



Klub Koori



Gadigal Information Service Aboriginal Corporation

Policies & Procedures

V3 – Approved by Board of Directors 19 June 2017

Gadigal Information Service
Aboriginal Corporation



Table of Contents

1.	Introduction	8
2.	Aboriginal Cultural Protocol.....	8
2.1	Significant Ceremonies	8
2.1.1	Welcome to Country	8
2.1.2	Sorry Business	8
2.1.3	Initiation Ceremony	8
2.1.4	Shaving Ceremony	8
2.1.5	Tombstone opening.....	8
2.1.6	Yalup Poethay (The first haircut)	9
2.1.7	Smoking Ceremony	9
2.1.8	Corroboree.....	9
2.1.9	Burial Practices.....	9
2.2	Responding to Aboriginal and Torres Strait Islander Cultural Ceremony Enquires.....	9
2.2.1	Welcome to Country	9
2.2.2	Acknowledgement to Country	10
2.2.3	Smoking Ceremony	10
3	Personal Conduct	12
3.1	Working Hours and Meal Breaks	12
3.2	Kitchen and Group Areas	13
3.3	Dress code policy	13
3.4	Personal communications policy	13
4	Absenteeism policy	13
4.1	Purpose	13
4.2	Application	13
4.3	Definitions.....	13
4.4	Absence Management	13
5	Private Work Policy	16
5.1	Who is covered by this policy?.....	16
5.2	Definitions.....	16
5.3	Why does there need to be a private work policy?	16

5.4	Approval required for private work?	16
5.4.1	Private work approval requirements	16
5.4.2	Reasons for potential disciplinary action	17
5.5	Conflict of Interest	17
5.5.1	Definitions	17
5.5.2	Policy objectives	17
5.5.3	Scope	18
5.5.4	Exclusions	18
5.5.5	Policy Statement	18
5.5.6	Management of conflict of interest	18
6	Confidentiality Policy	19
6.1	Purpose	19
6.2	Who is covered by this policy?	20
6.3	Confidential Information	20
6.4	GIS Confidentiality Policy	20
6.5	Procedure	20
6.6	Inter-organisation access	21
6.7	Return of Confidential Information	21
7	Computer & Phone Use Policy	21
7.1	Who is covered by this policy?	21
7.2	What is the GIS network?	21
7.3	Confidentiality of information	21
7.4	Personal Information	22
7.5	What must I not use the GIS network for?	22
7.6	Email policy	22
7.7	Internet use policy	23
7.8	Social Media Policy	24
7.9	Professional Use of Social Media	24
7.10	Private / Personal Use of Social Media	25
7.11	International Phone Calls	25
8	Sponsorship Booking Procedure	25

8.1	Making a Booking.....	25
	Outside Broadcast (OB) event.....	26
8.2	Internal Logistics for Successful Bookings.....	26
8.3	Outside Broadcast (OB) Event.....	26
8.4	Invoicing.....	26
9	Volunteer Policy.....	27
9.1	Scope.....	27
9.2	Definitions.....	27
9.3	Background.....	27
9.4	Purpose.....	27
9.5	Principles of volunteering.....	27
9.6	Recruitment & Appointment of Volunteers.....	28
9.6.1	Recruitment.....	28
9.6.2	Appointment of Volunteers.....	28
9.7	The Rights of volunteers at Gadigal Information Service.....	28
9.8	The responsibilities of volunteers at Gadigal information Service.....	29
9.9	The rights of Gadigal Information Service towards volunteers.....	29
9.10	The responsibilities of Gadigal Information Service towards volunteers.....	30
9.11	Reimbursement.....	30
9.12	Insurance.....	30
9.13	Grievances.....	31
9.14	Dismissal of Volunteers.....	31
11	Work Health & Safety (WHS) Policy.....	31
11.1	Manual handling policy.....	32
11.2	Workers' Compensation Policy.....	32
11.3	Injury Procedure.....	32
12	Workers Compensation.....	32
13	Smoking policy.....	33
14	Alcohol & drugs policy.....	33
15	Equal Employment Opportunity (EEO) Policy.....	33
16	Discrimination, Sexual Harassment and Bullying.....	33

16.1	Definitions.....	33
16.2	To make a complaint.....	34
16.3	To receive a complaint.....	35
16.4	To investigate a complaint.....	35
16.5	Possible outcomes	35
17	Pregnancy at Work.....	36
17.1	Advising of pregnancy.....	36
17.2	Harassment while pregnant.....	36
17.3	Safety at work	36
17.4	Transfer to a safe job	36
17.5	Working until the birth	37
17.6	Return to work	37
17.7	Breastfeeding at work.....	37
17.8	Flexible Working Arrangements	37
17.9	Options for flexible work practices.....	38
18	Leave Policy.....	39
18.1	General leave policy.....	39
18.2	Annual leave policy	39
18.3	Leave loading	39
18.4	Personal (sick) leave policy	40
18.5	Carer's leave policy	40
18.6	Compassionate/sorry business leave policy	40
18.7	Long service leave policy.....	40
18.8	Parental leave policy.....	41
18.8.1	Unpaid parental leave.....	41
18.8.2	Parental leave for partners	41
18.8.3	Applying for leave	42
18.8.4	Adoption	42
18.8.5	Paid leave	42
18.8.6	Annual leave.....	42
18.8.7	Time off for antenatal appointments, adoption interviews or examinations	42

18.8.8	Leave for pregnancy related illness	42
18.8.9	Loss of a child while pregnant.....	43
18.8.10	During parental leave.....	43
19	Time in lieu policy	44
20	Public Holiday Policy	44
21	Leave without pay policy	44
22	Jury duty policy	44
23	Working From Home Policy	44
24	Emergency services leave policy.....	44
25	Performance Management.....	44
25.1	Policy	44
25.2	Procedure.....	45
26	Performance Improvement	45
26.1	Policy	45
26.2	Procedure.....	45
27	Gross or serious misconduct policy	46
27.1	Procedure.....	46
28	Grievances Policy	46
28.1	Policy	46
28.2	Procedure.....	47
29	Business Expense Policy	48
28.1	Business Expenses.....	49
29	Conflicts of Interest Policy	50
29.1	Policy	50
29.2	Procedure.....	50
30	Intellectual Property and Security	51
30.1	Intellectual Property	51
30.2	Security	51
31	Code of Conduct.....	51
31.1	Definitions.....	51
31.2	Background	52

31.3	Principles of this Code of Conduct	52
31.3.1	Integrity.....	52
31.3.2	Respect.....	53
31.3.3	Accountability	53
31.4	Rights and Responsibilities.....	54
31.5	Compliance with this Code of Conduct.....	55
31.6	Training	55
32	Music Charter Policy	55
33	Agreement	56
34	Version Control	58

1. Introduction

The Gadigal Information Service (GIS) *Policies and Procedures* document outlines the policies and procedures for new and existing staff, as well as the expectations, rights and responsibilities of GIS staff members in the daily operations.

The GIS Management Team and Board of Directors will keep policies and procedures current and relevant. Therefore, from time to time it will be necessary to modify and amend some sections of the policies and procedures or to add new procedures.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome.

These policies and procedures apply to **all** full-time and part-time employees, interns, volunteers and secondees of GIS (throughout this document collectively referred to as *employees*)

2. Aboriginal Cultural Protocol

2.1 Significant Ceremonies

2.1.1 Welcome to Country

Welcome to Country is a traditional ceremony to welcome visitors to their traditional land. Welcomes are performed by selected Elders or representatives of the Clan or in the western world, communities. This ceremony is performed at the beginning of an important ceremony, event, meeting or forum. The welcome itself can take many forms depending on the particular culture of the traditional owners. It can include singing, dancing, smoking ceremonies, or a speech in traditional language or English. Only traditional owners or custodians of that land that the event or ceremony is being held on can perform welcome to country.

2.1.2 Sorry Business

Sorry Business is an English expression mostly adopted from mainland Aboriginal people to refer to a period of cultural practices and protocols associated with death. The most widespread ceremonies of Sorry Business are conducted around the bereavement and funerals for a deceased person. However, in some communities, Sorry Business may also be conducted to mark the experience of grief or loss around other circumstances

2.1.3 Initiation Ceremony

Initial Ceremony is a ceremony for young boys and girls who are welcomed to adulthood. Such ceremonies sometimes last for weeks, with nightly singing and dancing, story telling, and the display of body decoration, ceremonial objects. Circumcision, scarification, and removal of a tooth or a part of a finger are often involved. Clans are expected to gather together and participate in these Aboriginal ceremonies. During these ceremonies, the songs and stories connected to each of the Ancestral Beings are told and retold, some being “open” for women and children to see and hear, others being restricted or “secret-sacred”, only for the initiates to learn

2.1.4 Shaving Ceremony

Shaving Ceremony is for boys marking their entrance into adulthood with their first beard shaving. An Islander boy becomes an adult when he is still a teenager. The first beard shaving ceremony, which symbolizes the coming of age, is the responsibility of the Awadhe, the maternal uncle of the youth about to be shaved. The Awadhe is responsible to give good guidance to his sister’s son as he is growing up. The maternal uncle passes on to his nephew, all the knowledge and skills that are necessary for life for him to live an independent way of life.

2.1.5 Tombstone opening

Tombstone Opening is a distinctive feature of Torres Strait Islander culture practised both on the islands and by Islander communities living on the mainland. The Tombstone Opening, when the headstone is unveiled, takes

place three years after the death of a relative. The Tombstone Opening is a sign that the spirit of the deceased has joined the other ancestors and marks the end of the mourning period. The Tombstone ceremony brings together song, dance, the visual arts and the preparation and display of food in a 'flamboyant and extravagant ceremony'

2.1.6 Yalup Poethay (The first haircut)

Yalup Poethay in the Torres Strait, one of the milestones in a child's life is the first haircut. Usually, takes place when a child is 3 or 4 years of age. In Torres Strait tradition, the hair from birth is associated with the infant years of a child. Thus the haircut signifies the transition from babyhood into the next stage of childhood. The parents select either a Godparent or family or clan member to perform the haircut. Traditionally, only a boy could receive the first haircut. In some exceptional circumstances a girl could have her haircut but usually, she was not allowed to cut her hair, even when she entered womanhood.

2.1.7 Smoking Ceremony

A Smoking Ceremony is when various native plants are collected and used to produce smoke. This has been believed to have cleansing properties and the ability to ward off unwanted and bad spirits, which was believed to bring bad omens

2.1.8 Corroboree

Corroboree is where aborigines interact with the Dreamtime through music, costume, and dance. This is sacred to them that people from outside the community are not permitted to participate nor witness the event. Bodies are painted and participants wear various adornments that are not used every day. In some places, especially in the Northwest of Australia, Corroboree is practised in both public and private venues. But either way, it would only be open for invited guests.

2.1.9 Burial Practices

Burial Practices differ throughout Australia. Across the Northern part, burial has two stages. Primary burial is when the dead body is laid upon an elevated wooden platform, covered with leaves and branches, and is left there for several months to rot and let the muscle separate from the bones. Bones are then collected, painted with red ochre, and dispersed in different ways. The latter is done during the secondary burial stage. There were also cases when bones are placed into a large hollow log and left at a certain area of a bushland.

2.2 Responding to Aboriginal and Torres Strait Islander Cultural Ceremony Enquiries

This section includes the appropriate ways for GIS employees to respond to such enquiries

2.2.1 Welcome to Country

When employees take enquiries for booking a welcome to country they must refer the enquiry to the most appropriate community, individual or organisation for the traditional lands on which the welcome is to be conducted on.

- a. Ask where (suburb) the event will be held?
- b. Refer to the table below for a guide on who the most appropriate person or organisation is to forward the request onto. Provide the contact details; if possible give a few options.
- c. Inform that costs may be associated with the welcome to country depending on whom they get. Do not estimate or quote a fee for the welcome as prices vary.
- d. Employees are not to delve into any political discussions or debates in regards to the welcome to country

Please refer enquiries to the appropriate person, or organisation as listed below:

Local Area	Elder's contact details	Organisation's
Redfern	Aunty Millie Ingram millie.ingram@hotmail.com	Wyanga Aged Care (02) 9319 7175
	Donna Ingram 0435 170 066	
	Uncle Chicka Madden 0413 947 832	Metropolitan LALC (02) 8394 9666
La Perouse	Uncle Vic Simms 0407 035 962	La Perouse LALC
Greater Sydney	In consultations with local Aboriginal Land Councils.	

2.2.2 Acknowledgement to Country

Acknowledgement to country is acknowledging the traditional owners of the land that you meet on. This can be done in addition to a welcome to country or in the absence of a welcome. An acknowledgement to country is often performed by a custodian of the land, or a representative of the clan or community but is not a traditional owner or an Aboriginal person. In the absence of an Aboriginal descendent, the first speaker is normally the person who acknowledges country.

Acknowledgements are normally done at less formal gatherings, for example at the opening of a small meeting and present a mark of respect for the Traditional Owners in which the event is taking place. Subsequent speakers may also wish to acknowledge the Traditional Owners.

Employees taking enquiries for acknowledgement should:

- a. Ask the location of the event. If you are unaware of the traditional owners refer them to the local land council.
- b. Encourage speakers for acknowledgement to attempt to determine the name of the traditional owners of the land and include it in their speech.

Examples of an acknowledgement:

*"I would like to pay respect and acknowledge the *insert clan* people who are the Traditional Owners of the land we meet on today. I would also like to pay my respects to the Elders past and present"*

Or

"I would like to acknowledge and pay respect to traditional owners of the land we stand on today. I would also like to pay respect to the ancestors, and Elders both past and present. I would also like to acknowledge the Aboriginal people who join us today"

2.2.3 Smoking Ceremony

- a. Employees must confirm the location of the smoking will take place.
- b. Employees must refer the enquiry to the most appropriate person or organisation as listed in the table below

- c. Employees are to inform that costs may be associated with the smoking ceremony. Do not provide a quote or estimate the costs as they vary

Local Area	Elder's contact details	Organisations
Redfern	Uncle Max Eulo	Wyanga Aged Care (02) 9319 7175 Metropolitan LALC (02) 8394 9666
La Perouse	Uncle Vic Simms 0407 035 962	La Perouse LALC
Greater Sydney	In consultations with local Aboriginal Land Councils.	

2.2.4 Significant Dates

In no particular order, should be sorted by calendar months

2.2.4.1 Survival Day (26 January)

Survival Day, held on 26 January, celebrates the survival of Aboriginal and Torres Strait Islander cultures and peoples. Annual events take place that showcases all aspects of Aboriginal and Torres Strait Islander culture, including dance, literature, music, food, language, etc. These events include the Yabun Festival and Salt Water Fresh Water Festival

2.2.4.2 National Apology Day (13 February)

National Apology Day, held on 13 February, marks the anniversary of the formal apology by the Parliament of Australia to the Indigenous peoples, particularly the Stolen Generations.

2.2.4.3 National Close the Gap Day (16 March)

National Close the Gap Day, held on 16 March, is an opportunity for the society to raise awareness around the Indigenous health crises and promote equality in life expectancy and health status between Indigenous and non-Indigenous Australians.

2.2.4.4 Harmony Day (21 March)

Harmony Day, held on 21 March, promotes a culturally diverse society along with celebrating the inclusive nature of Australia.

2.2.4.5 National Sorry Day (26 May)

National Sorry Day, held on 26 May, is commemorated nationally with thousands of Australians from all walks of life participating in memorial services, commemorative meetings, survival celebrations and community gatherings to honour the Stolen Generations.

2.2.4.6 Reconciliation week (27 May to 3 June)

National Reconciliation Week, held from the 27 May-3 June, celebrates the rich culture and history of the First Australians. It's an opportunity to think about how we can contribute to alleviating the disadvantage experienced by Aboriginal and Torres Strait Islander Peoples

2.2.4.7 Mabo Day (3 June)

Mabo Day, held on 3 June, marks the anniversary of the High Court's historic decision on native title. The day celebrates Eddie Koiki Mabo whose name is synonymous with the decision.

2.2.4.8 Coming of the light (1 July)

Coming of the Light, held on 1 July, marks the day when the London Missionary Society arrived in the Torres Strait for the first time. The Torres Strait Islanders commemorate this day by holding cultural ceremonies.

2.2.4.9 NAIDOC Weeks (first full week of July)

National NAIDOC week, held from the first Sunday to the second Sunday in July, is observed to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC stands for National Aborigines and Islanders Day Observance Committee'.

2.2.4.10 National Aboriginal and Islanders Children's Day (4 August)

National Aboriginal and Torres Strait Islander Children's Day, held on 4 August, is a special event that highlights significant concerns or hope for Aboriginal and Torres Strait Islander children.

2.2.4.11 Indigenous Day of the World's Indigenous People (9 August)

International Day of the World's Indigenous People, held on 9 August, is observed to protect and promote the rights of Indigenous peoples. The event also recognises the contributions of the Indigenous peoples to world issues such as environmental protection.

2.2.4.12 Human Rights Day (10 December)

The United Nations' Human Rights Day is annually observed on 10 December to mark the anniversary of the presentation of the Universal Declaration of Human Rights

3 Personal Conduct

GIS expects its employees to maintain a high standard of conduct and work performance to make sure the business maintains its good reputation with Stakeholders and the broader community. Good personal conduct contributes to a good work environment for all.

This involves all employees:

- a) observing all policies and procedures
- b) treating colleagues with courtesy and respect
- c) treating customers and clients in a professional manner at all times
- d) working safely at all times

3.1 Working Hours and Meal Breaks

GIS employee's working hours are Monday to Friday 9.30am to 5.30pm over a 75 hour fortnight. Employees are entitled to a 1-hour lunch break each day, to be taken at an appropriate time that does not impact or disrupt core business activities such as meetings or presentations.

GIS may require an employee to assist with GIS activities or events held on Saturday or out of normal hours. In these instances, a Day in Lieu may be provided to the employee. Time worked towards time in lieu must be approved in advance by GIS Manager unless exceptional circumstances exist, in which case management will

consider granting approval after the time is worked. Time in Lieu will be provided as per policy 4.4.12 and 7 in this document.

3.2 Kitchen and Group Areas

All GIS employees are responsible for the cleanliness of the Kitchen and other group areas. Each employee must clean and store dining plates and utensils in the correct areas after use or rinse and place in the dishwasher. The dishwasher must be put on at the end of each day and emptied every morning.

3.3 Dress code policy

As a minimum standard, dress should be clean, neat and professional. Smart Casual is the expected dress code. GIS reserves the right to request an employee to dress to an appropriate standard as a condition of employment.

3.4 Personal communications policy

It is expected private phone calls will be kept to reasonable levels. Exploitation of the personal communication policy may result in individuals reimbursing GIS for private phone call costs.

4 Absenteeism policy

The following information is provided as the minimum mandatory standard practice, procedure or process to enable satisfactory compliance with GIS's Human Resource (HR) Policy.

4.1 Purpose

To establish a framework for the pro-active, effective and fair management of unscheduled and scheduled absences from work.

4.2 Application

This policy and procedure applies to all employees working in and for Gadigal Information Service Aboriginal Corporation (GIS).

4.3 Definitions

Absence/Absenteeism	Not physically attending work and/or your duties
Immediate family	Includes: <ul style="list-style-type: none">• A spouse of the employee• A child (including an adult child, an adopted child, a foster child, a step-child, ex-nuptial child), parent, grandparent, grandchild or sibling of the employee or spouse of the employee
Employee	An employee of GIS (permanent, temporary or casual) working for GIS
Manager	An employee appointed with management duties
Scheduled absence	Planned and already known absence – i.e. medical appointment, training, meeting etc.
Unscheduled absence	Unforeseen circumstances that require your absence – i.e. illness, injury, family emergency, etc.

4.4 Absence Management

GIS is committed to establishing a work environment that encourages regular and consistent attendance at work and will actively monitor and manage unscheduled and scheduled absences from work.

4.4.1 Principles:

- 4.4.1.1 An employee is entitled to access their sick leave entitlements:
- When they are unable to attend work due to illness or injury; and/or
 - To take carer's leave to care for members of their immediate family or Household, and
 - Provide a medical certificate for absences that exceed 1 working day
- 4.4.1.2 An employee is entitled to access their time in lieu entitlements:
- When they have accrued time-in lieu **and**,
 - they have obtained pre-approval from the CEO prior to the day(s) of absence and,
 - have completed the appropriate paperwork
- 4.4.1.3 An employee is entitled to access their annual leave entitlement:
- When they have accrued annual leave **and**
 - they have pre-approval from the CEO prior to the day(s) of absence and
 - have completed the appropriate paperwork
- 4.4.1.4 An employee is required to be aware of the absence notification arrangements for scheduled and unscheduled absences and ensure they advise the CEO, but where unavailable advise their direct manager of their absence.
- 4.4.1.5 When concerns arise regarding an employee's rate or pattern of unscheduled or scheduled absence, the management of such absenteeism needs to occur. This should be undertaken in a fair and reasonable way, in accordance with award, legislative and other policy provisions.
- 4.4.1.6 Proactive and consistent absence management practices should be utilised along with a work environment that encourages attendance at work.

4.4.2 Manager's responsibility

To manage absence fairly and pro-actively, management should:

- 4.4.2.1 Be aware of the requirements relating to absence management and apply them fairly and transparently
- 4.4.2.2 Understand the majority of sick leave is genuine and needs to be dealt with empathetically
- 4.4.2.3 Understand that each employee's circumstances should be managed on a case by case basis
- 4.4.2.4 Treat information provided by the employees about their health or circumstance on a confidential basis. The information shall only be provided to other persons who have a legitimate reason to know.
- 4.4.2.5 Identify options, strategies and support available to manage absences when they occur
- 4.4.2.6 Develop and facilitate return to work plans where appropriate
- 4.4.2.7 Recognise and act on underlying causes that may contribute to absences
- 4.4.2.8 Maintain open two-way communication with employees, regularly communicating that attendance matters and why

4.4.3 Employee's Responsibility:

- 4.4.3.1 The obligation of employees to maintain regular attendance requires not only that they consistently show up for work on time, but also that they do not leave without proper authorization which includes attending meetings, obtaining interviews etc., even if it involves a brief period of time. Leaving work early or without proper authorisation has always been regarded as a disciplinable offence.
- 4.4.3.2 Accrued sick leave enables an employee to recover from illness without loss of pay
- 4.4.3.3 Employees are responsible for attending work in accordance with their contracted working hours and fulfilling their contract of employment – if employees are fit for duty they must come to work
- 4.4.3.4 Employees should be fit for duty before returning to work following sick leave absence
- 4.4.3.5 Employees are required to keep in touch with the CEO during periods of absence if they are medically fit to do so.
- 4.4.3.6 Payments during periods of leave are subject to the provisions of appropriate paperwork – i.e. leave forms or medical certificates. In situations of carer's leave, in accordance with this policy, an employee is to, if required: provide a medical certificate to show the immediate family household member is ill.
- 4.4.3.7 In cases where health and/or attendance becomes a concern, employees should discuss the situation with the CEO at the earliest opportunity to seek a positive outcome.
- 4.4.3.8 Personal commitments should be attended to during off duty hours, with other appropriate leave, or where available through the use of flexible working hours arrangements.

4.4.4 Notification of Absence:

- 4.4.4.1 All employees are to notify the CEO at the earliest opportunity of their unscheduled or scheduled absence.
- 4.4.4.1.1 ***Notification during office hours:*** Employees are to email notification of scheduled or unscheduled absence. Employees are to complete a leave form if required and submit to the CEO for approval.
- 4.4.4.1.2 ***Notification outside of office hours:*** Notification should be done by a telephone call to either the office line or CEO mobile number, before office hours commence (where possible). If you are unable to get through to the CEO you are to leave a voice message and/or follow up with a text message or email.
- 4.4.4.2 If the CEO is not contactable you are to contact your direct Manager. In no circumstance is any employee to leave a message with a co-worker. Exceptions may only occur when the CEO and your direct Management are not contactable.
- 4.4.4.3 For scheduled absences – i.e. medical appointment, employees are to provide a completed leave form to the CEO to seek approval.
- 4.4.4.4 If a leave form is not required, the employee is to email notification to the CEO for approval of absence.
- 4.4.4.5 Notification of absence must include: reason for absence, and the likely duration of absence
- 4.4.4.6 Essential work priorities and/or deadlines are to be identified by the employee to the CEO which requires the action of a coworker during the absence of the employee in question.
- 4.4.4.7 Employees claiming leave entitlements – i.e. sick leave are required to provide a medical certificate if their absence exceeds 1 working day

4.4.5 *Failure to comply with the minimum standard practice, procedure or processes*

Failure to adhere to the minimum standard practice, procedure or processes outlined in this document warrants initiation of disciplinary action against you. This includes but is not limited to, receiving a formal warning, receiving pay deductions, suspension without pay, and/or termination of your employment.

5 Private Work Policy

GIS fully encourages and supports the engagement of staff in a range of professional development and community activities provided that the undertaking of these activities is in accordance with this procedure.

5.1 Who is covered by this policy?

This policy applies to all employees, Board members, management, secondees and interns of GIS.

5.2 Definitions

Private Work	Any work or professional development activities are undertaken in private capacity by any employee outside of their normal duties (the employee's engagement profile and position description) for remuneration
External Party	A company, association, person or organisation, other than GIS

5.3 Why does there need to be a private work policy?

It is important that any work you carry out in your private capacity is clearly separate from the work you do under the contract with GIS. This separation ensures that GIS is not liable for any taxation, WorkCover, negligence or any other legislative requirements with respect to private work carried out by individual GIS staff.

5.4 Approval required for private work?

If a staff member wishes to commence or continue any kind of paid private work, the staff member must do so in accordance with the provisions of this procedure.

All staff members are expected to devote their working time to the service of GIS, in accordance with the terms and conditions of their appointment and their engagement profile or position description, as appropriate. Therefore are this procedure outlines, prior written approval from the CEO is required before staff undertake private work.

5.4.1 Private work approval requirements

- 5.4.1.1 Inform the CEO in writing of all paid private work or professional development activities that he or she intends to undertake prior to its commencement,
- 5.4.1.2 Discuss any potential or actual conflicts of interest, or conflict of commitment with the CEO
- 5.4.1.3 Obtain prior written approval from the CEO,
- 5.4.1.4 Obtain permission to engage in continuing paid private work (such as continuing consultancy) on an annual basis, at the same time as the staff members performance review, including making a full disclosure of the proposed commitments for the coming year,
- 5.4.1.5 Not use his or her GIS title or position (for example, GIS Producer) when performing work for an external entity in order to avoid any implication that may arise to the effect that the staff member is performing work on behalf of GIS,
- 5.4.1.6 Continue to comply with all of his or her obligations as an employee of GIS, including the confidentiality of GIS information, and
- 5.4.1.7 Comply with their obligations under the Australian Taxation Law including any obligation to register for and pay Goods and Services Tax (GST) and/or Pay As You Go (PAYG) tax.

5.4.2 Reasons for potential disciplinary action

- 5.4.2.1 Represents (actively or passively) an external party that work is being conducted under the auspices of the GIS when it is not (i.e. it is private practice of paid private work that has not been approved by CEO),
- 5.4.2.2 Is performing work which places the staff member in a position where there is an unacceptable actual or potential conflict of interest or commitment with his or her GIS responsibilities,
- 5.4.2.3 Undertakes private work that interferes with the proper execution of the staff member's work, without prior approved alternate arrangements having been made to cover these,
- 5.4.2.4 Makes use of GIS resources to private practice, for which prior approval has not been given and/or where no appropriate arrangements for reimbursement to GIS have been made,
- 5.4.2.5 Undertakes private practice that was introduced through GIS, and that should be contracted to the staff member's work unit,
- 5.4.2.6 Undertakes private work of any kind without appropriate approval, or
- 5.4.2.7 Breaches any provision of this procedure

5.5 Conflict of Interest

This policy is to ensure that actual, potential and perceived conflicts of interest are identified and managed effectively.

Proper management of conflict of interest is required to maintain our not-for profit licence, and to comply with Corporations law and funding body requirements.

5.5.1 Definitions

Conflict of interest	A clash between a worker's private interest and work interest that gives, or may give or be perceived to give, advantage to the worker or others who are associated with the worker
Pecuniary interest	A private interest involving actual or potential financial gain or loss by a worker or a workers relative or other close associate, including household members.
Non-pecuniary interest	A private interest without a financial component where there may be a tendency for favouritism or prejudice to arise due to friendship, animosity or other personal involvement with another person or group
Private interest	Personal, professional or business interests including those of individuals, groups or organisations that workers associate with outside of GIS
Conflict of duties	A competing interest between an official duty for one entity and the official duty of another (e.g. a director, executive manager of GIS who is a director of another entity)

5.5.2 Policy objectives

- 5.5.2.1 To ensure GIS's interest in impartial and objective decision making
- 5.5.2.2 To protect the reputation of GIS by maintaining ethical standards of good judgement, fairness and integrity in all its dealings
- 5.5.2.3 To ensure that employees always observe the highest standard of business ethics
- 5.5.2.4 To avoid any activity or interest that might reflect favourably upon a staff member's own integrity and good name, or upon the integrity of GIS

5.5.3 Scope

The policy applies to all staff, volunteers and secondees. This policy also applies to external appointees of Boards, committees, contractors and consultants.

5.5.4 Exclusions

There are no exclusions from this policy.

5.5.5 Policy Statement

All staff members performing GIS duties are required to act in good faith towards GIS, ensuring that conflicts of interest are identified and managed, so that they do not affect the services, activities or decisions of GIS.

To achieve this we will:

- 5.5.5.1 identify and declare all conflicts of interest
- 5.5.5.2 develop, implement and monitor action to appropriately manage the conflict; and
- 5.5.5.3 report all identified conflicts too:
 - 5.5.5.3.1 the Board for recording in the Board minutes (for Directors conflicts only)
 - 5.5.5.3.2 the committee for recording in the committee minutes (for Sub-committees, reference groups conflicts only)
 - 5.5.5.3.3 the staff, volunteers or broadcasters for recording in meeting minutes (for staff, volunteers and broadcasters only)
 - 5.5.5.3.4 the conflicts of interest register for all workers
 - 5.5.5.3.5 the individual's personal file (where appropriate or required) and
 - 5.5.5.3.6 deal firmly with breaches of this policy

5.5.6 Management of conflict of interest

There are three components to managing of conflicts of interest.

- Report,
- Resolve, and
- Register

5.5.6.1 Reporting a conflict of interest

When becoming aware that a conflict of interest may occur, you must report that fact to the CEO. Reporting a conflict of interest allows for the matter to be resolved effectively. Remember that a conflict of interest may be actual, perceived, or a potential conflict and it may be pecuniary or non-pecuniary. If not managed properly, either kind can be equally damaging to your own and GIS's reputation.

When Board or committee members have a conflict of interest or conflict of duties, the conflict must be reported to the meeting members and documented in the meeting minutes.

5.5.6.2 Resolving a conflict of interest

The main ways a resolution can be achieved are:

- Restrict, or
- Remove

Restricting the person with the conflict in the participation of decision making is an appropriate method where the conflict is not likely to arise frequently. The restriction could include one or more of the following:

- Not participating in any critical criteria setting or decision making role in the process

- Refraining from debate about the plan or proposal
- Limiting access to information and/or denying access to sensitive documents or confidential information in the process
- Withdrawing from discussion of the plan or proposal
- Abstaining from voting on the decision

Removing the person with the conflict from the process is appropriate where there is an ongoing serious conflict of interest and restriction is not practical or feasible.

- Removing the person with the conflict from an involvement
- Abstaining from any formal or informal discussion about the matter
- Separating the person with the conflict from the situation where there may be a perception of exerting a covert influence on decisions or actions
- Re-arranging duties and responsibilities to a non-conflicting function but not to a person who is supervised by the person with the conflict
- Transferring to another project or another area of the organisation

5.5.6.3 Registering a conflict of interest

All conflicts of interest must be registered in the **Conflict of Interest Register**. This register is kept by the CEO and helps GIS to show that the conflict has been declared and resolved. It adds transparency to the situation.

Registering a conflict must include:

- Name of person with the conflict of interest
- Name of person the conflict of interest was reported to
- What the conflict is
- When it occurred
- What is the risk exposure if not dealt with
- How it was resolved

5.5.6.4 Breach of policy

Failure to disclose a conflict of interest is a breach of the **Code of Conduct** and for Directors is a breach of the **Board Governance Charter**. It may result in the initiation of disciplinary action that could involve dismissal from the GIS if deemed to be an incident of misconduct, wrongdoing or an abuse of power of authority.

6 Confidentiality Policy

6.1 Purpose

The purpose of this policy is to establish a framework around the handling of information, especially confidential information in the possession of GIS.

- 6.1.1 GIS is responsible for ensuring that the privacy of information is safeguarded and that privacy rights are upheld. GIS members, staff, volunteers, Board, secondees, clients and contractors have a right to the confidentiality of any personal information about them except in circumstances of legal obligation.
- 6.1.2 GIS ensures compliance by adhering to the National Privacy Principles and related privacy legislation, the Privacy Act and state/territory privacy laws.
- 6.1.3 Relevant Legislation Reference:
 - Privacy and Personal Information Protection Act 1998
 - Privacy Act 1998

- Freedom of Information Act 1982
- National Privacy Principles 2001

6.2 Who is covered by this policy?

Everyone at GIS (including the board, management, the staff, secondees and volunteers) are covered by this policy.

6.3 Confidential Information

For the purposes of this policy, *Confidential Information* means:

- 6.3.1 Any information, documentation, record (in any form) or information received, derived, developed or accessed by you in the course of your employment or association with GIS which is not generally available in the public domain;
- 6.3.2 Anything marked confidential or anything which a reasonable person would consider confidential because of the circumstances in which it was received, derived, developed or accessed in the course of employment or association with GIS;
- 6.3.3 All information about GIS within the scope of paragraphs (1) and (2) including information about:
 - 6.3.3.1 Employees, volunteers, secondees, partners, clients and suppliers of GIS;
 - 6.3.3.2 Salaries, wages or any other payroll information;
 - 6.3.3.3 Terms and conditions of employment;
 - 6.3.3.4 Business development initiatives;
 - 6.3.3.5 GIS' policies, training materials and internal communications (e.g. emails);
 - 6.3.3.6 Other information on the GIS network (as defined in Computer Use Policy);

6.4 GIS Confidentiality Policy

GIS is bounded by the **Privacy Act** and **National Privacy Principles**, therefore GIS will:

- 6.4.1 Only collect personal information which is necessary for its activities
- 6.4.2 Use lawful and fair means to collect personal information
- 6.4.3 Ensure the use and disclosure of personal information is for the primary purpose for which it is collected
- 6.4.4 Ensure that participants, clients, members, volunteers and staff members consent is given when information is used or disclosed to a third party expect were required or authorised by or under law
- 6.4.5 Personal information that is collected, used or disclosed is accurate, complete and up to date.
- 6.4.6 Take responsibility for ensuring that personal information is protected from misuse, loss, unauthorised access, modification or inappropriate disclosure
- 6.4.7 That participants, clients, staff, members or volunteers have a general right to access personal information held about themselves
- 6.4.8 hold all Confidential Information in strict confidence and keep it secret;
- 6.4.9 You must immediately notify the CEO if you become aware of any misuse or potential misuse of Confidential Information;
- 6.4.10 You must not distribute, reproduce, copy, disclose, access or use Confidential Information other than for the business purposes of GIS in the course of your employment or association with GIS

6.5 Procedure

When your employment or association with GIS stops, you must immediately return all Confidential Information in your possession.

- 6.5.1 No personal information will be divulged to an outside party without the express permission of the person concerned or in accordance with the requirements of law

- 6.5.2 Any information about the GIS that a person will receive while employed shall remain confidential and not be communicated to any other person or organisation. In particular, it shall not be used in any manner for personal gain.
- 6.5.3 Staff, volunteers, members, clients or Board members telephone numbers and addresses will not be given out at any time except for when that person has given permission
- 6.5.4 Only authorised members of staff will have access to staff and records, and in accordance with the law
- 6.5.5 Access to any information on members, staff, volunteers, clients and Board members on the GIS record management systems will only be accessible by authorised staff and in accordance with the GIS Record Management Policy
- 6.5.6 Staff, volunteers, project participants, artists, members, Board and others may only be photographed or recorded with their permission and a release document will be completed and signed and filed in the participant record file.
- 6.5.7 No information may be given out about our suppliers unless **directly** requested by them

6.6 Inter-organisation access

Records may not be transferred from one organisation from one organisation to another without management approval. Not all organisations have reciprocal privacy agreements, so care needs to be taken and the correct channels followed to ensure that any sensitive or confidential information is not passed over to someone that may not treat the information in the same confidential manner as your organisation.

6.7 Return of Confidential Information

When your employment or association with GIS stops, you must immediately return all Confidential Information in your possession.

At all other times, you must immediately return any Confidential Information in your possession if requested to do so by GIS.

7 Computer & Phone Use Policy

7.1 Who is covered by this policy?

All GIS employees, whether accessing the GIS network at the office or remotely, are covered by this policy.

7.2 What is the GIS network?

The GIS network refers to all software, hardware, computer networks and any other technology that GIS provides or makes available for use by its employees for the business purposes of GIS.

This includes but is not limited to:

- Telephone system and hardware (including fax and any portable or mobile devices when connected to GIS' communication systems)
- The Internet and email access
- GIS' surveillance and security systems (including those facilitating physical access to the GIS office)
- All document systems and tools facilitating document creation, access and management
- All printers, photocopiers and other peripherals
- All data (including confidential and personal information)

7.3 Confidentiality of information

GIS' Confidentiality Policy applies to information on GIS network.

You must handle all confidential information stored in or accessed through the GIS network (as defined in the Confidentiality Policy) in accordance with that Policy.

7.4 Personal Information

In the course of your work at GIS, you may come into contact with sensitive personal information. Ensure that the use of personal information is only limited to the business use as part of carrying out your professional duties.

7.5 What must I not use the GIS network for?

You must not use any part of the GIS network:

- To gain access to, download, save, store or transmit illegal or inappropriate content, including material which is sexually explicit, violent, obscene, offensive or disparaging of others on the basis of gender, race, disability, religion, nationality, sexual orientation, age, marital status or any other protected status;
- To use or allow others to use GIS' property for any purpose not related to your work for or on behalf of GIS
- to engage in any act of plagiarism, including copying without authority the copyright material of any third party
- for advertising, including personal advertising, not related to the business of GIS
- to engage in any commercial activity not related to the business of GIS
- for the creation, dissemination or storage of political or religious material (other than in relation to the business of GIS)
- for the creation, storage or dissemination of destructive computer programs (e.g. viruses or self-replicating codes)
- in such a way that adversely affects (or might affect) the reputation or community or professional standing of GIS, its staff, members or the Board
- for online gambling, gaming or betting
- to send a communication in someone else's name without their prior authorisation

7.6 Email policy

- 7.6.1 Email facilities are provided for formal business correspondence.
- 7.6.2 Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
- 7.6.3 Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
- 7.6.4 Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.

To protect GIS from the potential effects of the misuse and abuse of email, the following instructions are for all users of the GIS' email service:

- 7.6.5 No material is to be sent as an email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of GIS in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
- 7.6.6 Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
- 7.6.7 The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
- 7.6.8 When using email a person must not pretend to be another person or use another person's computer without permission.
- 7.6.9 Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.

- 7.6.10 Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

7.7 Internet use policy

The internet is provided by GIS for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

To help you do your job, GIS may give you access to computers, computer files, an email system, and software. You should not password protect any file without authorisation. To make sure that all employees follow this policy, we may monitor computer and email usage. All GIS email is the property of GIS. We try hard to have a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we do not allow employees to use computers and email in ways that are disruptive, offensive to others, or harmful to morale.

At GIS you may not display, download, or email sexually explicit images, messages, or cartoons. You also may not use computers or email for ethnic slurs, racial comments, off-colour jokes, or anything that another person might consider to be harassment or disrespectful.

If you know about any violations of this policy, notify the CEO immediately. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

GIS may provide you with internet access to help you do your job. Internet usage is intended for job-related activities but short, occasional personal use is allowed as long as you keep to reasonable limits.

All internet data that is written, sent, or received through our computer systems is part of official GIS records. That means that we can be legally required to show that information to law enforcement and other parties. Therefore, you should always make sure that the business information contained in internet email messages and other transmissions are accurate, appropriate, ethical, and legal.

The equipment, services, and technology that you use to access the internet are the property of GIS. Therefore, we reserve the right to monitor how you use the internet. We also reserve the right to find and read any data that you write, send, or receive through our online connections or that is stored in our computer systems.

You may not use the internet to write, send, read, or receive data that contains content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or another person.

Examples of unacceptable content include (but are not limited to) sexual comments or images, racial slurs, gender-specific comments, or other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

If you use the internet in a way that violates the law or GIS policies, you will be subject to disciplinary action, up to and including termination of employment. You may also be held personally liable for violating this policy.

The following are some examples of prohibited activities that violate this internet policy:

- Sending or posting discriminatory, harassing, or threatening messages or images

- Using GIS' time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements

7.8 Social Media Policy

GIS expects its employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all employees, including volunteers, of GIS who contribute to or perform duties such as, but not limited to:

- maintaining a profile page for GIS on any social or business networking site (including, but not limited to LinkedIn, Facebook, Instagram, Snapchat, MySpace, Bebo, Friendster or Twitter);
- making comments on such networking sites for and on behalf of GIS;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of GIS, and/or
- posting comments for and on behalf of GIS on any public and/or private web-based forums or message boards or other internet sites.

This policy also applies to all employees, including volunteers and secondees, of GIS who:

- have an active profile on a social or business networking sites such as LinkedIn, Facebook, Instagram, Snapchat, MySpace, Bebo, Friendster or Twitter;
- write or maintain a personal or business' blog; and/or
- post comments on public and/or private web-based forums or message boards or any other internet sites.

This policy does not form part of an employee's contract of employment. Nor does it form part of any volunteer's contract for service.

7.9 Professional Use of Social Media

If any employee or volunteer of GIS is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of GIS. All employees must also comply with the terms and conditions of the social media sites that they are using.

All employees, secondees and volunteers of GIS must ensure they do not communicate any:

- Confidential Information relating to GIS or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of GIS without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to GIS and related bodies, clients or businesses, which is not in the public domain. This includes, but is not limited to information relating to funding submissions and acquittals.

7.10 Private / Personal Use of Social Media

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

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

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

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to GIS or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of GIS, or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to GIS, or its clients, business partners or suppliers.
- Information that you write or post in a personal capacity to GIS or its employees, or create an impression that it has been endorsed by GIS or its employees
- Comments or postings that may embarrass or adversely affect the reputation of GIS, its members and employees. Use common sense when interacting online.
- Comments or postings in response to any negative references about GIS made by other users of social media. You are encouraged to report to the CEO anything you notice on the social media site that may harm GIS' reputation, pose a risk to GIS or that is in breach of this policy.

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

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

For the purposes of this policy, the following definitions apply:

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

7.11 International Phone Calls

All international calls need to be GIS business related and authorised by the CEO, who will then issue a pin code to use for an international line. These calls must be avoided if possible due to the high cost of international calls.

8 Sponsorship Booking Procedure

8.1 Making a Booking

- GIS Staff who take a sponsorship enquiry must then refer it to the Program Manager. All enquiries are asked to email Program Manager directly via programmanager@gadigal.org.au.

- If a Spots and Space and/or Identity Communications New Booking, the Program Manager or CEO (in the absence of the Program Manager) signed and emailed back. This form is then placed in the current sponsorship bookings folder (red) for the client to make appropriate contact.
- Program Manager assesses the clients request and sends appropriate sponsorship booking form and packages. Completed form received which is assessed (availability, content, appropriateness, cultural significance, etc.) by Program Manager
- OB Coordinator to provide eligible OB booking form to Program Manager for decision to be made in consultation and collaboration with each other.
- OB Coordinator contacts the successful client, quotes OB and confirms event details. OB Coordinator also speaks to the technician or sound person to finalise the specifics and technical requirements of the broadcast. OB Coordinator also liaises with event personnel for logistics/location of OB Van, arrival/departure times etc.
- OB Coordinator enters the details of the OB into the intranet

Outside Broadcast (OB) event

8.2 Internal Logistics for Successful Bookings

- Depending on event OB Coordinator to contact relevant Local Government for Council permits for van and broadcast
- OB Coordinator books a driver if necessary
- Program Manager communicates and organises Broadcaster(s), Production Team, designated person to cross over to OB and back to studio and recording of OB.
- Program Manager advises/books broadcaster, cross over person, cross back person, recording instructions and reschedules Programming if necessary
- Program Manager completes the specified area on the OB application with the broadcast details and returns to OB Coordinator
- Program Manager emails OB Coordinator contact details of selected OB production team
- OB Coordinator confirms details with Program Manager 1 week (7days) out of event

8.3 Outside Broadcast (OB) Event

- OB production team travels and sets up
- OB Coordinator speaks to delegated cross over person for Live Broadcast and technicalities (levels, content, cross over timing) of the broadcast
- OB is recorded via GIS Logger
- OB goes LIVE
- OB concludes and crosses back to studio's, with designated person.
- OB production team travels back to studio

8.4 Invoicing

- Program Manger provide OB content to OB Coordinator in requested format if requested by client (there is a fee for this).
- OB Coordinator completes and sends Tax Invoice and content to client, (cc CEO and Financial controller)
- OB Coordinator puts a copy of invoice in appropriate Tax Invoice folder

9 Volunteer Policy

GIS is an Aboriginal and Torres Strait Islander community radio station, which relies largely on the efforts of volunteers to maintain operations. Gadigal seeks and values the assistance of volunteers to assist with its work. Volunteers freely and willingly offer their time, skills and expertise to further the work of Gadigal Information Service.

Gadigal and its volunteers agree that volunteers shall engage in voluntary work for Gadigal on the terms and conditions set out in the policy below.

9.1 Scope

This policy applies to all staff members of GIS, including staff members engaged as volunteers, in relation to the rights and responsibilities surrounding the use of volunteers within Gadigal Information Service.

9.2 Definitions

Volunteer: Volunteers are individuals who are working within GIS who willingly offer their service, and do not receive any salary or payment for their service.

9.3 Background

Volunteers come from a wide range of backgrounds and volunteer for different reasons. These include:

- to contribute something to the community;
- to develop professional skills;
- to maintain existing skills;
- to enjoy the social nature of the organisation; and
- to facilitate personal growth.
- GIS aims to treat all of our volunteers equally, with respect and trust, and to provide a workplace that is safe, enjoyable and fulfilling. We will endeavour to provide a flexible working environment to allow our volunteers to gain the benefits they wish from volunteering.
- Conversely, we expect our volunteers to act professionally and in good faith towards GIS at all times. We expect that they hold the interests of our station and its community in equal regard to their own to ensure positive outcomes for themselves, Gadigal and the community we serve.

9.4 Purpose

This document sets out GIS's policy on the responsible management of our volunteer program. The policy's purpose is to provide a clear statement about the roles and responsibilities of volunteers, and Gadigal's responsibilities towards the volunteers.

9.5 Principles of volunteering

- benefits the community and the volunteer;
- is always a matter of choice;
- is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium;
- is a legitimate way in which citizens can participate in the activities of their community;
- is a vehicle for individuals or groups to address human, environmental and social needs;
- does not replace paid workers nor constitute a threat to the job security of paid workers;
- respects the rights, dignity and culture of others; and
- promotes human rights and equality.

9.6 Recruitment & Appointment of Volunteers

9.6.1 Recruitment

- Volunteers are recruited from expressions of interest sought through the GIS website.
- Potential volunteers are requested to complete an expression of interest form and may be interviewed to determine their suitability for positions with Gadigal.
- Details of applicants for volunteer positions are maintained in the volunteer database under the relevant tab (i.e. Yabun, Koori Radio) for future reference.
- People applying to become a volunteer have the right to be considered without respect to gender, age, ethnic origin, disability, sexual preference, marital status, religion and/or race, health status.
- Volunteers will not be discriminated against due to gender, age, ethnic origin, disability, sexual preference, marital status, religion and/or race, health status and they have the same rights in relation to equal opportunity as paid employees. Limitations may only apply due to equipment and building access etc.

9.6.2 Appointment of Volunteers

- Gadigal Information Service may require reference and police/working with children checks before a volunteer is appointed. Subsequent checks may need to be undertaken from time to time. The volunteer is required to agree that if the police check is regarded by Gadigal to be unsatisfactory the volunteer will be unable to commence or continue with volunteer work.
- On appointment, all volunteers will need to sign a document confirming their understanding of their rights and responsibilities, their tasks and Gadigal's expectations.
- The appointment of volunteers by the Chief Executive Officer (CEO) or an appropriately delegated person is subject to the general right of the Board of Directors in the exercise of its powers and responsibilities. The Board, and the CEO, in relation to the management and operation of Gadigal Information Service, have the right to revoke the appointment of any person as a volunteer.

9.7 The Rights of volunteers at Gadigal Information Service

9.7.1 Volunteers have the right to:

- be treated as a co-worker;
- suitable assignment with consideration for personal preference, temperament, abilities, education, training and employment;
- know as much about the organisation, its policies, people and programs, as possible;
- expect clear and open communication from management and staff at all times;
- be given appropriate orientation, introduction and provision of information about new developments;
- sound guidance and direction in the workplace;
- advance notice (where possible) of changes which may affect their work (such as programming changes);
- a place of work complying with statutory requirements in regard to equal employment, anti-discrimination legislation, the Commonwealth Racial Discrimination Act 1975 and occupational health and safety standards;
- be heard, to feel free to make suggestions and to be given respect for their honest and constructive opinion;
- appropriate insurance cover such as volunteer and public liability insurance;

- appropriate grievance procedures in the event of a dispute and, if necessary, mediation or arbitration to assist with resolving the dispute;
- receive written notification and reasons for suspension/release of services;
- have services appropriately assessed and effectively recognised; and
- have training provided that will enable participation at Gadigal Information Service at a variety of levels.

9.8 The responsibilities of volunteers at Gadigal information Service

Volunteers have the responsibility to:

- have a professional attitude towards their voluntary work;
- be prompt, reliable and productive with regard to commitments and agreements made with Gadigal Information Service;
- have adequate time to do the job and attend meetings, and notify the appropriate person if unable to meet commitments;
- follow all reasonable and lawful directions given to them, and accept and abide by station rules, policies and procedures (refer to GIS's Induction Manual, Policies and Procedures document, and Volunteer Policy);
- understand and adhere to the [Community Radio Broadcasting Code of Practice](#) and maintain familiarity with broadcast laws such as defamation law and the [Broadcast Services Act 1992](#);
- not to represent Gadigal Information Service publicly or commercially unless prior arrangement has been made;
- not to bring into disrepute the operations, management, staff or other volunteers of Gadigal Information Service;
- maintain the confidentiality of GIS's information, documentation, records and people as outlined in the confidentiality policy in the Policy and Procedures manual;
- treat technical equipment with due care and respect and to notify technical staff of faults and problems;
- undertake to complete a minimum of the basic level of training offered in relation to work in all areas, and specifically if intending to work in any area of programming;
- only use Gadigal resources and equipment in carrying out work for GIS and not for personal or private purposes;
- ensure GIS has their current contact and emergency contact details;
- respect the racial and religious backgrounds and the sexual preferences of coworkers and work to ensure that GIS is a safe work place for everyone; and
- Contribute to the achievement of a safe, tolerant and equitable working environment by avoiding, and assisting in preventing, behaviour that is discriminatory.

9.9 The rights of Gadigal Information Service towards volunteers

Gadigal Information Service has the right to:

- expect volunteers' cooperation in working to uphold and maintain Gadigal's mission statement, charter and program policies;

- expect volunteers to be familiar with the laws relating to broadcasting, GIS's policies and procedures;
- expect volunteers to be prompt, reliable and productive with regard to commitments and agreements made with GIS;
- have confidential information respected;
- make a decision, in consultation with volunteers, as to where their services and skills would best be utilised;
- make decisions which may affect volunteers' work;
- make programming decisions in accordance with programming policies and procedures;
- develop, implement and enforce rules, policies and procedures for all aspects of Gadigal Information Services' operation;
- develop and maintain all property and premises of GIS;
- provide feedback to enhance volunteers' programming and broadcasting development;
- expect clear and open communication from volunteers at all times; and
- suspend or dismiss volunteers in accordance with policies and procedures due to contravention of GIS's rules.

9.10 The responsibilities of Gadigal Information Service towards volunteers

Gadigal Information Service has the responsibility to:

- provide volunteers with a work environment which embraces the principles of access and equity;
- value the importance of volunteers' roles within the organisation;
- place volunteers in an appropriate, suitable position and environment;
- provide volunteers with a job description that clearly outlines their role;
- give appropriate tasks in accordance with volunteers' strengths, abilities, training and experience;
- provide volunteers with training to expand their expertise and abilities;
- provide a safe environment in which to work as per occupational health and safety legislation;
- engage in mediation or arbitration if a dispute occurs;
- ensure appropriate insurance is in place to cover volunteers;
- acknowledge volunteers' contributions to GIS and provide appropriate recognition and/or rewards;
- ensure staff have the appropriate skills required to work with them;
- provide adequate opportunities for formal and informal constructive feedback;
- provide volunteers with information regarding any activities or changes at GIS which may affect their work;
- consult with volunteers (where possible and practicable) on issues that may affect their work;
- ensure that all GIS's democratic processes are adhered to and that volunteers are consulted in major decision-making processes, as appropriate; and
- ensure volunteers are aware of Gadigal's democratic processes and are encouraged to participate in them.

9.11 Reimbursement

Volunteers may be reimbursed for any expenditure undertaken in relation to duties conducted for Gadigal Information Service; however, volunteers may not be reimbursed if prior approval from the workplace is not sought for expenditure.

9.12 Insurance

GIS's insurance covers employees and volunteers for public liability, personal accident insurance and
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9.13 Grievances

Volunteers have the right to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their role with GIS is unfair. Volunteers may also be the subject of a grievance lodged by other staff members. Volunteers should refer to the grievance policy and procedures as outlined in Gadigal's Policy and Procedures manual.

9.14 Dismissal of Volunteers

GIS may terminate the volunteer's working relationship at any time after giving 7 business days' notice. The volunteer may terminate the relationship at any time but is requested to give 7 business days' notice.

Upon the expiration of the notice period, the volunteer must return all property owned by Gadigal used in connection with the volunteer work and no longer hold themselves out to be a volunteer of Gadigal Information Service.

Grounds for the dismissal or suspension of volunteers would normally relate to noncompliance with the Volunteer Agreement, or an inability to meet their responsibilities, but any incident of serious misconduct on the part of a volunteer will lead to their dismissal.

In the event that the volunteer is also an employee of Gadigal Information Service the volunteer must acknowledge that:

- any time spent as a volunteer shall not count towards accrual of any entitlements they may have as an employee; and
- the terms and conditions of any arrangement with Gadigal Information Service as an employee are governed by their Contract of Employment and not by this agreement.

11 Work Health & Safety (WHS) Policy

GIS will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, volunteers, visitors and members of the public who may be affected by our work.

To do this, GIS will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees and health and safety reps on safety
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace. All persons responsible for the work activities of other employees are accountable for:

- identifying practices and conditions that could injure employees, clients, members of the public or the environment

- Controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their manager
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
- making sure PPE is maintained and working properly

fGIS demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position

11.1 Manual handling policy

It is GIS's policy to provide all employees with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all staff, all employees must report potential and actual manual handling hazards. Employees must report these through the formal incident report (Appendix A).

Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

11.2 Workers' Compensation Policy

All employees may be eligible for workers' compensation benefits if injured while at work.

11.3 Injury Procedure

If there is an injury:

- The first priority is medical attention. The injured worker or nearest colleague should contact one of GIS's first aiders. For a serious injury also call an ambulance.
- Any employee who is injured on the job, experiences a safety incident or a near miss, must report the incident to their manager.
- The manager must write a report in the Register of Injuries, Incidents and Near Misses. This standard report must include:
 - employee's name and job details
 - time and date of injury
 - exact location the injury/incident occurred
 - how the injury/incident happened
 - details of the injury/illness and the part/s of the body injured
 - names of any witnesses
 - name of the person entering details in the Register
 - date the employer was notified
- GIS will let the injured employee know in writing that we have received notification of any injury or illness reported in the Register.

The manager must report serious injuries to WorkSafe immediately.

12 Workers Compensation

Gadigal shall provide all employees with Worker's Compensation in accordance with the Worker's Compensation Legislation. Entitlement to Worker's Compensation will only arise where personal injury or disease has arisen out of, or in the course of, employment i.e. work related.

13 Smoking policy

GIS has a non-smoking policy. Smoking is not permitted on GIS property or in offices at any time.

Smokers who need to take breaks should do so in their allotted breaks (no more than 3 per day in addition to their lunch break). These breaks must be limited to 15 minutes from leaving the workplace to recommencing work. These breaks must not be taken at the entrance to GIS offices or the rooftop (level 4). Excessive smoking breaks will be regarded as absenteeism and performance improvement action may be taken.

14 Alcohol & drugs policy

GIS is concerned by factors affecting an employee's ability to safely and effectively do their work to a satisfactory standard. The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

GIS will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. GIS has a zero tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business related premises (e.g. clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

GIS does not tolerate attending work or work events under the influence of alcohol. This may result in performance improvement action or dismissal.

15 Equal Employment Opportunity (EEO) Policy

This policy applies to all staff including volunteers and covers all work-related functions and activities including external training courses sponsored by GIS.

It also applies for all recruitment, selection and promotion decisions.

The objective of GIS's Equal Opportunity Policy is to improve business success by:

- 13.1 attracting and retaining the best possible employees
- 13.2 providing a safe, respectful and flexible work environment
- 13.3 delivering our services in a safe, respectful and reasonably flexible way

16 Discrimination, Sexual Harassment and Bullying

GIS is committed to providing a workplace free from discrimination, sexual harassment and bullying. behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

16.1 Definitions

Discrimination:

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Australian law.

Indirect Discrimination occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

GIS provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

Under State legislation they include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

16.2 To make a complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

- a. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
- b. If the unwelcome behaviour continues, contact your supervisor or manager for support.

- c. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager. Employees may also lodge a complaint with the Australian Human Rights Commission, or take action under the *Fair Work Act 2009*.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

16.3 To receive a complaint

When a manager receives a complaint or becomes aware of an incident that may contravene GIS EEO Policies, they should follow this procedure.

- 16.3.1 Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
- 16.3.2 Ask the complainant for the full story, including what happened, step by step.
- 16.3.3 Take notes, using the complainant's own words.
- 16.3.4 Ask the complainant to check your notes to ensure your record of the conversation is accurate.
- 16.3.5 Explain and agree on the next action with the complainant.
- 16.3.6 If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of GIS' EEO policies) then the manager should:
 - a. act promptly
 - b. maintain confidentiality
 - c. pass any notes on to the manager's manager

If an investigation is requested or is appropriate, follow the next procedure

16.4 To investigate a complaint

When a manager investigates a complaint, they should follow this procedure.

- 16.4.1 Do not assume guilt.
- 16.4.2 Advise on the potential outcomes of the investigation if the allegations are substantiated.
- 16.4.3 Interview all directly concerned, separately.
- 16.4.4 Interview witnesses, separately.
- 16.4.5 Keep records of interviews and the investigation.
- 16.4.6 Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions; however, the manager will still make a decision regardless.
- 16.4.7 Listen carefully and record details.
- 16.4.8 Ensure confidentiality, minimise disclosure.
- 16.4.9 Decide on appropriate action based on investigation and evidence collected.
- 16.4.10 Check to ensure the action meets the needs of the complainant and GIS.
- 16.4.11 If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to this manager.
- 16.4.12 Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

16.5 Possible outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- a. disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- b. staff training

- c. additional training for the perpetrator or all staff, as appropriate
- d. counselling for the complainant
- e. an apology (the particulars of such an apology to be agreed between all involved)

17 Pregnancy at Work

17.1 Advising of pregnancy

GIS encourages employees to inform their manager of their pregnancy as soon as possible. However, we respect that an employee may not wish to advise us of her pregnancy earlier than the minimum notice period.

We also respect an employee's wishes regarding when it is appropriate to tell colleagues about the pregnancy.

17.2 Harassment while pregnant

GIS is committed to ensuring the safety of pregnant employees and considers harassment, bullying and discrimination to be unacceptable behaviour.

(See the Equal Employment Opportunity policy for our general policy and procedure on harassment, bullying and discrimination.)

17.3 Safety at work

GIS understands pregnancy to be a healthy and normal process and recognises that women have different experiences. When an employee notifies her manager that she is pregnant, the manager will ask the employee to let them know if they experience any changes to their work capacity during the pregnancy. The employee and her manager will then discuss what is needed to keep the employee safe at work and adjustments will be made accordingly where possible.

Options to reduce hours, change of duties, light duties, rotated tasks, provision of a chair and provision of additional breaks are common ways to ensure safety at work, and will be considered on a case-by-case basis.

17.4 Transfer to a safe job

If it's not safe (due to illness, risks or hazards) for a pregnant employee who is entitled to parental leave to continue in her usual position, she can be transferred to a 'safe job' with no change to terms and conditions.

The employee needs to provide GIS with reasonable evidence that she is fit for work, but it would be inadvisable to continue in her present position. GIS may insist on a medical certificate.

If GIS can't transfer the employee to a safe job, she may take (or be required by GIS to take) paid 'no safe job' leave for the time stated in the medical certificate or until the pregnancy ends (either by giving birth or otherwise).

'No safe job' leave is not sick leave – it is a separate paid leave type (pregnancy- no safe job). This leave will be paid at the rate specified in the award or agreement which, at a minimum, can be no lower than the employee's base rate of pay for her ordinary hours of work. In the six weeks prior to the expected date of the birth of the child, an employer may ask an employee on safe job leave for medical certificates stating that she would be fit to perform a safe job, if one were available to her.

An employee may be required to take unpaid parental leave (instead of paid no safe job leave) if she does not provide a medical certificate within seven days or if she provides a medical certificate stating she is not fit for any work.

17.5 Working until the birth

A pregnant employee may work until the expected date of birth of her child. If she wishes to continue working in the last six weeks of her pregnancy she may be requested to provide a medical certificate within seven days confirming she is fit to work.

If the medical certificate indicates the employee is not fit for work, she may be required to start parental leave or take a period of unpaid leave as soon as practicable. (See the Parental leave policy.)

17.6 Return to work

If the employee has agreed to contact during leave, then towards the end of the leave period, the manager should confirm the employee's intention to return on the agreed date. The employee also may want to discuss any requests for flexible work arrangements at this time (see Flexible Working Arrangements policy).

An employee must provide four weeks notice if they want to extend their leave beyond the return date that was initially advised (see the Parental leave policy.)

The employee on parental leave has the right to return to the job they held prior to going on leave, including any promotion. If that position no longer exists, the employee will be given whichever other available position is nearest in status and remuneration to the position they held prior to going on leave.

If an employee was placed in a safe work position prior to leave, the employee is entitled to return to the position they held immediately before the safe work position.

If the pre-parental leave position no longer exists, GIS will follow its redeployment and redundancy procedures to determine if a suitable alternative position is available.

17.7 Breastfeeding at work

GIS aims to understand and support mothers in the workplace, including accommodating breastfeeding as much as possible e.g. providing a private space.

An employee should discuss her needs with her manager and GIS will endeavour to make private space available or other arrangements made by agreement. Depending on the employee's duties this may include cover while she is away from her work environment.

17.8 Flexible Working Arrangements

Employees may request flexible working arrangements based on parental and carer responsibilities. Employees are encouraged to put the request in writing.

To comply with the Equal Opportunity Act, GIS will consider this request, and consider all relevant facts and circumstances in deciding whether or not to agree to the request. Such a request will not be refused unless it is reasonable to do so.

Circumstances that may be relevant to determining whether a refusal is or is not reasonable include:

- a. the nature of the employee's work and parental or carer responsibilities

- b. the nature and cost of the arrangements required for an employee to fulfil their family or carer responsibilities
- c. the financial circumstances of the employer
- d. the size and nature of the workplace and the employer's business
- e. the effect of the flexible working arrangements on the workplace, including the financial impact on the business
- f. the consequences for the employer of having the flexible working arrangements
- g. the consequences for the employee of not having the flexible working arrangements

- h. Other factors that might be relevant in a particular case include:
 - i. when the arrangements are to commence
 - j. how long the arrangements will last
 - k. information that has been provided by the employee about their situation
 - l. the accrued entitlements of the employee, such as personal, carer's or annual leave
 - m. Whether any legal or other constraints affect the feasibility of the employer accommodating the responsibilities, such as occupational health and safety laws or award penalty rates.

In addition, under the National Employment Standards, employees who have at least 12 months continuous service, with responsibility for the care of a child under school age, or for care of a child under 18 with a disability have the right to request flexible working arrangements.

Flexible work arrangements will also be considered as a form of reasonable adjustments to allow people with a disability to work safely and productively.

This right applies to all employees including permanent full-time and part-time employees, as well as casual employees, regardless of role or job function.

Employees must put such a request in writing.

GIS will provide a written response granting or refusing the request within 21 days and will only refuse such requests on reasonable business grounds. These reasons will be detailed in the written refusal.

17.9 Options for flexible work practices

Flexible work options which may be considered by GIS include:

- a. permanent, part-time work
- b. graduated return to work (for employees returning from parental leave), e.g. the employee returns part time and then builds up to full-time work flexible start and finish times for staff to accommodate child care and school pick-up requirements
- c. flexible rostering such as working split shifts
- d. job-sharing - where two or more employees share one full-time position, each working on a part-time basis
- e. work from home
- f. purchased leave (48/52 leave) – where employees take an additional four weeks leave per year by adjusting their salary to 48 weeks paid over the full 52 weeks
- g. compressed hours – where the employee works additional daily hours to provide for a shorter working week or fortnight

This is not an exhaustive list, and other options may be agreed.

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

18 Leave Policy

18.1 General leave policy

Unless specified otherwise, employees referred to in this policy mean permanent and contract full-time or part-time employees.

All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence.

All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept on the employee's file.

Applications for any type of leave must be made to the GIS Board, in consultation with the employee's direct manager.

18.2 Annual leave policy

From 1 January 2010, annual leave entitlements form part of the National Employment Standards (NES) and replace minimum entitlements under the Australian Fair Pay and Conditions Standards (the standard). Under the NES, all employees (except casual employees) get paid annual leave based on their ordinary hours of work.

Each employee is entitled to 20 days annual leave per year (pro-rata for part-time) and accumulates from year to year. Leave entitlements are calculated from the date a GIS employee started work and accrues at a rate of one and two thirds (1 2/3) days (or pro-rata) for every month worked. Annual leave counts towards continuous service (used when calculating long service leave).

You should discuss your annual leave plans well in advance (at least 4 weeks) with your Manager to ensure that the operational needs of our business are not placed at risk. For this reason, you should not book or commit to holiday arrangements before you have this written approval. Our approach to the approval of annual leave is based on the need for flexibility and management discretion.

GIS can direct an employee to take annual leave in some situations in line with the employee's respective Award agreement, for example:

- if GIS was to close during the Christmas and New Year period
- if an employee has accumulated excess annual leave.

18.3 Leave loading

An employee can take paid annual leave when GIS have agreed to the request for leave, and there is no minimum or maximum amount of accrued leave that can be taken at any one time.

On termination of employment, GIS will pay the employee for any untaken annual leave which has accrued. Leave continues to accumulate whilst an employee is taking paid annual leave and paid personal leave. However, leave will not accumulate during periods of unpaid leave, such as unpaid parental leave, or unpaid authorized absences.

An employee is expected to take accrued annual leave for business close down periods. If insufficient leave is accrued, GIS may direct an employee to take unpaid leave.

GIS employees are not able to 'cash out' accrued annual leave, nor are they able to take annual leave in advance.

18.4 Personal (sick) leave policy

Sick leave is a type of personal leave under the GIS. A full-time employee is entitled to 10 days of paid personal leave (for sick and paid carer's leave) per year. Part-time employees receive a pro-rata entitlement to sick leave based on the number of ordinary hours they work. Paid personal leave accrues at the rate of 0.83 days per month of service and is cumulative.

An employee should notify his/her manager as soon as possible if they are unable to attend work due to illness or injury. Management, at its discretion, may request evidence such as a medical certificate showing that the employee was entitled to take personal leave during the relevant period. Medical certificates are compulsory when the period of sick leave extends two consecutive days.

When an employee's contract with GIS is terminated (for various reasons), untaken personal (sick/carer's) leave is not paid to the exiting employee.

18.5 Carer's leave policy

Carer's leave is available to an employee for the care or support of an ill family or household member or if an unexpected emergency affects a family or household member. It is typically part of personal (sick) leave and is dealt with similarly to above; meaning permanent employees are entitled to 10 days personal/carer's leave per year.

Employees, including casual employees, are entitled to take up to two days unpaid carer's leave for each occasion of family or household member illness or unexpected emergency. An employee cannot take unpaid carer's leave if they could instead take paid carer's leave. Casuals are not entitled to paid carer's leave.

18.6 Compassionate/sorry business leave policy

Compassionate leave is paid leave taken by an employee to spend time with a family member/member of the employee's household, who has a personal illness, or injury, that poses a serious threat to his/her life, or after the death of a family member/member of the employee's household.

Each employee, except casual employees, is entitled to a period of two days paid compassionate leave for each occasion where a family member has died, or the employee needs to spend time with a seriously ill family member. Casual employees are entitled to two days unpaid compassionate leave per occasion. Additional unpaid leave maybe granted at management discretion. GIS recognize that employees may need to travel regionally or interstate for funerals, in which case an employee can request for up to 5 days compassionate leave per occasion, which will be provided for by the discretion of GIS Management.

18.7 Long service leave policy

Long service leave applies to most NSW employees who are full-time, part-time or casuals.

If you have been working for the same employer for 10 years you are entitled to 2 months (8.67 weeks) paid leave, to be paid at your ordinary gross weekly wage under the [NSW Long Service Leave Act 1955](#) (the Act).

The Act also provides for a pro-rata entitlement after five years, if the employee resigns as a result of:

- a. illness,
- b. incapacity or
- c. domestic or other pressing necessity.

If an employee resigns for one of the above reasons they need to advise GIS in writing at the time of giving notice.

The Act also provides for a pro-rata entitlement after five years, if an employee's services have been terminated by the employer for any reason other than serious and wilful misconduct, or if the employee dies.

If an employee ceases employment before 5 years service there is no entitlement for long service leave.

For more information contact the [Long Service Corporation](http://www.longservice.nsw.gov.au) (<http://www.longservice.nsw.gov.au>).

18.8 Parental leave policy

18.8.1 Unpaid parental leave

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

- a. permanent full-time or part-time with at least 12 months service prior to the expected date of birth or adoption placement
- b. casual with 12 months regular and systemic service who have a reasonable expectation of continuing regular and systematic work

The leave has to be taken in a single continuous period (eg. an employee can't take leave for 6 months, return to work, then take another 6 months leave).

If the pregnant employee takes unpaid parental leave, it has to start:

- on the birth of the child or
- up to 6 weeks before the expected birth (or earlier if the employer agrees).

If the leave is adoption related, the parent taking leave has to start their leave period on the date of placement of the child.

If the employee who isn't pregnant is the parent taking the unpaid parental leave, the leave must start on the date of birth of the child.

The partner can start unpaid parental leave after the birth of the child if:

- they have responsibility for the care of the child and
- their pregnant partner isn't employed.

The leave has to be taken within 12 months after the birth or placement of the child.

Employees may request to extend their leave by a further 12 months (for a total of 24 months maximum), to be submitted in writing at least four weeks before the end of the original 12 months unpaid parental leave. GIS will respond in writing within 21 days and may refuse only on reasonable business grounds. The written response will include details if the request is refused.

18.8.2 Parental leave for partners

Parents who are married or in a de facto relationship can take up to 8 weeks unpaid parental leave at the same time. This is called 'concurrent leave.'

Concurrent leave can start:

- a. on the birth or placement of the child
- b. earlier than this date, if the employer agrees or
- c. later than this date, but has to be within 12 months of the birth or placement of the child.

Concurrent leave can be taken in separate periods. Each period has to be at least 2 weeks long, however, an employer can agree to shorter lengths.

Concurrent leave is part of an employee's total unpaid parental leave entitlement. This means that any concurrent leave taken is deducted from the total parental leave entitlement.

18.8.3 Applying for leave

An employee wishing to take unpaid parental leave must provide written notice to the GIS Board at least 10 weeks before starting the leave (or as soon as is practicable) including the intended leave start and end dates.

Leave dates or any changes of dates must be confirmed at least four weeks before the leave starts. The manager will confirm the leave and any affected entitlements such as continuous service in writing.

18.8.4 Adoption

Because GIS recognises that the timing of placement for an adopted child may be uncertain, employees should keep their manager informed of any changes to the likely placement date and commencement of leave.

18.8.5 Paid leave

Eligible employees who are the primary carer of a newborn or adopted child get up to 18 weeks' leave paid at the national minimum wage.

These payments are made to GIS first, who will then pay them to the employee. These payments can be paid before, after or at the same time as other entitlements such as annual leave and long service leave.

Parental Leave Pay from the Australian Government doesn't change paid parental leave from an employer – an employee can be paid both. These payments do not affect or replace unpaid parental leave.

Eligible working dads and partners (including same-sex partners) get 2 weeks leave paid at the national minimum wage. These payments are made directly to the employee.

18.8.6 Annual leave

If the employee has paid annual leave available, he or she may, in agreement with the manager, take some or all of that leave at the same time as the unpaid parental leave.

18.8.7 Time off for antenatal appointments, adoption interviews or examinations

Personal leave may be available for attendance at medical appointments. Appointment times and the availability of leave should be discussed with the manager.

An employee may take up to two days unpaid pre-adoption leave. Employees must provide notice of the leave including expected leave period as soon as practicable (which may be after the leave has started).

If an employee requires more than two days pre-adoption leave, they should discuss their requirements with their manager.

18.8.8 Leave for pregnancy related illness

If an employee is ill during her pregnancy, she may access her ordinary sick leave entitlements, including any accrued leave.

If an employee experiences extended illness due to pregnancy, she can access unpaid 'special maternity leave' for the period her treating doctor certifies is necessary. Special maternity leave is included in the 52 weeks available unpaid parental leave period.

The employee must make a special maternity leave application as soon as practicable which details the period of leave required. The manager may request a medical certificate and if so, this must be provided by the employee.

18.8.9 Loss of a child while pregnant

If the pregnancy ends within 28 weeks before the due date without a live birth, the employee may take unpaid 'special maternity leave' for the period her treating doctor certifies is necessary. Unpaid parental leave is not available in this situation, instead special maternity leave applies.

The employee must make a special maternity leave application as soon as practicable, specifying the expected leave period and providing a medical certificate, if this is requested by the manager.

GIS will be sensitive to the personal issues associated with this type of leave.

18.8.10 During parental leave

Even though the employee is on leave, they will continue to be protected against discrimination as an employee. See the Equal Employment Opportunity policy on page 33.

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

While an employee is on unpaid parental leave, GIS will ensure that the employee is considered and kept informed of significant changes that may occur in the business.

Where a decision will have a significant effect on the status, pay or location of the pre-parental leave position, the GIS will take all reasonable steps to inform the employee and discuss the effect of the decision. During any restructures, employees on parental leave will be treated no less favourably than other employees and will be kept informed of the process.

If an employee has applied for less than 52 weeks unpaid parental leave, they can extend the period of leave once to take the total leave up to a maximum of 52 weeks. The employee must give at least four weeks' notice prior to the end date of the original leave period. A period of unpaid parental leave may be reduced by agreement between GIS and the employee.

An employee can resign while on parental leave but they must give the required notice of resignation as set out in their employment contract.

Employees should not undertake any activity during leave which is inconsistent with the employment contract, including other employment and they should remain responsible for the care of the child.

The employee's position may be filled on a temporary basis while they are on leave. GIS will notify the replacement employee that their employment in this role is temporary and that the pregnant employee has the right to return to the position.

19 Time in lieu policy

GIS will grant time in lieu (TIL) to an employee who is required to work on public holidays or weekends; this does not include extra hours worked during a working week. Time worked towards TIL must be approved in advance by the CEO unless exceptional circumstances exist, in which case management will consider granting approval after the time is worked.

TIL will be added to the employee's annual leave and will be recorded as TIL credits and debits. An employee should take TIL within the 2 weeks of it being accrued. An employee cannot accrue more than 37.5 hours or five (5) working days of TIL.

20 Public Holiday Policy

For Full time and Part time Permanent, casual or fixed term contract employees, overtime payments for public holidays will be paid as per the Award, National Employment Standards and employment contract of the employee.

21 Leave without pay policy

Leave without pay applications are made to the CEO who has the discretion to approve or disapprove leave without pay that an employee is not otherwise entitled to.

22 Jury duty policy

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

23 Working From Home Policy

All requests for working from home (WFH) will need to be pre-approved by the CEO prior to commencing. A work plan (Appendix B) will need to be completed prior to this request being approved.

24 Emergency services leave policy

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

GIS will support such activities wherever possible, as an important community service, however evidence of these activities is required.

25 Performance Management

25.1 Policy

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers at least once a year.

25.2 Procedure

- 25.2.1 The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
- 25.2.2 The manager and employee will meet and openly and constructively discuss performance over the period.
- 25.2.3 The manager and the employee will agree any objectives and outcomes for the next appraisal period.
- 25.2.4 Training and development will be considered as part of the process.
- 25.2.5 Notes should be taken of the meeting and copies kept.
- 25.2.6 Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

26 Performance Improvement

26.1 Policy

Where warranted GIS will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, GIS may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

GIS requires a minimum standard of conduct and performance which will be made clear to employees in management appraisals. If an employee does not meet this standard, GIS will take appropriate corrective action, such as training. 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, GIS 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. GIS will give an employee the opportunity to defend themselves before management takes further action.

Note: If employees have a disability that requires reasonable adjustments to be made to the workplace or job to allow you to work safely and productively, they should raise this with their manager. GIS will only refuse such requests on reasonable business grounds.

26.2 Procedure

- 26.2.1 GIS will advise the employee of any shortfall in their performance, and give them an opportunity to respond.
- 26.2.2 Once they respond, the manager will consider their response and decide if performance improvement action should be taken. GIS will provide support such as training where appropriate.
- 26.2.3 If the employee is given a verbal warning, the manager should make a note of it, date it and sign it.
- 26.2.4 The manager will advise the employee in clear terms what they see as the performance problem or the unacceptable conduct. To highlight the deficiency they should use specific examples, and refer to the correct policy or procedure.
- 26.2.5 The manager will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings.
- 26.2.6 The manager will decide if more action is needed.
- 26.2.7 If a written warning is to follow, the manager is to:

- a. document it and give the employee a copy
- b. give the employee the opportunity (and their support person the opportunity) to sign the warning
- c. keep a copy on file

26.2.8 The warning must clearly define:

- a. the deficiency
- b. a clear explanation of the expected standard
- c. by when the employee needs to achieve it
- d. how the business will help the employee achieve the improvement required
- e. consequences of failing to improve

26.2.9 The manager concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions, and put a copy on the employee's employees file. This should include date, location and time of discussion.

26.2.10 They will continue to support the employee and note the support they give, for example, training or counselling.

26.2.11 If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps 4–10 above. This document needs to warn the employee in clear terms GIS will terminate their employment if there is not enough improvement, and a sustained improvement in, their performance.

Note: some circumstances justify going straight to a second or final warning.

27 Gross or serious misconduct policy

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

27.1 Procedure

- 27.1.1 The manager is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
- 27.1.2 The manager should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall give genuine consideration to the employee's response and circumstances.
- 27.1.3 If still appropriate, following a thorough investigation, the manager can terminate/dismiss the employee.
- 27.1.4 The manager should keep a file of all evidence collected and action taken in these circumstances.
- 27.1.5 GIS will send the employee a letter of termination noting brief details.

28 Grievances Policy

28.1 Policy

GIS is committed to ensuring that each employee is treated fairly and respectfully where disputes and grievances arise in GIS's workplace.

A grievance is a complaint or concern that may have been affected through discrimination, harassment, bullying or another workplace issue. Our grievance policy is supported by our grievance procedures. We will treat any grievance raised by a staff member fairly and confidentially.

Guidelines

Our grievance policy has the following endorsement points:

- Ease of use and trustworthy – our policy and grievance procedure is endorsed by the Senior Manager.
- Confidentiality – only the people directly involved in the grievance and in resolving it, can have access to information about workplace grievances. Information only goes on an employee’s personnel file if they are disciplined as part of resolving the grievance.
- Impartiality (remaining fair) – all parties get a chance to tell their side of the story. No one makes any assumptions or takes any action until all relevant information has been collected and considered. All parties have access to support or representation if they want or need it.
- Free of unfair repercussions or victimisation – GIS takes all necessary steps to make sure that people involved in a grievance are treated fairly, are free of repercussions and that victimisation will be disciplined.
- Resolution with minimum fuss – we aim to resolve all grievances using the simplest options (refer options 1 & 2 of the grievance procedure attached), and with minimum fuss. In many cases grievances can be sorted out by agreement between the people involved with no need for management intervention.
- Timely – we aim to deal with all grievances internally and as quickly as possible.
- Disciplinary action – will be taken by GIS against anyone who is found to be in breach of this policy.
- Disciplinary action will also be taken against anyone who victimises or retaliates against a person who has complained of any discrimination or harassment. The discipline will depend on the severity of the case and may involve an apology, counselling, suspension, dismissal or other form of action.

Very serious behaviour such as sexual assault, stalking, flashing and threatening communications are criminal offences will be reported to the police.

28.2 Procedure

Any GIS employee, who is unhappy about a certain situation should make their problem heard, whether it is by written notification or by verbally informing the CEO. If the complaint is against the CEO then the employee should contact the Chairperson of the GIS Board. The employee should complete and submit this grievance in the Incident form in **Appendix *****.

28.2.1 **Action 1:** the person with the problem should identify the following:

- Exactly what the problem is;
- How the problem makes them feel;
- Express what they feel could resolve the problem;
- Ask what the other party sees as a resolution; and
- Try to agree upon a direction to follow for the resolution.

28.2.2 **Action 2:** Informal / Personal Approach

- Step 1 - Tell the alleged offender that their behaviour is not welcome/ accepted by you and that you would like it to stop immediately and not be repeated.
- Step 2 - You could do this alone (if you feel comfortable doing so) or have someone with you. Alternatively, you may ask someone to do it on your behalf.
- Step 3 - If you elect to have another person approach the offender on your behalf:
 - you may request that person to convene a meeting on your behalf;
 - you may choose whether you wish to be present or not at this meeting;
 - the convenor should be the Senior Manager or someone else appropriate that you are comfortable with;
 - the person you ask to conduct the discussion should raise the allegations and ask the person to respond to them. At the same time a solution to the problem/incident should be worked through with the person that the complaint has been made against;

- Step 4 - Notes should be taken by the convener in case the matter is not resolved or if the incident is repeated. These will be kept confidential; the aim for the convener is not to prove or disprove whether the incident occurred, but for both people to agree on a mutually acceptable outcome;
- Step 5 - If the person being complained about is uncooperative and the complainant's concerns are not satisfactorily resolved, the convener should tell the person being complained about that a formal complaint resolution process may be commenced (approval for this to happen should be sought from the complainant).

28.2.3 Action 3: "Mediation"

If the problem cannot be resolved by talking within GIS, or the resolution does not work, a mediator (independent party) should be called in. The mediator will typically be an independent member of the GIS Governance structure. However, if the opportunity presents the Chairperson could act as mediator.

A mediator is a person who is not directly involved in the problem and who is able to stay neutral.

The mediator may choose to meet with each of the parties involved individually before sitting down with both parties together, or they may choose to meet both parties straight away.

The mediator will then follow the same problem identification procedures as in Action 1, asking both parties how they feel about the problem.

An agreement on how to resolve the problem should then be made between both parties, with the assistance of the mediator. This agreement may be verbal or written depending on the nature of the problem.

28.2.4 Action 4: "Formal Caution"

If the problem still remains after the above actions have been taken, it must then be referred to a higher authority, for example: the Indigenous Peoples Productivity Council (IPPC) or the ASIC.

A decision for a course of action will be made, which must be put in writing to the affected party. This written formal caution must include:

- A clear definition of the problem.
- A statement of any breaches in policies, contracts or duty statements.
- What outcomes are expected by the affected party to resolve the problem?
- A period in which the changes must occur.
- What will happen to the employee if they fail to comply with the conditions within the set period?

28.2.5 Action 5: "Termination of Employment"

If the problem remains unresolved, after all the above actions have taken place, and it is an GIS employee who is affected, then that employee may be asked to resign.

Constructive dismissal. If it is an GIS Board Member affected, they may be asked to step down from their position.

NB: All legal and constitutional requirements must be applied when implementing the above actions.

29 Business Expense Policy

These guidelines have been developed to ensure expenditure and travel costs are fair and reasonable to all employees when incurring expenses and/or travelling and/or during work time.

GIS wants to ensure that no employee is out of pocket for any expenses incurred on behalf of our business. If an employee, through the nature of his or her work is required to make purchases or incur business expenses, the employee is able to claim a reimbursement of such expenses. All Business Expenses must be pre-approved by the CEO, otherwise reimbursement may not be provided.

Guidelines below:

28.1 Business Expenses

A business expense claim form is to be completed by the employee detailing all expenses incurred and relevant receipts attached. This form must be submitted to the CEO for approval. In the event that receipts are missing, a statement must be made detailing the expense and what it relates too.

The approved form will be sent by the CEO, to the accounts department for processing. All payments will be made to the employee by way of direct deposit into their bank account.

It is the responsibility of the employee and the CEO to submit the form according to the standard payments timetable that is distributed by the accounts person each year. If this form is not submitted in time, payment may be delayed.

28.2 Travel

28.2.1 Air Travel

All air travel arrangements for GIS employees should be made through the employers authorised travel coordinator or via the relevant website. Approval and sign off must be confirmed prior to arranging any travel ensuring that all trips are as economical as possible.

Air travel (both local and international) is to be in economy class only.

Any travel allowance for GIS Employees have to be authorised by the CEO, prior to allowance actually being paid.

28.2.2 Travel Allowance

Travel allowances will be paid for overnight stays as per the National Employment Standards and the relevant Award.

Travel Allowance will not be granted to attend training, conferences or meetings where the organisers have booked and paid for accommodation and/or meals.

28.2.3 Private Vehicle Usage

Mileage allowance is granted when an Employee or Member uses their own private vehicle for any GIS business. Authorisation is to be obtained prior to travel by the CEO or Executive Board. Motor vehicle allowance rates are set at 66 cents per kilometre as per the ATO 2016-17 year Mileage.

Taxis must only be used for business purposes and can be paid by using cab charge which can be obtained from the CEO with justification of use.

Use of taxis must be kept to a minimum. In the event you are eligible to claim a taxi home from work this does not entitle you to a taxi back to work the next day.

Employees who drive for business travel may claim mileage at the applicable ATO reference rate. The journey leg between work and home is not inclusive in a mileage claim. A travel diary must be maintained in order to be reimbursed.

28.3 Accommodation

Accommodation is to be arranged by the individual who is travelling or via the relevant travel website. Standard rooms are to be booked and costs to be approved by the CEO before purchase is made. 3 quotes must be provided to the CEO who will make a final decision on which accommodation to book.

29 Conflicts of Interest Policy

29.1 Policy

Conflict of interest arises whenever the personal, professional or business interests of an employee are potentially at odds with the best interests of GIS

All employees are required to act in good faith towards GIS. Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of GIS.

As individuals, employees may have private interests that from time to time conflict, or appear to conflict, with their employment with GIS. Employees should aim to avoid being put in a situation where there may be a conflict between the interests of GIS 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 GIS will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of GIS.

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

29.2 Procedure

Employees must:

- 29.2.1 declare any potential, actual or perceived conflicts of interest that exist on becoming employed by GIS to the Board
- 29.2.2 declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by GIS to the Board
- 29.2.3 avoid being placed in a situation where there is potential, actual or perceived conflict of interest if at all possible

If an employee declares such an interest, GIS will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must disclose any other paid employment with GIS through a written, formal application to the GIS Board whereby the CEO, at their discretion, will approve or disapproved an application. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at GIS. If such involvement does affect performance or attendance it will be considered a conflict of interest.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with GIS, using knowledge and/or materials gained during the course of employment with GIS

Engaging in other business interests during work hours will result in strong performance improvement action.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with GIS, in a timely manner, may result in performance improvement proceedings including dismissal.

30 Intellectual Property and Security

30.1 Intellectual Property

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

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 GIS.

Employees must not:

- a. disclose or use any part of any confidential information outside of the performance of their duties and in the interests of GIS; or
- b. authorise or be involved in the improper use or disclosure of confidential information; during or after their employment without the Employer's written consent, other than as required by law.

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

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

30.2 Security

The purpose of this policy is to provide employees, visitors and volunteers with convenient and safe access to the GIS office building.

Employees and volunteers who are issued keys or electronic access may enter facilities at their discretion. Others (i.e. visitors etc.) issued keys may enter facilities based on the parameters of their identified responsibilities

GIS takes seriously its responsibility to provide employees with safe facilities, and well-maintained equipment and materials. Individuals accessing the GIS building after-hours also take responsibility for their own safety and shall follow any policies and procedures established for access and usage. Individuals should also follow all site-specific requirements that have been developed.

This policy applies to all doors and entry points of the GIS building.

GIS operates with an Administration office between the hours of 9.00am-5.30pm, during this time visitors are granted access to the GIS building and will sign in using the Visitors book at reception. Hot Desk, studio and meeting rooms Hirers will be provided with an access card for a period of time to move throughout the office, a deposit of \$15 will be held and be reimbursed upon the cards return. If the card is lost during this time, the deposit will not be reimbursed.

If any employee or cardholder loses their access card, they will need to pay \$15 for a new card to be provided.

31 Code of Conduct

31.1 Definitions

The Organisation refers to Gadigal Information Service (GIS)

GIS employees covers all full and part-time staff, volunteers, Board Members, contractors, casuals, secondees, mentors and interns unless otherwise indicated by specific reference.

31.2 Background

All GIS employees are part of the overall management and structure of the Organisation.

As a not-for-profit community organisation with a significant public profile, all GIS employees present a public face of the Organisation at all times.

The Organisation has a significant commitment to all GIS employees and all GIS employees have equal responsibility with regard to their behaviour and activities while carrying out their duties.

As a condition of engagement in a responsible role in the organisation, all GIS employees will adopt this Code of Conduct as the standard in the performance of their role and functions.

GIS Broadcasters have additional responsibilities as outlined in the GIS Broadcasters Code of Conduct.

31.3 Principles of this Code of Conduct

There are three broad elements that underpin the ethics and standards of the conduct Of GIS employees:

- a) Integrity
- b) Respect
- c) Accountability

31.3.1 Integrity

GIS employees must act in a fair, honest and proper manner according to the law. This includes but is not limited to: -

Behaving in a reasonable, just and non discriminatory way when carrying out all

- a) aspects of their roles and responsibilities
- b)
- c) Acting in good faith and not for improper or ulterior motives
- d) Declare all gifts and gratuities including tickets and passes to events
- e) Being able and prepared to identify themselves as GIS employees at all times
- f) Not to be under the influence of illegal substances or alcohol in the workplace or at GIS events.

GIS employees must act with reasonable care and be diligent in the performance of their duties and role, ensuring they: -

- a) Carry out lawful policies, instructions and decisions of their designated supervisor in a professional manner
- b) In so far as is practical, based on individual experience and training, be aware of the effectiveness and efficiency of the activities and services for which they are responsible

GIS employees use GIS resources in a proper and responsible way: -

- a) Being mindful of the way in which resources are deployed
- b) Giving consideration to budget provisions and guarding against wasteful practices
- c) Ensuring that resources are used in the community's interest
- d) Do not use GIS Information Technology to access offensive material that against the principles of GIS including pornography, racist, sexist, homophobic or that discriminates against people.

GIS employees guard against a Conflict of Interest by: -

- a) Abiding by GIS Guidelines and Policy regarding receiving gifts or other forms of payment;
- b) Ensuring that personal interest does not adversely influence the way in which they carry out their duties;
- c) Declaring any known Conflict of Interest and not participating in any decision-making process where they have a Conflict of Interest.

31.3.2 Respect

GIS employees must be fair and honest in their dealings with individuals and organisations and behave in a manner that facilitates constructive communication between GIS, other GIS employees and the community.

This means employees will:

- a) Be honest and fair dealing with all members of the Community;
- b) Demonstrate courteous and sensitive behaviour;
- c) Be aware of and disclose any situation that may create conflict between their public and GIS roles;
- d) Guard against the misuse of a GIS position to gain an advantage for themselves or others.
- e) Avoid unnecessary physical contact including violence and sexual harassment;
- f) Be punctual and reliable
- g) Advise the designated Supervisor Officer if unable to perform the designated role for any reason, including lateness or absenteeism. Unexplained absenteeism will be taken as Annual Leave.

When representing GIS, employees will:

- a) Provide an accurate and fair representation of GIS decisions and policies;
- b) Conduct themselves in a manner that will not reflect unfavourably on GIS;

GIS employees will seek to achieve a team approach in an environment of mutual respect, trust and acceptance of their different roles in achieving GIS objectives by: -

- a) Seeking to develop a relationship with fellow GIS employees that are mature and constructive and based on mutual trust and respect;
- b) Conducting these relationships with courtesy and respect;
- c) Acknowledging the value of diversity and the right of all points of view to be heard and considered;
- d) Contributing to a working environment that is free from all forms of harassment or bullying

31.3.3 Accountability

Information obtained by GIS employees in the course of their duties and functions is Respected and used in a careful and prudent manner. GIS employees understand that: -

- a) Information obtained by them as a result of their role is not to be wilfully used for any purpose that results in an adverse impact on GIS's business
- b) No comment to other media unless authorised by the CEO
- c) They must respect and maintain confidentiality in relation to GIS business and other GIS employees information of personal nature

31.4 Rights and Responsibilities

GIS employees have the right to:

- a) Be recruited in accordance with equal opportunity and anti discrimination legislation
- b) Be given accurate and truthful information about their roles and responsibilities
- c) Work in a healthy and safe environment in accordance with the OH&S Act
- d) Be given a copy of this Code of Conduct
- e) Be given or have access to any other policy or procedure that affects their role
- f) Have a Role or Position Description and agreed hours of contribution
- g) Be provided with Orientation and Induction and any assigned or agreed role
- h) Have their confidential and personal information dealt with in accordance with privacy principles
- i) Be provided with appropriate training, supervision and support to carry out their role

GIS employees have a responsibility to:

- a) Be reliable and accountable for their actions
- b) Respect confidentiality and carry out the role according to the role description
- c) Agree to work in a safe and healthy manner and ask for support when needed
- d) Be committed to the organisation and its guiding principles
- e) Undertake training as required by the organisation
- f) Give minimum notice of 2 weeks before you leave the organisation
- g) Inform and gain approval of part time employment outside of GIS employment
- h) Value and support other team members
- i) Have respect for our environment, surroundings and equipment
- j) Comply with the requirements of this document

GIS has a right to:

- a) Make decisions about the placement of GIS employees
- b) Review GIS employees performance according to organisational policies and procedures
- c) Expect GIS employees to perform given tasks to the best of their ability
- d) Expect from all GIS employees respect and courtesy towards other employees, clients and partners
- e) Set the parameters and guidelines of GIS employees roles
- f) Release any GIS employees who is not appropriate for the work prescribed

GIS has a responsibility to:

- a) Provide a clear outline and any required documentation of any voluntary duties
- b) Provide Orientation, Induction and any necessary training
- c) Set clear lines of communication about complaints and grievance resolution procedures
- d) Provide safe, healthy working conditions
- e) Include GIS employees in relevant decision making processes
- f) Provide supervision and support
- g) Provide emergency procedures guidelines
- h) Provide clear policies relating to the role of GIS employees and their management within the organisation

31.5 Compliance with this Code of Conduct

- 28.5.1 GIS will be responsible to induct all staff in the Code of Conduct to ensure all employees, volunteers, secondees and Board Members are aware of their responsibilities.
- 28.5.2 GIS employees are personally responsible for ensuring that compliance with the Code of Conduct occurs
- 28.5.3 GIS employees supervising others are also responsible for ensuring that compliance with the Code of Conduct occurs
- 28.5.4 Questions of compliance raised by other GIS employees and members of the community regarding the Code will be considered by the CEO or his nominee, in accordance with the agreed Grievance Handling Process.
- 28.5.5 Investigation and management of such matters will have regard to the principles of fairness, equity and natural justice.
- 28.5.6 Investigations undertaken regarding compliance with the Code of Conduct will be kept confidential.

31.6 Training

GIS is committed to providing induction and training to GIS employees to ensure that they understand the requirements of the Code of Conduct.

32 Music Charter Policy

Koori Radio 93.7FM licence agreement outlines the framework for the Music Charter which is 99% Indigenous and Black music from around the world.

Specifically, the quotas for music based programs are:

- 33% Australian Aboriginal and Torres Strait Islander,
- 33% Indigenous to places outside Australia,
- 33% from Black artists in and outside Australia, and
- 1% other, i.e. Reconciliation songs, songs relating to Indigenous issues, for example, Midnight Oil “White Skin, Black Heart”.

Priority in music broadcasted will be given to local Aboriginal and Torres Strait Islander (Aboriginal) music first, then regional and national Aboriginal music, then music from the Pacific, followed by music from other areas of the world.

Talk based programs and other specialist music programs must maintain Australian Aboriginal content on their programs through the broadcast of Aboriginal pre-productions, for example, Station ID’s, profiles, poems, music etc.

Music with explicit/offensive lyrics should not be played between the hours of 6am and 10pm.

When broadcasting contentious material, consideration must be given to the audience, the context, the degree of explicitness, the intent to alarm, distress or shock, and the social importance of the event.

- Broadcasters are to broadcast music of the highest possible recording quality, in order to deliver a high-quality experience for Koori Radio listeners. Broadcasters should use CD whenever possible, as these are the by far the best quality format to use going to air.
- Broadcasters should be aware that quality issues can arise when using alternatives to CD, such as cassette tape, or MP3 files played from MP3 devices such as iPod or iPhone. Ripping to MP3 or AAC (MP4) can result in inferior quality due to the transfer process, the problems being more evident at low data rates (which quite often can be default). Turning these files into CDs for play on air does not restore the original sound quality. There are further possible issues also when plugging an MP3 device into the desk, particularly with volume levels. When using MP3 devices you must cue and check levels before playing to air.

33 Agreement

I have read and understood the GIS Employee Induction Manual, and policies and procedures, including this Code of Conduct:

Signature

Date

Name

Position Title

34 Version Control

VERSION	DATE
DRAFT 4	23/5/17
DRAFT 3	12/09/14
DRAFT 2	06/02/14