a Life Choice vehicle the driver will be responsible for the excess should any damage occur during the use of the vehicle.

The Life Choice Vehicle Use policy is located in the staff area of the Life Choice website.

Printing

To save on printing costs, wherever possible printing must be on both sides of paper. Employees are responsible for picking up printed matter off the printer and ensure that the printer is stocked with paper at all times. Colour printing should be kept to a minimum.

Waste Bins and Recycling Bins

Waste bins are located throughout the office and under most office workstations. These bins should be used for non-recyclable items. Food scraps should be placed in kitchen bins. Liquids should not be poured/placed into bins. Recycle bins are located in each office and are used only for paper and cardboard, no general rubbish is to be placed in these bins. Any document with company, employee or participant's information is not to be placed into these bins.

There is a Rubbish and a Waste policy located in the staff area of the Life Choice website.



Security Disposal/Shredders

Paperwork with any sensitive or confidential Life Choice information must be disposed of by being placed into the locked security disposal bin. The key for this bin will be the responsibility of the CEO. Documents to be placed in the security bins include but are not limited to:

- Life Choice Information
- Client information
- Employee Information
- Forms
- Terms and conditions
- Policies, procedures or work instructions

If there is any doubt about whether the information should be securely disposed of it should be placed in the security disposal bin.

Intellectual Property and Security

All intellectual property developed by employees during their employment with Life Choice, including discoveries or inventions made in the performance of their duties related in any way to the business of Life Choice, will remain the property of Life Choice.

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of Life Choice.

Employees must not do any of the following during or after their employment without the Employer's written consent, other than as required by law:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Life Choice; or
- authorise or be involved in the improper use or disclosure of confidential information;

'Confidential information' includes any information in any form relating to Life Choice and related bodies, clients or businesses, which is not in the public domain.

Employees must act in good faith towards Life Choice and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this procedure may result in performance improvement proceedings including dismissal, and Life Choice may also pursue monetary damages or other remedies.



Code of Conduct

Life Choice expects a high standard of behavior from its employees' as they are representatives of the organisation. Employees must demonstrate a high standard of work ethics to Participants, families, co-workers and the general public.

All employees are required to sign the Code of Conduct Agreement and Child Safe Code of Conduct Agreement on commencement. Any breach of these Codes may lead to disciplinary action including, but not limited to, termination of employment or services.

The Life Choice Code of Conduct and Child Safe Code of Conduct policies and forms are located on the staff area of the Life Choice website.

Giving and Receiving Gifts

The Life Choice policy on Giving and Receiving of Gifts is located in the staff area of the Life Choice website.

Attending Functions

Employees are reminded that any function, to be held, requires a degree of responsibility that is consistent with the standards required of them while at work. The organisation's business relationships can be adversely affected if a patron is offended by unacceptable behavior at a function.

Requirements:

As these functions are part of business in a real sense, in promoting good employees and wider community relations, the following points relating to behavior are expected to be followed by all Employees:

1. Excessive consumption of alcohol is to be avoided; this has both employer and employee ramifications under legislation. Where employees believe themselves to be over the legal blood alcohol limit, they should arrange for a taxi, another driver, dial a driver or another mode of transport to get home safely.
2. Any use of illegal drugs or substances in the course of the function is totally prohibited.
3. For the comfort of all, the majority of venues would be designated as a 'non smoking' areas.
4. Sexual harassment and/or workplace bullying will not be tolerated at any function. Accordingly, the rules and appropriate behavior consistent with these principles should be adhered to. Employee's found in breach of these principles will face disciplinary action.
5. Abusive language and swearing is strongly discouraged at any function.



6. Respect for any reasonable direction given by any members of the Board of Management, managers and any supervisory employees present is expected and must be followed.
7. Reasonable care of the facilities and equipment is also expected.

Alleged Misconduct

Life Choice must report any alleged misconduct to the relevant authority, such as the Queensland Police Service, when there is a reasonable suspicion of misconduct or dishonesty of a serious nature relating to the operation of Life Choice, including offences liable to imprisonment against the persons accountable, or its employees, volunteers, agents or subcontractors in connection with the provision of Life Choice.

Life Choice's policies on grievances and misconduct are located in the staff area of the Life Choice website.

Life Choice must notify the NDIS Quality and Safeguards commission when:

- any allegation of misconduct or dishonesty concerning Life Choice employees, volunteers, agents or subcontractors; or
- it has reported any allegation of misconduct or dishonesty to a relevant authority.

Conflict of Interest

Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of Life Choice. All employees are required to act in good faith towards Life Choice. As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with Life Choice. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of Life Choice and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of Life Choice will be balanced against the interests of the employees member and, unless exceptional circumstances exist, resolved in favour of Life Choice.

The Life Choice policy on Conflict of Interest is located in the staff area on the Life Choice website.

Dress Code

Life Choice aims to provide a safe and comfortable environment and for our employees to project a professional image in keeping with the needs of our clients and for our customers to trust us. Because our industry requires the appearance of trusted professionals a consistent standard of personal presentation is necessary for everyone. Details are provided in the Dress Code policy.

Office-based employees are expected to be presented to a neat, well-presented business standard.

Support employees are expected to be presented as smart, casual clothing which demonstrates appropriate standards of presentation to the people we support.



The following requirements are expected to be observed:

- All clothing worn should be clean and neatly presented. Provocative or potentially offensive clothing is not to be worn. Underwear must not be visible. Personal hygiene should be at a high standard. Strong fragrances are not to be worn.
- Clothing with adequate sun protection is required to be worn for all outdoor work tasks and activities.
- Footwear which is safe, comfortable and appropriate for the working environment is to be worn at all times, other than when undertaking support activities in the water. Enclosed, flat or low-heeled footwear with a non-slip sole is suitable for most work environments and activities. Thongs are not suitable footwear and are not to be worn.

Use of Technology

Employees should discourage incoming, personal calls unless for major family emergencies.

During paid time, employees are not permitted to use any other functionality provided by their mobile/device including, but not limited to, personal messaging (text or voice), surfing the internet, sending personal emails, playing music, downloading material, social media, playing games, taking photographs or video recording, unless of course, it is for the benefit or the person being supported, i.e., getting directions, favourite music, researching information for the person.

In order to adhere to Privacy and Confidentiality requirement, and to protect participants privacy, no employee or volunteer is to include participants on their social networking sites whatsoever. No photos of participants may be posted on employees accounts. Life Choice will have its own Facebook page where photographs (with permission) may be posted.

Employees are reminded that any information on personal accounts can be shared with people who may choose to make this information public. This information can be difficult to erase.

It is expected that employees shall not engage in personal use of social networking sites whilst at work, nor message and interrupt colleagues on duty.

All employees need to be aware that they are prohibited from any use of any form of social media that:

- has the potential to bring Life Choice into disrepute;
- gives away or discusses any of the organisation's confidential information;
- could be viewed as derogatory, or disparaging of colleagues, individuals or customers; or



- undermines their own effectiveness or productivity at work and will be treated as unacceptable behavior and subject to disciplinary processes up to and possibly including summary dismissal.

Any case of bullying or intimidation identified on an individual's social media account will be reported to Management.

Learning and Development

Life Choice will provide employees adequate support to assist them to develop and maintain the knowledge, skills and abilities to do their job safely and competently. Our business believes learning is a two-way process and we encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Learning and development includes a wide range of experiences including internal on-the-job training, induction, written instructions such as standard operating procedures, coaching, external training and courses.

Where a qualification is a position requirement, employees are responsible for ensuring their qualifications are current. For example, employees required to hold first aid qualifications must ensure they attend refresher courses before their certificate expiry date. In some circumstances Life Choice may coordinate employees to attend re-certification, however the employee remains responsible for their attendance.

The Life Choice policy on Staff Development and Training is located in the staff area of the Life Choice website.

Performance Development

The purpose of performance development is to achieve high performance of the organisation by encouraging high individual performance. At Life Choice we encourage an ongoing two-way process, that is, both leaders and employees are encouraged to give feedback about performance.

The Life Choice documents on Performance Development is located in the staff area of the Life Choice website.

Performance Improvement

Where an employee's performance is not meeting the standard required, Life Choice will use performance improvement processes. Should such improvement processes be unsuccessful in improving an employee's performance, Life Choice may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining. Life Choice acknowledges the Fair Work processes for [Managing Performance and Warnings](#) as well as the [Managing Underperformance Guide](#).

The Managing Underperformance and Misconduct policy is available on the staff web page.



Life Choice requires a minimum standard of conduct and performance which will be made clear to employees in discussions with management. If an employee does not meet this standard, Life Choice will take appropriate corrective action, such as training to assist the employee to meet the required standard. Formal performance improvement procedures will generally only start when other corrective action fails.

If an employee deliberately breaches business policy or procedure, or engages in misconduct or fails to follow a lawful and reasonable instruction, Life Choice may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. Employees may bring a support person of their choice to a meeting to discuss concerns about their performance or conduct which may result in a warning being issued or termination of employment. Life Choice will give an employee the opportunity to respond to concerns raised about their performance or conduct before management takes further action.

Discrimination, Sexual Harassment and Bullying

Life Choice is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behavior that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal. For the purposes of this statement, the following definitions apply:

Life Choice provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation. Life Choice has a Bullying & Harassment policy (located in the staff area of the Life Choice Website) and Fair Work has provided further information on [Bullying and Harassment](#)

Life Choice's policy on Diversity and Cultural Inclusion is located in the staff area of the Life Choice website.

Discrimination, Sexual Harassment and Bullying Grievance complaints process

Life Choice supports the right of every employee to lodge a grievance with their direct leader or CEO if they believe a decision, behavior or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Life Choice will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Leaders will do their utmost to action grievances objectively, discreetly, and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.



When a grievance arises, Life Choice will follow the steps outlined in the Grievances and Disputes policy.

Unfit for work

Life Choice employees are to present for work in a fit and rested manner.

Employees are not permitted to consume alcohol, or any drug either illegal or causing drowsiness etc. whilst on duty. See Life Choice policy Drugs Alcohol Fitness for Work located in the staff area of the Life Choice website.

Employees are not permitted to commence work whilst under the influence of alcohol or any drugs. Employees should not go to work sick and put individuals at risk of infection.

Smoking in the Workplace

The Life Choice policy on Smoking in the Workplace is located in the staff area on the Life Choice website.

Rehabilitation and Return to work

Life Choice recognises that there are substantial benefits to be gained from rehabilitation principles and practices and is committed to implementing them at this workplace.

Life Choice's Rehabilitation and Return to Work representative is the WHS Officer who will communicate with the injured worker, treating health professionals and WorkCover as required to ensure a safe transition back to preinjury duties for all injured workers. See the Workplace Compensation and Rehabilitation policy available in the staff area of the Life Choice website.

Separation of Employment

Life Choice will provide a verbal reference (at the CEO's discretion), the confirmation of employment, the dates the person has been employed and the employee's classification to future employers.

All employees are advised that the CEO of Life Choice is authorised to provide a discretionary verbal reference for employees. This will be determined on a case by case basis. Any requests from employees for a written reference will be refused.

Upon leaving the organisation employees will be provided with a Separation Certificate in accordance with current legislation.

When external inquiries are received from potential employers, management employees will confirm the following:

- a. That the employee was employed by this organisation;
- b. The dates of the employee's employment;
- c. The position/classification that the employee held.

