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LONGBEACH PLACE Inc. (LBP) Policy Document

INTRODUCTION

This Policy Document applies to LBP Head Office and all LBP delivery sites.

The policies contained in this document may be updated from time to time with approval from the LBP Governance Committee.

The policies contained in this document will be made available to the relevant persons, including: Staff, members and volunteers of LBP as well as Funding Bodies and Quality Standards Auditors.

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GOVERNANCE

1 ACCESS AND EQUITY

1.1 *Overview*

LBP is committed to making sure as a Neighbourhood House it is a place for everyone regardless of race, age, gender, culture or abilities. LBP supports disadvantaged persons, unrepresented groups and facilitates empowerment in its members.

1.2 *Purpose*

This policy sets out the access and equity principles under which LBP will operate.

1.3 *Principles*

- a. LBP Governance Committee Members, Management, Staff and Volunteers will work in such a way to promote equity, participation and the rights of people within the community
- b. LBP will seek to include those sections of the community that are under-represented and are disadvantaged.
- c. LBP is committed to equality to those who are most disadvantaged, for example: people on low incomes, non-English speaking backgrounds, people with a disability, those without access to education and young people
- d. LBP continues to develop an understanding of the disadvantaged in the local community
- e. LBP recognises and responds to specific issues of language and culture, gender, sexual preference, disability, financial hardship and social and geographical isolation
- f. LBP, through its planning, ensures the inclusion of disadvantaged groups in the community.

2 CULTURAL DIVERSITY

2.1 Overview

This policy states the responsibilities of staff, volunteers and students for Cultural Diversity at LBP.

2.2 Scope

LBP recognises the importance and contribution of various sectors of our community and seeks to reflect diversity within the organisation's resource bases.

2.3 Purpose

- a. Provide multi-lingual, promotional materials that actively encourage participation from all segments of our community.
- b. Encourage participation in LBP programs and services.
- c. Provide learning and other resources in accessible formats for all people eligible for service provision.
- d. Consider the needs of all the community groups in the planning and implementation of services.
- e. To have representatives on staff or working party or committee from various cultural backgrounds as a reflection on the wider community.
- f. Assess the needs of cultural groups on an annual basis to ensure LBP remains in contact with their needs and; ensure services are aimed to effectively respond to these identified needs.
- g. Consult with community agencies and service providers who provide services to culturally diverse target groups to ensure referral services, networks and contacts are included in LBP service delivery models.

3 DISABILITY AWARENESS

3.1 Overview

LBP recognises the valued participation of people with disabilities in all aspects of service delivery.

3.2 Purpose

This policy outlines ways LBP includes people with disabilities.

LBP is committed to:

- a. Ensuring people with disabilities are included in planning and service delivery.
- b. Accessibility to LBP premises and services.
- c. Ensuring equal access and opportunity to both internal and external vacancies at LBP.
- d. Staff awareness of the legal responsibilities regarding the needs and rights of people with disabilities.
- e. Ongoing staff training in disability awareness.
- f. Providing resources and equipment to enable people with disabilities to participate.
- g. Promotional material being inclusive of people with disabilities.

4 GOVERNANCE COMMITTEE

4.1 Overview

The role of the Governance Committee is to collectively ensure the delivery of LBP objectives, to set the strategic direction, and to uphold the values.

The Governance Committee is responsible and accountable for ensuring and monitoring that LBP is performing well, is solvent, and is complying with all its legal, financial and ethical obligations. (From our Comm. Policy Bank – Governance Policy).

The Governance Committee shall advise the Manager and give consent when necessary.

All members will be required to sign a 'Confidentiality Agreement' and agree to the conditions of the 'Code of Conduct' and to declare any conflicts of interest.

4.2 Committee Protocols

- a. Governance Committee Meetings are held on a monthly basis (with at least **eight** per annum). Regular attendance at Committee meetings is essential in maintaining the ongoing governance of LBP
- b. Apologies are to be sent directly to the Secretary or Manager as a quorum of **five** members, including at least two executive members, is required at meetings (Constitution).
- c. All meeting dates and times will be set at the first meeting following the AGM and are held at LBP head office.
- d. Meetings commence at an agreed time.
- e. The Executive Committee (Four) have the delegated authority to address any business of an urgent nature that needs to be dealt with in between meetings. All reasonable attempts to consult with all members will be made.
- f. An Agenda Committee of the Secretary, President and Manager shall communicate to organise agenda for monthly Committee Meetings.
- g. Prior to all meetings all relevant papers shall be delivered to all the Governance Committee Members.
- h. All substantive Governance matters shall be resolved by resolution. (That is, matters shall have a mover and seconder recorded, and dissenters noted).

5 DELEGATION OF AUTHORITY

5.1 Overview

LBP is committed to clear lines of authority and roles of authority.

5.2 Executive Governance Committee

- a. The power of the Committee remains at the meetings – all decisions are voted on, consensus reached or passed by a majority vote and minutes recorded.
- b. The President is responsible for the management and control of Committee Meetings.
- c. Policy is drafted for the Committee to consider for adoption.
- d. The online bank accounts shall be monitored by the President and Treasurer, with checks and balances in place to minimise any fraudulent activities or misconduct.

5.3 Operational Policy

- a. LBP acts on behalf of the Governance Committee and is therefore delegated with specific authority
- b. LBP prepares an annual operations plan, monthly work plan and report to the Governance Committee monthly.
- c. LBP is responsible for expenditure in line with the budget
- d. The Governance Committee are not involved in the day to day operations and operate solely in a Governance role.

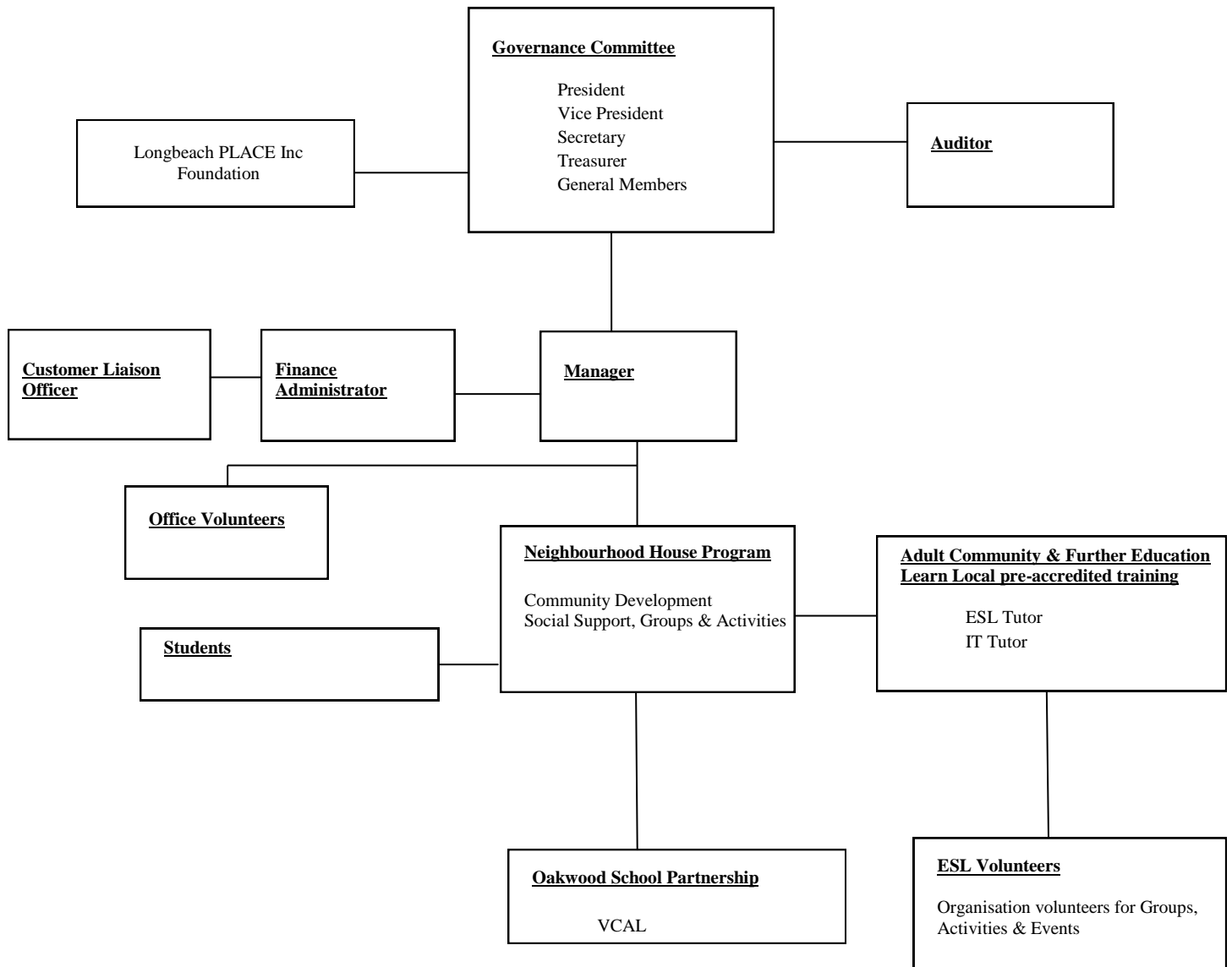
5.4 Integrity and Ethics

We operate under a set of core values. Transparency means that the decision making process is open and documents are available to be read by those interested and eligible to view them. **Supporting Documents: Code of Conduct Policy**

5.5 Organisational Chart



Longbeach PLACE Inc Organisational Chart 2021



6 CODE OF CONDUCT

6.1 Overview

The code outlines the appropriate ethics and conduct expected of LBP Governance Committee Members, Staff, Volunteers and any other person who may be representing LBP.

"WORKING TOGETHER"

Staff, Committee Members and Volunteers are expected to act **at all times** with honesty, integrity, diligence and respect for the rights of their fellow workers, colleagues, the membership, the wider community and the natural environment.

Workplace Ethics:

Key personal characteristics that should be exhibited by employees, committee members, volunteers and any person representing LBP are:

- **LBP values:** Support and promote the Vision, Mission and Values of LBP.
- **Trustworthiness:** Includes honesty, integrity, loyalty and commitment.
- **Respect:** Treat others with dignity, courtesy, tolerance, acceptance, and respect their privacy.
- **Responsibility:** Accountability, and acceptance of responsibility for your actions.
- **Caring:** Compassion, consideration, giving, sharing and inclusion.
- **Justice & fairness:** Impartiality, consistency, equality and procedural fairness.
- **Civic virtue & citizenship:** Law abiding, community service and protection of our environment.
- **Professional Conduct:** Act in a professional manner that will gain the respect of clients and fellow workers.

Integrity and Ethics

We operate under a set of core values. Transparency means that the decision making process is open and documents are available to be read by those interested and eligible to view them. Decisions will be made by consensus. If the Governance Committee is unable to come to a consensus the group would go with a majority rules decision.

Code of Ethics Agreement

This document is signed by all those on the Governance Committee and Staff to set out the roles and responsibilities.

(Refer Procedures - 'Code of Ethics Agreement' document)

6.2 “LONGBEACH PLACE INC. CODE OF CONDUCT”

We all have the **right** to:

- be shown respect by others
- actively participate in a safe, non-threatening and healthy environment
- be given the opportunity to have input into decision making
- be afforded personal privacy and confidentiality
- be informed of policies and procedures
- be informed of the services available
- have cultural, religious and personal differences respected.

We all have a **responsibility** to:

- abide by the organisation’s values, policies and requirements
- act in a responsible manner
- respect the rights of others
- ensure the rights of others are not compromised
- show respect for other people’s property
- respect people’s cultural, religious and personal differences
- leave facilities in a clean and tidy condition after use

Supporting Document

ANHLC Code of Ethics A0001368L

6.3 Longbeach Place Inc. Objectives

This Code of Conduct provides a framework for appropriate behaviour for all staff at LBP. It is not intended to cover all the issues that may arise, but rather to provide a framework within which staff can address ethical issues which may arise through the daily business of LBP.

This Code establishes a standard by which Staff and Management:

- a. Conduct themselves with other staff, colleagues, staff representatives, government authorities and the general community.
- b. Perform their duties and obligations to LBP.
- c. Fulfil the mission, goals and objective of LBP.
- d. Display integrity, honesty, conscientiousness, compassion, courtesy, fairness and respect
- e. Ensure their professional behaviour adheres to the workplace ethics and is in accordance with Federal and State legislation Awards and Agreements.

6.4 Scope

- a. In this document: LONGBEACH PLACE Inc. is referred as LBP.
- b. LBP expects staff to be diligent, impartial, courteous, conscientious and respectful in the performance of their duties and obligations.
- c. LBP's mission should be adhered to when dealing with other staff, students and the community.
- d. LBP Staff includes trainers/tutors, group facilitators, general staff and volunteers.
- e. LBP's '*Personal Information*' means any information about an identified or identifiable individual that is not available in the public domain.
- f. Records management means the control and management of records to meet business, legal, fiscal and administrative requirements.
- g. A record is recorded information in any form, including data in computer systems that is created or received and kept by LBP staff
- h. Conflicts of interest are assessed in terms of the likelihood that staff possessing a particular interest could be influenced, or might appear to be influenced, in the performance of their duties.

6.5 Guidelines

- a. Management is responsible for the implementation and the maintenance of this Policy.
- b. This policy will come into effect when approved by the Governance Committee.

6.6 Use of LBP Facilities and Equipment

- a. LBP staff should take all possible care in the use of property, goods and services and information to ensure they are used efficiently, carefully and honestly.
- b. Unless permission has been granted by Management and/or the Governance Committee, LBP resources are not to be used for private purposes.
- c. LBP shall assume that the Agency/Community Groups/Activity Groups hiring/using Longbeach Place who deal with vulnerable clients hold a current Police Check Certificate. LBP reserves the right to inquire and request checks.

6.7 Privacy and Use of Personal and Official Information

- a. LBP staff have an obligation to ensure that *personal information* concerning students or staff is secured against loss, misuse or unauthorised access, modification or disclosure.
- b. LBP staff have a duty to maintain the confidentiality, integrity and security of official *information*.

6.8 Records Management

- a. Staff need to be aware of their record keeping responsibilities. There are legal requirements that need to be adhered to.
- b. All LBP documents that are for public use need to be placed in official files.
- c. Staff must not remove documents from official files. They are controlled records, and must be complete, up-to-date and capable of providing organisational accountability when officially scrutinised.
- d. LBP staff must not damage, dispose of or interfere with official documents or files. The destruction of records may only take place in accordance with a disposal and retention schedule which has been approved by LBP Management.

6.9 Information Technology

- a. LBP staff shall not let an unauthorised person access any information system for any reason.
- b. LBP staff must not access information which they are not authorised to access or use.
- c. LBP staff must take all reasonable precautions, including password maintenance and file protection measures to prevent unauthorised access.
- d. LBP staff have an obligation to maintain the security and confidentiality of the information systems which they use, lease or are under licence by agreement by LBP.
- e. Each person has the right to be afforded personal privacy and confidentiality.

7 MEMBERSHIP AND MEMBERS CODE OF CONDUCT

7.1 Overview

This code of conduct provides a framework for appropriate behaviour for all **members**. It is not intended to cover all the issues that may arise, but rather to provide a framework within which **members** can address ethical issues which may arise through the daily business of LBP.

7.2 Purpose

The aim of this policy is to ensure that *all Members* are aware of the LBP Code of Conduct Policy. By taking out membership, participants are making a commitment to abide by the "**Members Code**". Participants should acknowledge that it is the responsibility of both staff and participants to contribute to the successful and congenial running of the course of activity. As the organisation is used by a wide variety of people it is acknowledged that difficulties may occur.

The following statement is to be used for the "**Members Code**".

*Each Participant has the **right to:***

- be shown respect by others
- actively participate in a safe, non-threatening and healthy environment
- be afforded the opportunity to have input into decision making
- be given personal privacy and confidentiality
- be informed of policies and procedures
- be informed of the services available
- have cultural, religious and personal differences respected.

Each Participant has the **responsibility** to:

- abide by LBP's values, policies and requirements
- act in a responsible manner
- respect the rights of others
- ensure the rights of others are not compromised
- show respect for other people's property
- respect people's cultural, religious and personal differences
- attend committee meetings and relevant working group meetings regularly
- leave facilities in a clean and tidy condition after use

7.3 Membership Fees

It is a Governance Committee policy that all participants pay an annual membership fee of \$10.00 upon their first enrolment for the calendar year (Jan 1st – Dec 31st). Participants will pay a membership Fee of \$5.00 upon the first enrolment in a program, course or activity from 1st July to 31st December onwards each year.

Participants have an option of applying for a voting membership.

Annual Membership Fee is non-refundable.

8 CONFIDENTIALITY

8.1 Overview

LBP is committed to openness, transparency, and accountability. The policies shall reflect its wish to release all information it holds as far as this is consistent with the protection of individual privacy, the effective management of its business, and relevant legislation.

8.2 Purpose

LBP Confidentiality policy is intended to regulate the release or retention of material by the Governance Members and Employees.

8.3 Scope

LBP is committed to respecting everyone's right to privacy and confidentiality.

All Governance Committee Members and Employees:

- a. Will treat all personal enquiries and confidences as confidential.
- b. When discussion with others is necessary, names will not be revealed unless permission has been given.

8.3.1 Confidentiality Form

All Governance Members and Employees must sign a Confidentiality Form which will be kept in their individual files. This ensures confidentiality of information relating to all members of LBP

Refer Procedures – Confidentiality Form

8.4 Confidential Records Procedure

The following records will be kept in a secure and safe place. No information will be given without the persons written authority.

- a. Staff records
- b. Governance Records
- c. Member House Records

9 CONFLICT OF INTEREST

9.1 Overview

LBP is committed to high standards of ethical conduct and it places great importance on making clear any existing or potential conflict of interest.

This document applies to all Governance Committee Members and Staff employed by LBP.

9.2 Objective

This policy has been developed to provide a framework for all LBP Staff and its members in declaring conflicts of interest.

- a. Members shall declare any conflicts of interest either at the start of the Governance Committee meeting or when a relevant issue arises. The nature of this conflict of interest should be entered into the meeting minutes.

- b. Where a conflict of interest or potential conflict of interest is identified the member concerned shall leave the room as soon as that item comes up for discussion. The concerned member shall not vote on that issue, nor initiate or take part in any Governance Committee discussion on that topic (either in the meeting or with other members before or after the meetings), unless expressly invited to do so by unanimous agreement by all other members present.
- c. If a person declares himself or herself to have existing or potential conflict of interest, confidentiality will be respected.
- d. If a person alleges that another person has a conflict of interest, whether existing or potential, and if the Governance Committee cannot resolve this allegation to the satisfaction of both parties the matter shall be decided by consensus.

9.3 *Examples of conflict of interest could be (but are not limited to):*

- a. When a Governance Committee member, employee of LBP or his/her immediate family or business interests stands to gain financially from any business dealings, programs or services of the organisation.
- b. When a Governance Committee member or employee offers a professional service to the organisation.
- c. When a Governance Committee member or employee stands to gain personally or professionally from any insider knowledge, if that knowledge is used for personal advantage.
- d. Where a Governance Committee member or employee of LBP has a role on the governing body of another organisation, where the activities of that other body may be in direct conflict or competition.

9.4 *Financial Conflict of Interests*

- a. LBP staff should avoid any financial involvement or undertaking that could directly or indirectly compromise or undermine the performance of their duties or LBP's mission, objectives or activities.
- b. Financial conflict of interest may arise where a staff member, who has a financial interest in a company, partnership or other business is in a position to influence contracts or transactions between LBP and that business.

- c. This conflict may extend to any business unertaking in which staff and their immediate family or the staff member is acting in direct competition with LBP's activities or interests for personal gain.

9.5 Acceptance of Commissions, Gifts or Benefits

- a. Staff of LBP should not accept a gift, secret commission or a benefit from a student or a person or organisation outside LBP if the intent of the gift or the benefit is to induce the staff member to waive or lessen academic standards or requirements to extend a financial or other benefit to a person or organisation outside of LBP to the detriment of LBP's interests.
- b. No LBP staff member should accept a gift or benefit if it could be seen by the public, knowing the facts, as intended or likely to cause that person to:
 - Perform their job in a particular way, which the person would not normally do, or
 - Deviate from the proper or usual course of duty
- c. Staff may accept token gifts or benefits in circumstances approved by Management, provided that there is no possibility that the staff member might be, or might be perceived to be, compromised in the process. Gifts of a nominal value generally used for promotional purposes by the donor, or moderate acts of hospitality may be accepted by staff.
- d. Staff must not take advantage or seek to take advantage of their position to obtain a benefit, either for themselves or for someone else.

9.6 Influence to Secure Advantage

- a. No staff member shall elicit the improper influence or interest of any persons to obtain promotion, transfer or other advantage.

9.7 Public Comment and Use of Official Information

- a. Public comment by LBP staff should not imply that the comment, although made in a private capacity, is in some way an official comment.
- b. Staff members may disclose official information, with due regard to confidentiality, in order that:
 - Colleagues may discharge their official duties;
 - Students may be able to meet the academic and administrative requirements of their study programme; or

- Reporting requirements to government bodies such as DHS, ACFE, City of Kingston are met.
- c. A staff member should disclose confidential or restricted information or documents acquired in the course of their employment only when required to do so by law, in the course of their duty, when called to give evidence in court, or when proper authority has been given. Guidelines to release confidential information on staff and students in relation to Privacy Laws **MUST** be sought from the Manager.
 - d. In circumstances where staff are requested to provide information they should provide it in a timely and accurate manner and which complies with the principles of Freedom of Information, Privacy Act, Confidentiality, and the Rights of the individual.
 - e. Where staff are privy to information of a restricted nature which may compromise the position of LBP or infringe on the privacy of members of LBP, the information should not be divulged.

9.8 *Personal Relationships Between Family Members*

- a. LBP is aware that situations may occur where staff are working with family members or with persons with whom they develop close personal relationships. Where such relationships exist between staff or with prospective staff, LBP does not wish to interfere unnecessarily, but stresses that there may be situations where there is potential for conflict of interest.
- b. These situations may occur in the supervisory and teaching relationships that may have an impact on decisions concerning responsibility for employment related decisions or in decisions related to appointment, selection, promotion and academic progress.
- c. As a general principle, staff should adhere to the following:
 - No staff member should participate in the procedures of selection, granting of tenure, performance appraisal, termination or transfer of any person with whom they have, or have had, a close personal relationship;
 - The existence of a close personal relationship with a staff member should not constitute a bar to the employment, promotion, granting of tenure or transfer of any individual.

9.9 Personal Relationships Between Staff Members and Students

- a. Academic staff are responsible to students and LBP for assessing students work fairly, objectively and consistently.
- b. A personal, sexual or family relationship between a staff member and student has the potential to compromise this responsibility where the staff member is accountable for the supervision, teaching or any level of assessment of that student, or indirectly by affecting a student's interaction with or progress within LBP.
- c. In many cases, only individual staff members will be aware of the potential for conflict. Therefore, the onus is on that person to report to Management if a potential or actual conflict of interest occurs.

9.10 Personal Safety and Students

- a. Staff should not accept student abuse or harassment. If a staff member is abused or harassed by a student, the staff member should report the circumstance to Management, who shall take appropriate action to stop the abuse or harrassment

- b. Personal and Professional Behaviour

Staff should perform their duties associated with their position to the best of their ability, diligently, impartially and conscientiously. In the performance of their duties, staff should:

- Comply with legislative and industrial obligations and administrative policies.
- Fulfill their Equal Employment Opportunity and Occupational Safety & Health obligations.
- Strive to keep up to date with advances and changes in the knowledge of their discipline and the professional and ethical standards relevant to their areas and expertise.
- Maintain adequate documents to support decisions made.
- Treat all persons with courtesy and sensitivity to their rights and provide all necessary and appropriate assistance.
- Strive to obtain value for public money expenditure and avoid waste and extravagance in the use of public resources.
- Not take or seek improper advantage of any official information gained in the course of LBP employment.

- Not harass or discriminate against staff or students in work practices or in the provision of education on the grounds of sex, pregnancy, race (including colour; ethnic background or national identity) marital status, disability, sexual preference, political or religious belief, or age.
- Act responsibly when becoming aware of any unethical behaviour or wrong doing by employee. Such information should be forwarded to Management.
- Continuously improve work performance.
- Not make disparaging remarks about other adult learners, teachers and staff members.

9.11 Alcohol or Substance Abuse or Misuse

- a. LBP expects that staff will carry out their duties safely and refrain from any conduct including, alcohol or substance abuse or misuse, that would adversely affect their own performance.
- b. LBP must ensure that the health and safety of other staff members and students is not endangered by such misuse. LBP expects its staff to perform their job with skill, care and diligence. Staff members should not perform any act or omission that is likely to have a detrimental effect on their work performance or that of other staff members and students. Accordingly, staff should not be under the influence of alcohol or other substances when they are at work or are unable to carry out their duties safely or properly.

9.12 Breaches of the Code of Conduct

- a. Staff should be aware that LBP may apply sanctions if this Code of Conduct Policy is breached. Depending on the nature of the breach various sanctions may be applied:
 - Counselling
 - Actions as prescribed under the various award provisions
 - Suspension
 - Laying of criminal charges or civil action
- b. It is the responsibility of LBP to appropriately communicate these details to all staff.

9.13 Ethics

It is each person's responsibility when they are conducting LBP business, they are acting in an honest and ethical manner.

Each activity of business must be conducted at "arms length" and any conflict of interest or potential conflict of interest must be raised with the Manager and/or Governance Committee.

It is a LBP policy that the performance of any dishonest act or the carrying out of any unethical action will be treated as a serious breach of company policy.

Any such breach may result in the matter being referred to the appropriate legal authorities and/or loss of employment.

10 GRIEVANCE - COMPLAINTS /APPEALS AND DISCIPLINE

10.1 Overview

It is recognised that from time to time individual employees / members may have grievances which need to be resolved in the interest of good relationships.

An Employee / Member will have the right that a grievance be heard through all levels of management.

10.2 Purpose

The purpose of this policy and procedure is to ensure that:

- a. Grievances are resolved by negotiation and discussion between the parties,
- b. All participants are aware of the LBP Customer Complaints, Grievances and Appeals Process. Refer to Procedure Document Grievance, Complaints and Appeals Process.
- c. All complaints received are given consideration, with full attention to details. The objective is to find an immediate solution and an amicable settlement for all parties concerned.
- d. Resolution to any dispute between agreed parties is addressed in an open and trusting environment.

10.3 Scope

This policy document applies to all Participants/Trainees at LBP, head office and all LBP delivery sites.

10.4 Communication of Grievance, Complaints and Appeals Process

- a. All new employees/members shall be handed a copy of this process on commencement of employment.
- b. Immediately an employee/member complaint is lodged the employee/member must be advised of their right to have the complaint/appeal dealt with through the organisation's internal dispute resolution process.

Refer to the Procedure Document for Grievance, Complaints and Appeals Procedure.
Refer to the Procedure Document – Grievance and Complaint Notification Form

10.5 Disciplinary Process

- a. Where Disciplinary Action is necessary, the Committee representative shall notify the employee/member of the reason. The first warning shall be verbal and will be recorded on the employee's personal file. Documentation of verbal warning taking place is to be kept.
- b. If the problem continues, the matter will be discussed with the employee / member and a second warning in writing will be given to him / her and recorded on his / her personal file.
- c. If the problem continues the employee / member will be seen again by management. If a final warning is to be given then it shall be issued in writing and a copy sent to the relevant Union.
- d. In the event of the matter recurring, then the employment may be terminated.
- e. Instant dismissal of an employee/member may still occur for acts of "Serious and wilful misconduct."
- f. If a dispute should arise over the disciplinary action, the course of action to be followed is that the matter shall be referred to the appropriate reference body for resolution. Such resolution shall be accepted by the parties as final.
- g. If after any warning, a period of 12 months elapses without any further warning or action being required, all adverse reports relating to the warning must be removed from the employee's/member's file.

10.6 Communication and Distribution of Disciplinary Process

- a. All new employees/members shall be handed a copy of these procedures on commencement of employment.
- b. The worker will encourage informed participation by members of the community in addressing relevant social/personal issues. The worker's role is to empower and work with members of the community, not to counsel or to decide what is best for participants.

10.7 Relationship with Employing Organisation

As an employee/member, the worker will recognise the stated aims of the organisation, contribute to these and work towards the best possible standards of service to the community.

Personal values contrary to those stated in the aims and relevant acts must not be practised/ exercised during the program service delivery.

The worker will aim to prevent and eliminate discrimination during employment.

Equal opportunity and Anti-Discrimination legislation has been enacted at both the State and Federal levels. Where the policies or procedures of LBP go against appropriate acts (Equal Opportunity Act and Anti-Discrimination Acts) the worker will endeavour to effect change through appropriate channels.

10.8 Services

The worker will act to prevent practices that are inhumane or discriminatory against any person or group of persons.

When conflict arises in the workplace, the worker will attempt to resolve this by using the above disciplinary procedures. Where the conflict exists, resolution by discussion of the two / or more parties should be the first step.

See 17 – Equal Opportunity and Anti-Discrimination Policy

11 PARTNERSHIPS

11.1 Overview

When LONGBEACH PLACE Inc. engages with another organisation, it must have a written agreement with the other organisation for any other mutual beneficial purpose.

LONGBEACH PLACE Inc. shall keep a 'Register of Partnerships' of all such agreements and shall forward a copy of the agreement to the other organisation.

11.2 Partnership Procedure

Written agreements with other organisations will include the following:

- a. The registered name and address of both organisations.
- b. The name and contact details of the Chief Executive Officer (CEO) or managers of both organisations.
- c. A list of services offered by either organisation with the names of persons responsible for specific actions, eg: training, rental, enrolments.
- d. Signatures of the CEO's or managers of both organisations
- e. Signatures of the CEO's or managers of both organisations.
- f. Dates for the period of the agreement.
- g. Fees related to the agreement.

The lead organisation will enter the details of the agreement on the 'Register of Partnerships' and ensure each organisation has a copy of the agreement and understands its responsibilities.

HUMAN RESOURCES

12 RECRUITMENT

12.1 Purpose

The purpose of this policy is to provide a fair and equitable recruitment process for the appointment of personnel to LBP.

For single role positions, such as Tutors, Team Leaders, Facilitators, Cleaners, etc, the hiring and firing is within the auspices of the Manager who could seek the assistance of the Governance Committee.

Key Staff Appointments require the participation of the Governance Committee in the process.

All employees (including contractors, casuals, volunteers and temporary staff) will be inducted into LBP in a manner as described in the procedures of this policy document.

12.2 Scope

This policy document applies to LBP.

12.3 Recruitment Process

- a. Establishment of the Job Position Key Selection Criteria (with participation of outside organisations if desired).

- b. Job Position and Key Selection Criteria is advertised internally and externally
- c. Applications determined to have satisfied the minimum selection requirements, such as mandatory qualifications, will be invited to an interview.
- d. Interviews will be conducted with questions constructed according to the Key Selection Criteria.
- e. A panel of at least three persons will be established to review and interview all Key Staff Appointments. (Interview Panels should always be an odd number).
- f. Apart from the Manager's position, the Panel should include the Manager.
A representative from an associated organisation may be invited to advise and assist on the panel.
- g. Candidates will be rated against each Key Selection Criterion based on their application and ability to draw on their experiences at the interview.
- h. The successful candidate should:
 - Meet the all the Selection Criteria.
 - Have an acknowledgement of the philosophy and the ethos under which the organisation operates.
 - Have an awareness of the flexibility needed to work in the sector.
- i. Recruitment strategies shall include fraud prevention: (Refer Risk Management- Fraud Prevention)
 - Applicants shall be required to undergo a **police check** where required by the duties of the position.
 - Previous employers and referees shall be contacted.
 - Transcripts, qualifications, publications and other certification or documentation shall be validated.
 - Fraud prevention and detection issues will be included in relevant staff development and induction activities
- j. All references must be checked and CV's endorsed "referees checked", signed and dated.
- k. Staff Competency Record form to be completed and signed off by Manager. This checklist ensures that the candidate's qualifications and experience match the requirements of the position.
- l. The candidate is notified and appointed.
- m. The successful candidate must bring ORIGINAL qualifications which must be sighted by the Manager and the copies filed must be endorsed "original sighted, signed and dated".

- n. The appointee attends an Induction Program.
- o. Terms of contract are explained and contract is signed. The appointee commences their duties at a date determined after the contract is signed.

13 STAFF INDUCTION

13.1 Purpose and Scope

LBP is committed to inducting all new employees, volunteers and contractors into the organisation, ensuring they have smooth integration into their role.

13.2 Induction Process

It is the responsibility of the the Manager of LBP to ensure that:

- a. All new employees participate in an induction program as per the award.
- b. An Induction Kit, containing relevant documents is supplied ie:
Code of Practice, EEO, OH&S, Harrassment.
- c. The induction Kit is kept up to date with relevant information.
- d. The Quality of the induction process is maintained.
- e. The Induction Program suits the needs of the employee.
- f. A 'Mentor' to be assigned for the first two weeks of employment.
- g. The induction checklist needs to be ticked off and signed on completion by the Manager.
Refer Procedures Document - Human Resources
- Recruitment Induction Checklist - Confirmation of Completed Induction

14 STAFF PROFESSIONAL DEVELOPMENT

14.1 Overview

LBP provides staff and tutors with professional development within the context of the organisation's objectives.

LBP professional development plan for staff and tutors is based on "work based learning" and/or "action learning" methodology.

14.2 Purpose

LBP through its ongoing development program will:

- a. Enable staff to maximise the skills in their role
- b. Gain broader knowledge in best practices in areas of their work.

14.3 Scope

The Professional Development Program will allow staff to:

- a. Undertake 'Short Courses'
- b. Attend Moderation Meetings in respect to Pre-Accredited Training Frameworks
- c. Attend Conferences, Workshops and Forums relevant to LBP

LBP can further broaden staff skills in areas such as:

- a. Planning and Developing Coherent Policy Frameworks
- b. Internet Resources/E-Learning
- c. Providing Support for students with Special Needs
- d. Co-operative Networking and Resource Sharing
- e. Staff recruitment
- f. Staff Development
- g. Assessment of facilities at LBP
- h. Risk Assessments
- i. Cost Effectiveness of services and systems
- j. Best Practice in the industry
- k. OH&S

15 DUTY STATEMENTS

15.1 Overview

LBP will ensure that appropriately trained and responsible persons are employed by the organisation. Duty statements are set out within the Neighbourhood House Collective Agreement 2016.

15.2 Purpose

Duty Statements and Position Descriptions will be kept up to date and reviewed annually.

15.3 Manager

The Manager has the Responsibility and Authority to:

- a. Ensure that LBP complies with Collective Agreements in all our operations and in all training and assessment activities, including those undertaken by other persons or bodies on our behalf. These include: contracted/employed trainers and those organisations LBP has a partnership arrangement with.
- b. Ensure that LBP provides documentation for examination and reasonable access to all areas, records (including internal audit reports) and staff as required by the ACFE Funding Bodies.
- c. Ensure that LBP provides for examination the 'NHLC Workplace Agreement 2016' by classification for all staff and tutors who are employed by this organisation.
Refer Human Resources Procedures – Appendices – Links and Forms.

The Manager's Task Management Procedures:

- a. Monitor organisational policies, processes and procedures; and report any identified risk management information and review mechanisms.
- b. Design, develop, monitor and implement effective staff levels, and course administration in line with Collective Agreement.
- c. Follow other directions as outlined in the Manager's Job Description.

16 PERFORMANCE APPRAISAL

16.1 Purpose

This policy aims to set the framework for performance appraisal in LBP. The performance appraisal is an opportunity to review the recent months and years. It is intended as a dialogue where the person being appraised and the Manager or nominee are able to discuss:

- Strengths
- Weaknesses
- Opportunities
- Issues

The Performance Appraisal should develop:

- Goals for performance improvement in the future
- Ways that different skills could be more effectively deployed
- Longer term career planning
- A personal professional development plan

While performance appraisal discusses possible improvement, it should not be seen as an alternative to Disciplinary Procedure processes. Nor, should this appraisal be seen as a pay rise bargaining opportunity. LPB has completed salary awards and conditions since the implementation of the sector Collective Agreement 2016.

16.2 Scope

Who undertakes Performance Appraisal?

Staff who are not tutors who work at LBP for an average of more than 10 hours per week are required to have a performance appraisal annually. (Tutors participate in AQTF moderation sessions annually).

- Performance Appraisal will be done by the Manager, or another person delegated by the Manager.
- The Performance Appraisal of the Manager will be undertaken by the President and a person nominated and approved by the Governance Committee.

17 EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

17.1 Overview

LBP is an equal opportunity organisation committed to equity and access in the provision of services and employment.

- All members and staff of LBP have the right to an environment free from discrimination.
- As an employer and a provider of services, LBP will operate without any source of direct or indirect discrimination.

Equal opportunity and Anti-Discrimination legislation has been enacted at both the State and Federal levels. The Victorian Equal Opportunity Act specifically prohibits discrimination on the following grounds: in the area of employment, education, provision of goods and services and accommodation.

17.2 Purpose

All employees are entitled to access employment, promotion and training on the basis of merit, and will be assessed on the basis of their skills, qualifications, abilities, prior work performance and aptitudes.

17.3 Scope

LBP believes that organisational excellence will be fostered by recognising and promoting the full employment potential of its staff and volunteers. Accordingly, it is committed to achieving Equal Opportunity for all staff.

Stereotypical assumptions based on prejudice have no place in LBP. There shall be no discrimination on the basis of:

- a. Age
- b. Physical/Mental disability or impairment
- c. Industrial Activity
- d. Lawful sexual activity
- e. Marital status, including a defacto relationship
- f. Physical features
- g. Political belief or activity
- h. Pregnancy
- i. Race or ethnic origin
- j. Sex/sexual orientation
- k. Gender identity
- l. Parental status or status as a carer
- m. Parenthood or childlessness
- n. Breast feeding
- o. Religion
- p. Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

17.4 Equal Opportunity For Everyone at LONGBEACH PLACE Inc,

- a. Everyone, in particular all staff and volunteers, have a primary responsibility to ensure that proper standards of conduct are observed and that their behaviour does not create or condone circumstances that may lead to discrimination or sexual harassment.
- b. LBP may apply disciplinary action when an issue is not resolved at an informal level. Every employee and volunteer has a responsibility to treat all other employees, volunteers and clients who have contact with the organisation with fairness and equality, so that the working environment is free from discriminatory activities and practices.

17.5 Role of Governance Committee in Equal Oppourtunity

- a. Bring the matter to the attention of the President or Vice President. Every effort will be made to resolve complaints by conciliation and/or mediation.
- b. If resolution cannot be achieved on an informal level, a formal complaint can be made to the Equal Opportunity Commission. Complainants have the right to have an advocate or support person accompany them at any step. Consider discussing any complaint with anyone not involved, as such discussion may be very sensitive and could lead to defamation proceeding.

18 HARASSMENT/SEXUAL HARASSMENT/BULLYING

18.1 Overview

LBP will not tolerate any form of harassment or bullying whether to its staff or members or between staff, tutors or members.

Employees and members who believe they are being sexually harassed are encouraged to inform offenders that their behaviour is offensive, unacceptable and against LBP policy. They are entitled to the support of the Governance Committee, fellow workers and members.

18.2 Purpose

The aim of this Policy is to ensure any staff and members associated with LBP are able to work in an atmosphere free of **harassment/sexual harassment/bullying**. Appropriate channels have been put in place to deal with such occurrences.

18.2.1 Policy in Place

- a. LBP will try to resolve issues of harassment/bullying directly with the persons involved.
- b. If the issue is not resolved in this way, an aggrieved person may approach the Governance Committee and/or lodge a formal complaint with the Equal Opportunity Commission.
- c. Inform person concerned of this policy and the action to be followed.

18.3 Harassment

The defining feature of **harassment** is that the behaviour is unwanted by the recipient and would be regarded as harassment/bullying by any reasonable person. Even if the offence is not intended, it occurs when behaviour creates an intimidating, hostile or offensive environment for employment, study or social life.

Racial Harassment This is any hostile or offensive act or expression by a person of one racial or ethnic origin against a person of another, or an incitement to commit such an act. Such behaviour includes derogatory name-calling, insults, racist jokes, racist graffiti, verbal abuse and threats, physical acts, and ridicule of any individual for cultural or linguistic differences.

Sexual Harassment is unacceptable behaviour which will not be tolerated. It is unlawful under the Commonwealth Sex Discrimination Act and the Victorian Equal Opportunity Act.

Sexual Harassment can be:

- sexually offensive staring, leering or gesturing
- sex-oriented verbal suggestions
- sexually based jokes or innuendo directed at an individual
- displays of erotic pictures or publications
- offensive telephone calls
- physical conduct of a sexual nature such as brushing up against a person unnecessarily
- requests for sexual favours
- indecent assault or rape

18.4 Bullying

Bullying is when someone keeps doing or saying things to gain power over another person. It is persistent, offensive, abusive, intimidating, malicious or insulting behaviour which makes the recipient feel upset, threatened, humiliated or vulnerable and gradually undermines their self esteem and confidence causing them to suffer stress. The following list is not exhaustive but may include forms of bullying such as:

- sarcasm, teasing, verbal abuse and shouting
- name calling, saying or writing nasty things about individuals or spreading rumours
- picking on an individual and criticising them in front of others
- unfounded criticism of work performance
- excluding, ignoring or isolating an individual
- punishing an individual by refusing to delegate responsibilities to them which they are competent to fulfil
- assigning meaningless tasks unrelated to the job
- giving employees impossible assignments
- physically threatened or attacked
- deliberately changing work rosters to inconvenience a particular individual
- deliberately withholding information vital for effective work performance

Other types of behaviour may also constitute bullying.

Refer to Procedures – Harrassment / Sexual Harrassment / Bullying (Basic Steps to follow)

19 WELLBEING

19.1 Overview

LBP has an interest in the health and safety of all employees at work. LBP promoting an employee work life balance so our employees are able to fulfill work and lifestyle responsibilities efficiently and effectively.

19.2 Purpose

The purpose of this policy is to provide a positive and engaging work environment for employees, whereby their physical and psychological wellbeing are consistent with the OH&S Act.

19.3 Objectives

To develop and maintain policies and procedures, conditions of employment, and a range of relevant programs that enable employees to balance operational requirements with employee personal needs and obligations, consistent with our values and strategic objectives.

19.4 Wellbeing Measures at LBP

- a. Debriefing meetings can be arranged with the Manager as required. If necessary further meetings can be held with a relevant member of the Governance Committee.
- b. The model for raising concerns is documented in the Code of Conduct Policy.
- c. Staff to abide by the Code of Conduct Policy, Confidentiality Policy and Code of Ethics Policy which outline appropriate staff behaviour that demonstrates respect for each

other, Governance Committee Members and members of the community. These documents are to be signed and kept in personnel files.

- d. Staff entitlements include all current Fair Work Australia entitlements and those noted in their Contracts and Awards.
- e. Staff provided with professional development to coincide with LBP staffing availability, needs and times.
- f. Staff entitled to training to maintain the currency of their skills.
- g. Staff taking on further study can negotiate flexible working arrangements where possible to support their learning.
- h. Staff encouraged to maintain a balance with family needs and to promote the community development philosophy of inclusiveness and capacity building in their personal and professional lives.
- i. Staff consulted on changes to the working environment to offer as much opportunity to influence the workplace.
- j. O&HS issues are addressed at staff meetings.
- k. Staff encouraged to voice any concerns in a supportive environment.
- l. Staff given clear and easy instructions of what is expected of them and what they can expect from their employer. This is clarified in an environment of openness and fairness.
- m. Staff to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

RISK MANAGEMENT

20 RISK MANAGEMENT

20.1 Overview

Risk is inherent in all learning, administrative, financial and business activities. Risk Management is the process implemented to effectively manage potential adverse effects on any organisation.

For this reason LBP has developed a strategic and formal approach to risk management which will improve our service delivery and systems and enhance outcomes and accountability.

LBP is committed to ensuring the ongoing viability of its services. In order to do this, identification of any risk to the organisation and its services is a high priority.

20.2 Scope

It is the responsibility of the Governance Committee as per LBP Constitution 18.5 to “undertake a regular review of the risks facing LBP in terms of sustainability (operationally and financially)”. Therefore compliance with Federal, State and Local Government Acts and Regulations is vital.

This is done through:

- The auditing of accounts prior to AGM
- Complete Risk Attestation for the Department of Health & Human Services
- Complete Business Viability Certification for Adult Community Further Education
- Adherence to LBP Constitution
- Adherence to the Neighbourhood House & Learning Centres Collective Agreement
- Adherence to the ANHLC Neighbourhood House Good Practice Guide 2012
- Good Governance Checklist

Policies and Procedures are in place to ensure the Governance Committee, staff, volunteers and members are aware of our organisation’s position on such things as: Equal Opportunity, Confidentiality, Privacy, Workforce Management, OH&S, Workplace Environment etc. and compliance with Federal, State and Local Government Acts and Regulations. All are encouraged to become familiar with these documents.

20.3 Risk Management Process

- a. Steps in the Risk Management Process:
 1. **Identify Risks:** The identification of existing or possible risks.
 2. **Evaluate Risks:** The estimated risk levels are rated (e.g. low, medium, high levels of risk), in order to prioritise action required.
 3. **Manage Risks:** The strategies developed to manage each risk, e.g. specific changes that have been implemented
 4. **Monitor and Review:** A formal risk assessment review is carried out annually by the Governance Committee.
- b. Processes and documents have been developed to assist in the management of risk and continuous improvement. These include:
 1. Corrective Action Requests
 2. A Risk Assessment Matrix
 3. Internal Audit of systems: Policies, Procedures, Advertising/Marketing Material
- c. Issues are reported to the Governance Committee via the 'monthly report for action'.

21 OCCUPATIONAL HEALTH & SAFETY (OH&S)

21.1 Statement

LBP is committed to ensuring that all individuals are provided with a safe and healthy environment. It is the responsibility of everyone associated with LBP to make every effort to prevent accidents, to control hazards and to protect the health and safety of themselves and others.

The success of any Occupational Health and Safety (**OH&S**) program is a shared responsibility of all people and requires their involvement to monitor and improve the environment.

We will:

- a. Aim to achieve a level of OH&S to the best of the organisation's ability for Legislative compliance.
- b. Include OH&S considerations in the business planning process.
- c. Maintain and improve the structured OH&S Management system.
- d. Encourage, educate and equip everyone so that they are able to meet their responsibilities and act upon opportunities for improvement.
- e. Require **suppliers, contractors and visitors** to meet the same high OH&S standards whilst on the premises or whilst undertaking work on our behalf.
- f. Provide structured and informal forums in which individuals are able to contribute to the improvement of the OH&S Management system.

The Occupational Health and Safety Act (2004) is designed to provide a broad framework for improving standards of workplace health and safety and to reduce work-related injury and illness. It allows duty-holders to determine their approach to achieving compliance with the Act.

The Act aims to:

- a. Secure the health, safety and welfare of employees and other people at work.
- b. Protect the public from the health and safety risks of business activities.
- c. Eliminate workplace risks at the source; and
- d. Involve employers, employees and the organisations that represent them in the formulation and implementation of health, safety and welfare standards.

Throughout the Act, the meaning of health includes psychological health as well as physical health.

21.2 Purpose

The purpose of this policy is to ensure that adequate, up to date information regarding OH&S is readily available to all individuals it may affect.

21.3 Responsibilities

This Policy outlines the Environmental OH&S responsibilities for LBP as part of the Community House Southern Region Inc.

Each responsibility statement is based on the responsibilities outlined in state legislation relating to OH&S. The Governance Committee has a legal and moral responsibility under the legislation to protect the health and safety of its workers and participants.

Failure to provide a safe and healthy environment can prove costly in terms of staffing, money, time and damage to community goodwill.

21.3.1 *The Governance Committee is responsible for:*

- a. Formally approving the OH&S Policy and procedures.
- b. Reviewing OH&S performance of the organisation.
- c. Reviewing details of serious accidents/incidents.
- d. Ensuring LBP meets its legislative requirements relating to OH&S.
- e. Ensuring adequate resources are allocated to the management of OH&S in the organisation.
- f. Ensuring that appropriate systems are established and actions taken to implement the OH&S Policy and procedures to satisfy legislative requirements.
- g. Promoting and regular monitoring of OH&S through participation in formal and informal discussions, workplace visits and hazard inspections.
- h. Reviewing accident/incident reports.
- i. Reviewing OH&S reports and Environmental Scans.
- j. Ensuring ongoing consultation with employees and OH&S representatives.

- k. Ensuring that all Policy & Procedure Documents are easily located and are readily accessible to all personnel.
- l. Initiating actions to improve OH&S performance in the workplace.
- m. Undertaking regular inspections of the workplace to assist in the identification of hazards and to initiate action to rectify the hazard.
- n. Ensure new employees and/or volunteers receive OH&S induction training and specific job training where required.
- o. Facilitating rehabilitation for injured workers and/or volunteers
- p. Ensure employee and/or volunteer awareness of OH&S Management Systems and specific workplace hazards through discussions at regular meetings.

21.3.2 *Management is specifically responsible for:*

- a. Notifying and advising of all aspects of OH&S and ensuring compliance with the appropriate legislation.
- b. Monitoring changes in the field of OH&S.
- c. Advising the Governance Committee of relevant changes, trends, directions in the area of OH&S and relevant laws.
- d. Obtaining authorisation from the Governance Committee prior to changing or implementing changes to the Policy and/or Procedures, so they do not conflict with State Legislation.
- e. Recording, publishing, coordinating and implementing the appropriate changes as soon as approved by the Governance Committee.
- f. Maintaining relevant OH&S records.

21.3.3 *The Governance Committee, Staff & Volunteers are responsible for:*

- a. Ensuring all work is performed in accordance with requirements of the OH&S policy, procedures and legislation.
- b. Taking reasonable care for their own health and safety and for the health and safety of any person who may be affected by the person's actions in the workplace.
- c. Knowing the OH&S requirements associated with their employment and/or work.
- d. Reporting all identified hazards, accidents/incidents and near misses in the prescribed manner.
- e. Using and maintaining all safety equipment and personal protective equipment (PPE) in accordance with the relevant standards.
- f. Reporting any unsafe practices and faulty equipment immediately to a Committee Member.
- g. Working in well-ventilated and adequately lit areas.
- h. Protecting staff that refuse to work in an unsafe area.
- i. Signing attendance book on arrival and on leaving premises.

21.3.4 *Things we need to consider:*

- a. First Aid kits (placement and fully stocked)
- b. Ventilation (particularly over photocopiers etc.)
- c. Lighting
- d. Floors and walk ways
- e. Exits and emergency exits (Prominent signs)
- f. Fire Escapes and placement of extinguishers
- g. Chairs and tables (stability and not blocking walkways etc.)
- h. Telephones (Emergency Numbers on Display)
- i. Electricity (Safe Power points, light switches etc.)
- j. Covering of power cords across the floor
- k. Rubbish Bins
- l. Filing Cabinets / Bookshelves etc.
- m. Computer stress

21.3.5 *Electrical Testing and Tagging*

Worksafe Victoria advises that electrical testing and tagging for all portable non-hardwired appliances, leads and power boards should be completed to uphold the employers duty of care under Section 21(2)(a) of the Victorian Health and Safety Act (2004). This applies to all types of electrical appliances including leads and power boards in offices, factories and so on (ie computers, microwaves, kettles, tools and even mobile phone chargers). Testing and tagging can be done by a qualified electrician or a person considered competent by the employer (someone who has the necessary skills due to appropriate training or experience or both).

Test and tagging involves:

- a. Visual inspection of the device, especially leads.
- b. Electrical testing with a variety of test equipment to check for any unseen electrical faults.
- c. A safety tag placed on the appliance verifying its safety. This tag should clearly display the name of the tester or test company and the date tested or retest date.

Any concerns with any of the above issues are to be reported to Management and ultimately the Governance Committee to be rectified as soon as possible.

For expert advice on your particular situation contact your local Council's Health Officer, City of Kingston, Community Wellbeing Officer (Public Health) on (03) 9581 4803.

21 CRISIS RESPONSE

21.4 Overview

Disasters, emergencies, epidemic/pandemic crises and other traumatic incidents can undermine the ability of Longbeach PLACE Inc. to achieve its purposes. Good planning is essential to assisting Longbeach PLACE to respond and recover from such events.

21.5 Purpose

The purpose of this policy is to ensure that Longbeach PLACE undertakes appropriate planning to enable it respond and recover from disasters, emergencies, epidemic/pandemic crises and other traumatic incidents.

21.6 Scope

The Governance Committee will establish a Crisis Response Sub-committee comprising the Manager and President of the Governance Committee to undertake responsibility for implementation of this policy. In the absence of the President, the Vice-President will act in the President's place.

21.7 Crisis Planning

The Crisis Response Sub-committee will be required to:

- Annually identify threats and potential crisis events.
 - Such events could include anything which threatens the health and wellbeing of the staff, the assets, the reputation, the effective functioning of the administrative systems, or the services provided by Longbeach PLACE Inc.
- Identify the likelihood of such events.
- Assess the consequence of such events.
- In the case of events which have potentially severe consequences:
 - Evaluate the suitability of the existing decision-making/delegation structures and whether they need to be revised, in particular:
 - the role of the Governance Committee – and whether it has the ability to make decisions under time pressure and any other constraints that could exist in crisis events; and
 - whether special delegations should be put in place to enable Longbeach PLACE Inc. to respond urgently.
 - Identify all of the relevant internal and external stakeholders, including.
 - staff, volunteers, students/group participants, media, SES, MBF or CFA, financial institutions, City of Kingston Council, State or Federal government agencies (regulatory or funding bodies, or emergency response agencies or police).
 - Identify the sorts of communication that could be needed with those stakeholders, and evaluate the ability of Longbeach PLACE Inc. to communicate with them in the event of a crisis.

- Identify whether there are any functions which Longbeach PLACE Inc. undertakes which are critical and what mechanisms could be put in place to continue or replace those functions in the event of a crisis.
- Consider Longbeach PLACE's occupational health and safety policy, and its legal obligations in respect of occupational health and safety, and evaluate its ability to comply with its obligations in crisis events.
- Identify what financial resources are, or can be utilised in Longbeach PLACE Inc.'s response to crisis events.
- Identify what plans, procedures and policies are already in place in Longbeach PLACE Inc. (e.g. fire evacuation plans, appointment of fire wardens and fire drills) to enable it to respond to crisis events.
- Identify what policies, procedures or training are necessary to ensure that everyone within Longbeach PLACE Inc. responds as required.
- Consult with emergency response agencies.
- Report to the Governance Committee on all of the above, including making recommendations on what steps Longbeach PLACE Inc. should put in place to enable it to respond effectively and efficiently to crisis events.

21.8 Crisis Response

The Crisis Response subcommittee may declare a state of crisis in response to a crisis event. A state of crisis will remain in effect until terminated by the Crisis Response subcommittee or the Governance Committee. In a state of crisis:

- The Crisis Response subcommittee may make spending decisions of up to \$10,000 to mitigate or respond to the impact of the crisis.
- The Crisis Response subcommittee may modify policies and procedures as necessary to respond to the crisis and ensure the safety of staff and members of Longbeach PLACE. These modifications will remain in place for the duration of the crisis.
- The Crisis Response subcommittee may take other actions to suspend or modify activities conducted at Longbeach PLACE. These actions will remain in place for the duration of the crisis.

In the event of a crisis, the crisis response subcommittee must inform the Governance Committee within 24 hours of any decisions taken. If any members of the Governance Committee wish to review the decision they may call for a full committee meeting, which must take place within 48 hours.

22 ACCIDENT AND EMERGENCY

22.1 Overview

Accident prevention is an important element of LBP. Staff must take every precaution to provide a safe environment free of hazards.

Accidents - Minor ("Category Two or Three") and Major ("Category One") - may occur without warning and require prompt action to ensure appropriate treatment is given with a minimum of fuss or disruption.

22.2 Scope

All staff at LBP should be aware of emergency procedures and have access to emergency telephone numbers.

Incidents are graded according to the actual impact on staff and clients, and the potential risk to clients, LBP, and the Department of Health & Human Services.

'Category One' Incidents include:

- a. The death of any person whilst attending LBP training, functions etc.
- b. Any incident involving an accident or injury or trauma to any person that requires the attention of a registered medical practitioner or admission to hospital.
- c. Work Safe notification as appropriate.

'Category Two' Incidents include:

Events that seriously threaten clients or staff, but do not meet the Category One definition.

- a. All Category Two incidents need to be reported to the regional Department of Health & Human Services Agency Liaison Officer and the President.
- b. Staff requirement to file copies of all reports and review incidents as part of quality assurance.
- c. An Incident Register to record these incidents must be maintained. This register must be available for audit.
- d. Work Safe notification as appropriate.

'Category Three' Incidents include:

1. Minor property damage and injury not requiring medical attention where the incident does not extend beyond the facility.
2. Those dealt with by the organisation, and have a minor impact on the staff or client. Have no further implications to the Department of Health & Human Services.

Refer to Procedures Procedures – Accidents - Category One, Two and Three Incidents

23 INSURANCE

23.1 Overview

The Department of Health & Human Services funded - Insurance Policy for Non-Government services covers employees, committee members and volunteers connected with the

organisation, however, policies need to be checked for individual needs.

(*The Governance Committee will review, update and renew Insurance policies annually).

23.2 Theft and Burglary Insurance

Equipment is to be covered with a Private Insurance Company Contents Policy. LBP policy does not include responsibility for personal effects. Signs should be displayed prominently to inform individuals of the policy.

Eg. ***"The Governance Committee and Management do not take responsibility for valuables being left unattended on these premises."***

23.3 Work cover

The Committee is responsible for ensuring that its Work Cover obligations are met and all premiums are paid accordingly.

The Committee shall be responsible for forwarding claim forms to the insurer within the necessary time frame should there be the need for a claim. They are also responsible for liaising with the insurer.

23.4 Process in respect of Injury to Staff / Volunteers or Damage

1. Advise person making report that a full written report must be sent to the committee – provide forms to injured staff member.
2. Make no admission of liability. Advise person making the report that when a written report is received it will be forwarded to LBP's insurer for them to process.
3. If possible interview any witnesses, take details and obtain witness names and addresses for further contact. Complete forms.
4. When a written claim is made, immediately notify the President, Vice President or Treasurer.
5. Then:
 - a) immediately forward claim to the insurer for processing.
 - b) Write to claimant advising that the matter is in the hands of the insurer and to direct any further queries to that organisation.
6. Advise DFFS and WorkCover.
7. Liability for some forms of injury, eg. stress, will be determined by the insurer.
8. An Accident Injury Register must be kept with a copy of the Injury Report Form.

24 FRAUD PREVENTION

24.1 Purpose

- a. To ensure that all parties are aware of their responsibility to identify exposure to fraudulent activities and to establishing controls and procedures for preventing such fraudulent activity.
- b. To provide guidance to staff as to what action should be taken where they suspect any fraudulent activity.
- c. To provide a clear statement to staff, forbidding any illegal activity, including fraud.
- d. To provide assurances that any and all suspect fraudulent activity will be fully investigated.

24.2 Scope

- a. The Governance Committee of LBP has ultimate responsibility for the prevention and detection of fraud and is responsible for ensuring that appropriate and effective internal control systems are in place.
- b. All managers/ coordinators must ensure that there are mechanisms in place within their area of control to:
 - assess the risk of fraud
 - educate employees about fraud prevention and detection
 - facilitate the reporting of suspected fraudulent activities.
- c. All staff share in the responsibility for the prevention and detection of fraud in their areas of responsibility. All staff have the responsibility to report suspected fraud. Any staff member who suspects fraudulent activity must immediately notify their supervisor or those responsible for investigations. In situations where the supervisor is suspected of involvement in the fraudulent activity, the matter should be notified to the next highest level of supervision.
- d. Any fraud by any staff member shall constitute grounds for dismissal.

24.3 Fraud Prevention Process

- a. Fraud prevention accounting procedures shall be incorporated in the organisation's financial management policy.
- b. All complaints of suspected fraudulent behaviour will be investigated, whilst also providing protection to individuals making the complaint and natural justice to the individuals being subject to complaint.

- c. Where a prima facie case of fraud has been established the matter will be referred to the police. Any action taken by the police shall be pursued independently of any employment related investigation by the organisation.

24.3.1 Recruitment strategies shall incorporate fraud prevention.

- a. Applicants shall be required to undergo a **police check** where required by the duties of the position.
- b. Previous employers and referees shall be contacted.
- c. Transcripts, qualifications, publications and other certification or documentation shall be validated.
- d. Fraud prevention and detection issues will be included in relevant staff development and induction activities.

24.3.2 Police Checks

- a. The policy of Police Checks should apply as, and when the Law requires. That is when tutors, convenors or other leaders are dealing with children, vulnerable adults and other persons who may be subject to exploitation.
- b. LBP shall assume that the Agency/Community Groups/Activity Groups hiring/using Longbeach Place who deal with vulnerable clients have current Police Checks. However, LBP reserves the right to enquire.

24.3.3 Cost of Police Checks

- a. External agencies using the LBP facilities shall bear the cost of the police check.
- b. Employees applying to work for LBP shall bear the cost of the police check.
- c. Volunteer police checks shall be paid by LBP.

24.4 Guidelines for payments

It is the policy of LBP that the following guidelines be adhered to when payments are being made.

- a. All cheques to be signed by **two** authorised signatories
- b. Payment of invoices and wages via EFT/BPay to be authorised by the Manager of LBP.

- c. Petty Cash claims for reimbursements of amounts of \$50.00 or over need to be given to the Financial Administrator and overseen by the Manager for approval.
 - d. All expenditure must have a receipt for reimbursement.
-

25 FINANCIAL MANAGEMENT, QUALITY AND ETHICS

25.1 Purpose

To provide LBP employees and management with a set of detailed working instructions on the role and responsibilities of the Finance Department, in order to meet the Financial Management requirements of LBP.

25.2 Objectives Financial Department

Financial activities are the processes that develop the core framework for achieving finance department objectives. Those objectives being:

- a. Provide owners, management employees and other interested parties accurate and timely financial information on which sound financial decisions may be made.
- b. Safeguard the resources of the Organisation against fraud, waste and mismanagement.
- c. Develop profitable business strategies to maintain and enhance the commercial operations of LBP.
- d. To discharge all corporate responsibilities in a manner required by local, state and federal legislation.

25.3 Levels of Activity

Financial Management of LBP can be broken down into the following broad levels of activity:

- a. Capture and recording of financial transactions.
- b. Reporting of captured financial information.
- c. Analysis of reported performance information against standards.
- d. Development of business strategy for performance enhancement.
- e. Stewardship of all financial resources.
- f. Development of policy and procedures to safeguard resources.

25.4 Quality

25.4.1 Mission Statement

To meet and where appropriate exceed the requirements of our customers. Our Customers are recognised as being stakeholders, management, staff, employers, job seekers, government and capital providers and are seen as essential for the ongoing success of our business.

25.4.2 Financial Management

Accounts will be audited annually, by a qualified accountant with membership of Certified Practising Accountants Australia or the Institute of Chartered Accountants of Australia and sent to all funding bodies and the Department of Justice.

25.5 REFUND POLICY

25.5.1 Annual Membership Fees

Annual Membership is non-refundable.

25.5.2 Refunds for Course Fees

Refer to Student Information – 35.3 – Student/Course Refund Policy

26 CONTINUOUS IMPROVEMENT

26.1 Overview

Informal and formal communication meetings are held monthly and/or quarterly to discuss areas that need to be addressed to promote the continuous improvement of the organisation's systems and processes.

26.2 Method

A number of methods can be used to continually improve any particular area of the organisation's systems and processes, these include:

- a. Internal Audits conducted by relevant staff members and results reported back to Committee, Staff and Tutors.
- b. Conduct regular moderation/validation meetings.
- c. Review of grievances at Committee Meetings to prevent incidents from recurring and to implement preventative measures as part of the continuous improvement process.

26.3 Scope

Continuous Improvement of LBP's systems, processes and performance are by the following means:

- a. Client numbers and correlation to LBP course records
- b. Client class attendance
- c. Resource facilities
- d. OH&S requirements and responsibilities
- e. All documentation and record management procedures
- f. Promotional material/advertising
- g. Pre-accredited Certificates of Participation attendance
- h. Staff qualifications
- i. Client satisfaction surveys
- j. Staff satisfaction surveys
- k. Financial management procedures
- l. Policies and procedures
- m. Systems for quality training and assessment
- n. Learning and assessment strategies
- o. Client support
- p. Professional development

26.4 Evidence of Continuous Improvement

- a. Meeting notes
- b. E-mails
- c. On-line meetings
- d. Updated documents including web information and presentation
- e. Policies and procedures
- f. Validation activity records

- g. Documented student feedback
- h. Attendance records
- i. Professional development activities
- j. Survey responses

26.5 Client Feedback

As a required practice all LBP program participants are provided with an opportunity to review the organisation's performance and service delivery at the completion of their training or activity program.

Information is collected via a satisfaction survey distributed to all participants. Information collected is analysed, followed up with the participant when requested, and used within LBP services and continuous improvement strategy.

26.6 Version Control Requirements

Version control procedures form part of LBP quality system which extends to the management and operation of the organisation in full.

- a. The LBP Governance Committee confirms implementation of new policies.
- b. New documents are subject to approval by the Manager.
- c. Registration, and superseded documents are retained for reference purposes, after being marked "superseded".

Refer to Policy No. 32 Document Version Control

LEGISLATION AND COMPLIANCE

27 PRIVACY POLICY

27.1 Overview

Personal Information means information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, but does not include information of a kind to which the Health Records Act (2001) applies.

Sensitive Information is defined in the Privacy Act to mean information or an opinion about an individual's:

- racial or ethnic origin
- political opinions
- membership of a political association
- religious beliefs or affiliations
- philosophical beliefs
- membership of a professional or trade association
- membership of a trade union
- sexual preferences or practices; or
- criminal record.

Sensitive information also includes health information and genetic information that is not otherwise health information.

Sensitive information is subject to a higher level of privacy protection than other 'personal information' handled by organisations.

This policy outlines how LBP uses and manages personal *information* provided to or collected by it.

LBP is bound by the ***Information Privacy Act 2000*** and the ***Health Records Act 2001***.

This policy's reference to "**information**" is a reference to both ***health and personal information***.

27.2 Purpose

LBP has developed this privacy policy in line with the Victorian Information Privacy Act to ensure that:

- a. Personal information is only collected where necessary to fulfill the organisation's functions.
- b. Those giving personal information are informed of the purpose of collection and how their personal information will be used.

- c. Records containing personal information are kept secure and protected from loss or misuse.
- d. Individuals are informed of the right to access personal information.
- e. Permission is obtained from individual's before their image is used on publications or web sites.

27.3 Scope

This policy applies to participants/trainees at LBP Head Office and all LBP delivery sites.

- a. Personal information to be collected only if necessary to provide services and programs
- b. When collecting *information* we will take reasonable steps to inform the individual of:
 1. Reason for collection.
 2. How to contact the organisation.
 3. Who the personal information will be disclosed to.
 4. Their right to access their own information and how to go about this.
 5. Any consequences if all or part of the information is not provided.
- c. Some personal information, such as information about an individual's ethnicity or religious beliefs, may be regarded as '**Sensitive Information**'.
LBP will only collect sensitive or health information with consent of the individual concerned, or as otherwise allowed by the Acts, or as required or authorised by law.
- d. All reasonable steps will be taken to ensure that information collected is accurate, complete and kept up to date.
- e. Individuals to be informed as soon as possible if information has been collected through a third party.
- f. Records containing personal information to be kept in secure filing cabinets.
- g. Access and correction of individual information is handled by LONGBEACH PLACE Inc. in accordance with the Freedom of Information Act 1982.
- h. Records containing personal information to be kept secure and protected from misuse, loss, unauthorised access and unauthorised disclosure.
- i. Individuals requesting access to information may only be given access to their own information.
- j. Personal information is only disclosed where necessary to carry out the service and is not to be given out to another party, without written consent.

- k. During office hours records to be kept out of public view and removed from desks when not in use.
- l. Computer screens kept out of public view.
- m. Access to computer files assigned to job function.
- n. Confidential information, personal or financial should not be removed from the Longbeach PLACE office site.
- o. Photocopy or print out personal information only when essential.
- p. Sensitive information or highly confidential information should not be sent by email or discussed on a mobile phone
- q. Information no longer needed will be disposed of – those containing personal information must be shredded.
- r. Consent forms to be signed by individual (and their parents, if under age) before images of the individual or their work can appear on publications or on web sites.
- s. All staff, volunteers and other workers to be made aware of privacy laws and compliance requirements.
- t. All individuals who have given personal information to LBP must be advised of availability and location of the LBP Privacy Policy.
- u. Individuals to be informed that their information is handled by LBP in accordance with the Freedom of Information Act (1982).

27.4 Collection Practices

- a. Enrolment of annual members in person by phone or email. Information requested: name, address, date of birth, country of birth, education level, spoken languages, disability, phone, email, emergency contact details.
- b. For classes funded through ACFE, Health Care card holders are identified.
- c. Tutors and Office Volunteers provide resumes listing their qualifications with appropriate documentation to the Manager.
- d. Staff resumes and personal information are provided to the Manager and the Finance Administrator.
- e. Participants may enrol for a course via the phone.
- f. Participants may enrol in person and pay by credit card or by mailing or emailing an enrolment/application form providing their details.

- g. Employment Job Network Agencies enrol their clients into various courses and provide personal information regarding their clients over the phone, by invoice or by email.
- h. Student Satisfaction surveys are anonymous and collected at completion of classes/courses.
- i. Personal information is recorded and filed in securely locked filing cabinets.

All offices are locked down after business hours.

27.5 Educational, Social Groups & Activities Rolls

It is necessary for tutors to have personal contact details of their students in particular emergency situations. Contact numbers and 'Health information' is on the cover sheet of the activity rolls.

Access to this information is for tutors and internal office administration only.

27.6 Confidentiality

Confidentiality is maintained. No personal details regarding addresses or phone numbers of students, tutors or staff are given out to the general public.

Information is only collected where necessary to carry out the function of the organisation. It is used for:

- a. Collation of data requirements for funding bodies.
- b. Marketing analysis.
- c. Strategic planning and promotion.
- d. Auditing purposes.

27.7 Use and Disclosure

- a. Information will only be used or disclosed for the purpose for which it was collected, or for a secondary purpose that any individual might reasonably expect.
- b. Information can also be disclosed if required or authorised by law.
- c. Staff, office volunteers and Governance Committee have access to and have been trained in, privacy legislation for deciding on the use of information and recording details or information management.
- d. LBP has privacy protocols between agencies.

- e. Information for statistical information which is transferred from within Victoria is in line with Information Privacy Principle 9, which deals with transborder data flows eg AVFEB annual data collection.
- f. If individuals require more specific information about the way in which information is used or disclosed, they must contact the Manager.

27.8 Use of Email and Phone

- a. Limited sensitive information is given.
- b. Sensitive parts of email messages are not to be sent or forwarded on.
- c. When using the phone, where possible sensitive calls are made in private in the Manager's Office. To confirm any sensitive conversation, brief notes are written and filed in secured cabinet in the General Office and/or the Manager's Office.
- d. Personal phone numbers are not given out. A verbal message or written message to the person in question is noted and left up to that person to contact the caller.

27.9 Information Given Before Collection

The following statement (or similar wording) to be used to inform individuals, participating in training and activities, of their privacy rights:

'Your Privacy'

Your privacy is important to us. Any personal information, collected from you is kept secure and confidential. It is important that we have current details if you are attending classes and activities. Please contact the office if you need to update your details.

- a. All participants have the right to access personal records.

- b. LBP has a responsibility to record and report your details to the Department of Education and Training.
- c. It is your right not to give LBP your full personal details, on the understanding that you may not be entitled to the full services provided with our training.
- d. Information is kept secure in LBP archives.

INFORMATION MANAGEMENT

28 INTERNET USAGE

28.1 *Purpose*

This Policy is to establish a common, uniform policy for all staff regarding use of the Internet at LBP.

The Internet is to be used for access to, and distribution of, information that is in direct support of the business of Longbeach Place Inc.

28.2 Scope

When accessing social media via the LBP Internet, intranet and extranet systems, individuals must do so in accordance with the Internet and Email Usage Procedures.

LBP requires everyone to use these resources *reasonably*, in a manner that does not interfere with work, and is not inappropriate or excessively accessed.

Refer Procedures - Internet Usage

29 SOCIAL MEDIA

29.1 Overview

LBP recognises that social media is a powerful community development and engagement tool. It is about sharing content and conversations between communities, members and the sector.

Staff, volunteers, students and Governance Committee are encouraged to use social media to connect, collaborate, promote and exchange information in line with LBP's vision and strategic plan.

29.2 Purpose

The intention of this policy is to establish a culture of openness, trust and integrity in activities around the Web.

It is essential that everyone understand that comments made via social media platforms are as public as if making the same comments to the media or at a public forum. As such, publication and commentary on social media carries similar obligations to any other kind of publication or commentary.

All uses of social media must follow the same ethical standards that employees, volunteers and Governance Committee members must otherwise follow.

29.3 Scope

This policy applies to all employees, volunteers, students and Committee Members of LBP.

29.4 Social Media Definition

Content created by people using highly accessible publishing technologies. Social media is distinct from industrial media, such as newspapers, television, and film.

Social media comprises relatively inexpensive and accessible tools that enable anyone (even private individuals) to publish or access information – industrial media generally require significant resources to publish information. (http://en.wikipedia.org/wiki/Social_media)

Social Media may include (although is not limited to):

- a. Social networking sites (e.g. Facebook, MySpace, LinkedIn, Instagram, Bebo, Yammer)
- b. Video and photo sharing websites (e.g. Flickr, YouTube)
- c. Blogs, including corporate blogs and personal blogs
- d. Blogs hosted by media outlets (e.g. 'comments' or 'your say' feature on theage.com.au)
- e. Micro-blogging (e.g. Twitter)
- f. Wikis and online collaborations (e.g. Wikipedia)
- g. Forums, discussion boards and groups (e.g. Google groups, Whirlpool)
- h. Vod and podcasting
- i. Online multiplayer gaming platforms (e.g. World of Warcraft, Second life)
- j. Instant messaging (including SMS)
- k. Geo-spatial tagging (Foursquare)

29.5 Professional use of social media

29.5.1 *Becoming authorised to comment*

Before engaging in social media as a representative of LBP, you must become authorised to comment by the Manager or Governance Committee.

Individuals may not comment as a representative of LBP unless authorised. Staff will use a work profile when acting in an official capacity on any of LBP social media tools.

Social media identities, logon ID's and user names may not be used at LBP without prior approval from the Website administrator. Profile photographs must be approved by the person in the photo.

29.5.2 *Rules of engagement*

Whether individuals are using social media professionally or personally, they must protect LBP reputation and privacy.

When using Social Media, individuals **MUST**:

- a. Only disclose and discuss publicly available information.

- b. Ensure that all content published is accurate and not misleading and complies with all relevant policies.
- c. Be polite and respectful to all people
- d. Adhere to the Terms of Use of the relevant social media platform/website, and comply with copyright, privacy, defamation, contempt of court, discrimination, harassment and other applicable laws and policies.
- e. Disclose fully any relationship with LBP. Individuals must only use their own identity, or an approved official account or avatar.
- f. Only comment within an approved area of expertise and authority.

When using Social Media, individuals **MUST NOT**:

- a. Post material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, and sexist. Material must not infringe copyright, constitute a contempt of court or breach a Court suppression order, or be otherwise unlawful.
- b. Use or disclose any confidential or private secure information.
- c. Comment or post any material that might otherwise cause damage to LBP or bring it into disrepute.

In addition when using personal social media, individuals **MUST NOT**:

- d. Imply that they are authorised to speak as a representative of LBP or give the impression that the views expressed are those of LBP.
- e. Use work email address or any organisational logos.
- f. Use the identity or likeness of another employee, contractor or other member of LBP.
- g. Use or disclose any confidential information obtained in your capacity as an employee, volunteer or Committee Member of LBP.

29.6 *Guidance for Navigating Social Media*

The following is offered as general guidance to assist in complying with the obligations set out in this policy.

29.6.1 *Quality*

Quality matters. Use a spell-checker. If you're not design-oriented, ask someone who is and take their advice on how to improve the layout.

The speed of being able to publish thoughts is both a great feature and a great downfall of social media. The time to edit or reflect must be self-imposed. If in doubt over a post, or if something does not feel right, either let it sit and look at it again before publishing it, or ask someone else to look at it first.

29.6.2 *Privacy, confidentiality and information security*

It's perfectly acceptable to talk about work and have a dialogue with the community, but it's not okay to publish information that is confidential, classified or deals with matters that are internal in nature.

29.6.3 *Protect your own privacy*

Privacy settings on social media platforms should be set to allow anyone to see profile information similar to Community House Network Southern Region websites. Other privacy settings, that might allow others to post information or see information that is personal, should be set to limit access. Be mindful of posting information that LBP would not want the public to see.

29.6.4 *Protect others' privacy*

Participants and volunteers should not be cited or obviously referenced without their approval. Never identify participants and volunteers without permission and never discuss confidential information relating to them.

29.6.5 *Be Honest*

LBP believes in transparency and honesty. Nothing gains notice in social media more than honesty - or dishonesty. Do not say anything that is dishonest, untrue, or misleading. Be aware about protecting privacy. What is published will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.

29.6.6 *Copyright*

Copyright protection is free and automatic in Australia and protects the original expression of ideas, not the ideas themselves. The moment an idea or creative concept is documented on paper or electronically it is automatically protected by copyright. There is no official registry or application process for copyright protection. Copyright protection is provided under the *Copyright Act 1968* and is administered by the Attorney-General's Department. Copyright owners use the © symbol with their work. The [Australian Copyright Council](#) provides more information on copyright including international considerations.

Always respect copyright laws and the fair use of copyrighted material. Attribute work to the original author/source wherever possible. It is good general practice to link to others' work rather than reproduce it.

29.6.7 *Intellectual Property (IP)*

Intellectual Property (IP) is a term that describes the application of the mind to develop something new or original. IP can exist in various forms: a new invention, brand, design or artistic creation.

There are various types of IP. Registered IP rights such as trademarks, patents and designs are not granted automatically. An application with IP Australia needs to be lodged and meet specific criteria under the relevant legislation.

Intellectual Property (IP) establishes ownership and exclusive control of an innovation. Many products use the ® symbol to show the trademark is registered.

LBP will comply with all applicable A.C.F.E. or other Victorian government policies in respect to Intellectual Property

When another person other than the owner of the IP rights attempts to exercise the same rights without permission they infringe the IP rights of the owner. Individuals should not use another person's IP without their consent.

29.6.8 *Harassment and bullying*

Policy applies online and in the physical workplace.

Workplace bullying and harassment includes any bullying or harassing comments employees, volunteers and committee members make online, even on their own private social networks or out of office hours.

Abusive, harassing, threatening or defaming postings are in breach of the LBP Policy, and may result in disciplinary action.

All employees, volunteers and committee members are expected to treat their colleagues with respect and dignity and must ensure their behaviour does not constitute bullying and/or harassment.

29.6.9 *Defamation*

Don't publish material that may cause injury to another person, organisation, association or organisation/company's reputation, and seek further guidance before publishing such material. If individuals notice inappropriate or unlawful content online relating to Longbeach PLACE Inc, or content that may otherwise have been published in breach of this policy, individuals should report the circumstances. When speaking about others, make sure what is said is factual and that it does not disparage that party. Avoid arguments. Don't try to settle scores or goad people into inflammatory debates.

29.6.10 *Offensive or obscene material*

Material may be offensive or obscene and may infringe relevant online classification laws if it is pornographic, sexually suggestive, harassing, hateful, racist, sexist, abusive or discriminatory.

29.6.11 *Be the first to respond to your own mistakes*

If an error is made, be up front about the mistake and correct it quickly. When modifying an earlier post, make it clear that this has been done. If someone accuses another of posting something improper (such as their copyrighted material or a defamatory comment about them), deal with it quickly - better to remove it immediately to lessen the possibility of a legal action.

References

1. Charter of Human Rights and Responsibilities Act 2006
2. Information Privacy Act 2000
3. Equal Opportunity Act
4. Department of Justice Social Media Policy
5. Policy tool for Social Media (<http://socialmedia.policytool.net/>)
6. Copyright - IP Australia (<http://www.ipaustralia.gov.au/>)

30 COMPUTER ACCESS

30.1 Purpose

To maintain a computer system that meets the needs of LBP students, tutors and staff.

30.2 Scope

This policy has been developed with the following in mind:

- a. The integrity of the software and data stored must be maintained by not allowing computer viruses or unwanted personnel into the system.
- b. To ensure that staff are not constantly distracted from their work by becoming tutors to people on the computers.
- c. Computers are only available to persons who are familiar with computers.
- d. Users should enquire at reception for details of computer times and self paced learning options; bookings are essential.
- e. Individuals accessing LBP must be paid up members, with a current registration form and proof of identification.
- f. Priority for computer access is given to current LBP Information Technology students.

- g. No Food or Drinks are allowed into the computer room.
- h. Memory sticks can be brought into the computer room/s, but must be checked for viruses first before use.
- i. Paper is available; a charge applies, or student may bring their own.
- j. Internet access is available.
- k. Copyright and IP laws must be adhered to.
- l. Should a computer user experience difficulty with the computer, (eg, hardware breakdown, program crash, etc.) staff must be contacted immediately.

Users should not try to rectify problems by themselves.

- m. Users who cause damage to computers through neglect, or not following instructions or rules will be responsible for the cost of repairs.
- n. LBP reserves the right to refuse individuals computer usage.

31 COMPUTER BACKUP AND RESTORATION

31.1 Overview

All information pertaining to LBP will be stored and backed up, to ensure the continuity of business.

31.2 Scope

Back up of data will include all held on computers, its systems and applications. Restoration of data is to include systems, applications and network devices.

Refer Procedures for Front Desk Backup – and Organisational Backup.

31.3 Staff and Tutors

It is the responsibility of Staff and Tutors to back up their own work.

32 DOCUMENTATION VERSION CONTROL

32.1 Overview

LBP ensures best practice by continually reviewing and updating its documents to meet the demands of the industry.

32.2 Purpose

The purpose of this policy is to define how LBP documentation, policies, procedures, printed brochures and handbooks are reviewed to reflect current business operations.

32.3 Scope

This policy relates to *all* revisions on LBP documentation that may include, but are not limited to:

- a. Course information brochure/sheets
- b. Pre-requisite information
- c. Assessment tools
- d. Educational information supplied by clients
- e. Learning resources
- f. Policies and procedures
- g. Reports
- h. Information arising from meetings

32.4 On-going Version Control

- a. Revisions of internal documents will be sequentially numbered to reflect the version number
- b. All revised documents to be logged in a version control register and on Share Drive
- c. All updated copies are distributed to staff
- d. Annual audit of documents to reflect current procedures

32.5 Revision Procedure

Every document to have a Footer to include:

- a. File name and path
- b. Date created (not automatically generated)
- c. Date last updated/modified
- d. Version Code
- e. Page numbers

❖ Hard Copy of Documents to be kept in "Original Folder".

33 MARKETING PLAN

33.1 *Overview*

To increase community awareness of programs and activities provided at LBP by targeting local businesses and the wider community through:

- a. Building strong and positive relations with the Media.
- b. Investigating sponsorship.
- c. Ensuring organisational charts are kept up to date.
- d. Clearly identifying funding logos.
- e. Updating the Web page with all the correct and relevant material. (Refer Updating the Website Procedure)
- f. Completing Photograph and Advertising Authorization sheets for any LBP publications. (Refer Internal Marketing Protocol Procedures – Authorisation Forms)

33.2 *External Websites*

LBP has information registered on a number of external web sites.

- a. A list of these sites, log in instructions and other requirements are kept in the External Web Sites folder.
- b. Web sites are updated according to details in website folder. (Refer to Procedures Document)

PROGRAMS AND SERVICES

34 DELIVERING PRE-ACCREDITED COURSES

34.1 Moderation and Validation

It is LBP policy that Tutors delivering courses in Pre-Accredited Quality Framework **must attend** moderation and validation sessions over a 12 month period.

34.2 Guidelines

VET providers delivering government funded or nationally accredited programs must report information to the funding authority.

Electronic reports must be uploaded to Skills Victoria Training System (Higher Skills and Education Group) statistical reporting website and must comply with the *Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS)*

35 STUDENT INFORMATION

35.1 Purpose

The aim of this policy is to ensure all participants across all LBP Delivery Sites are given appropriate information upon enrolment.

35.2 Scope

LBP will provide the following information before enrolment:

- a. Selection process
- b. Course content and vocational outcomes
- c. Fee structure
- d. Cancellations/refunds (as per statement in brochure)
- e. Concessions
- f. Attendance requirements
- g. Hardship provisions
- h. Grievance and appeals process
- i. Privacy requirements
- j. Security arrangements
- k. Availability of student resources
- l. Membership fees (as per statement in brochure)

m. Members code of conduct (as per statement in brochure)

Refer Procedures Document - Course Enrolment Form and Group/Activity Enrolment Form

35.3 Student/Course Refund Policy

- a. LBP is not responsible for changes in participants' circumstances. Therefore, courses should be selected carefully.
- b. A refund will be issued if at least five (5) days' notice is given prior to the course start date. An administration fee of \$10 will apply and be deducted from the refund.
- c. In the event that LBP has to cancel a course due to low enrolments, participants will be notified prior to the start date and a full refund will be issued as soon as possible.
- d. If LBP defers a course and the new dates are not suitable, a full refund will be issued.
- e. NO REFUND OR TRANSFER will be available after a course has started (due to our Not-for-Profit status).

Refunds for Course Fees Before the course Start Date	
If LBP Cancels a course	<ul style="list-style-type: none"> • Full Refund due, including refund of membership if no other course/activity has been attended.
All Courses- Fee for service or government funded training courses: If there are more than 14 days before the start date and you notify LBP that you are withdrawing from class	<ul style="list-style-type: none"> • Fees are refunded, less \$10 admin fee
Government Funded Courses: Written notice of withdrawal less than 14 days before the start date	<ul style="list-style-type: none"> • A refund will be issued less an administration fee of \$10 for short courses
Fee for Service Courses: If a student withdraws less than 7 days before start date	<ul style="list-style-type: none"> • No Refund Due
After the course start date	
Fee for Service Courses: If a student withdraws after the start date	<ul style="list-style-type: none"> • No Refund Due
Transferring	
Transferring to another class	<ul style="list-style-type: none"> • Fees apply – please speak to staff