



STRAIT
SUPPORT
Strait Support PTY LTD

EMPLOYEE HANDBOOK





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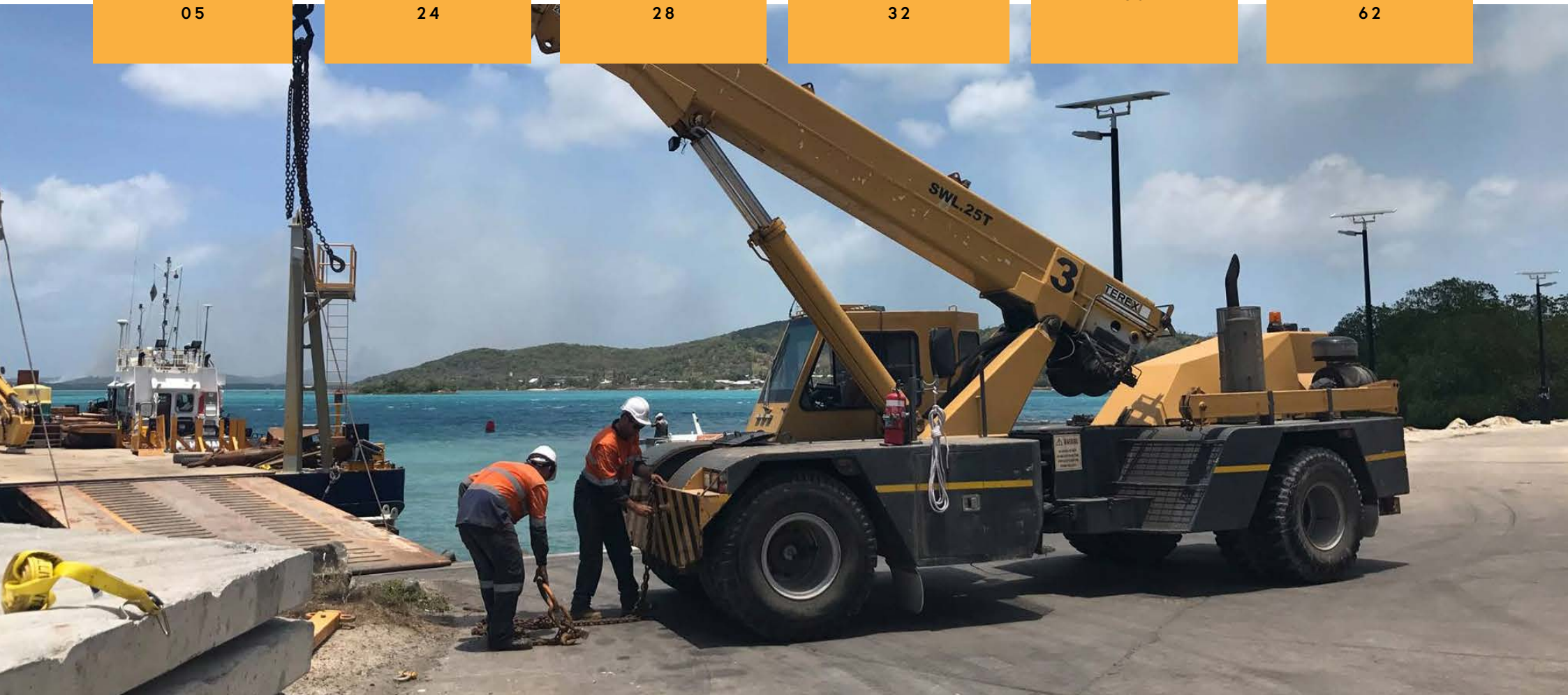
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WELCOME

CONGRATULATIONS ON YOUR APPOINTMENT AND WELCOME TO THE TEAM AT STRAIT SUPPORT.

We are excited that you have decided to join us and look forward to a long, happy and successful partnership together.

Our business is primarily about creating opportunities for Indigenous employment and on the job training to upskill local workforce, whilst delivering exceptional client service. You have been hired because we believe you have the skills to produce work to deliver these high levels of client satisfaction. We want to ensure that your interactions with other Strait Support staff and clients reflects the same values that Strait Support places on people, teamwork, attention to detail and our commitment to superior client service.





SHANE LUI

EL CAPITAN

Captain of the Strait Support ship.

Business owner Shane Lui is the Managing Director and driving force of Strait Support.

Originating from Darnley Island in the Torres Strait, Shane is an accomplished civil plant operator who has dedicated his career to the civil construction industry. He is certified in Civil Construction Plant Operations, Surface Extraction Operations, Fencing, Concreting and has completed Diplomas in Front Line Management and Workplace Health and Safety.

Commencing his career as a plant operator in Brisbane, Shane's ambition drove him to start his own earthmoving business, which operated successfully for ten years throughout Brisbane and Far North Queensland.

After settling into Cairns with his young family, Shane turned his attention to mining and larger civil construction projects. Combining 15 years' experience in the civil construction industry, Shane quickly progressed through the ranks from machine operator to project manager, to site supervisor. Shane excelled in managing the MMG Lawn Hill site to oversee the delivery of a number of Queensland's largest mining projects.

Shane is competent in developing and delivering risk management procedures and protocols and is well versed in on-boarding, mentoring, performance management, upskilling and training to contribute to continuous organisational improvement.

Strait Support is the brainchild of Shane, which combines his two professional goals in life – delivering high quality construction projects and providing improved outcomes for the Indigenous workforce and communities.

Shane is passionate about his Torres Strait roots and is putting that passion to work with a business that is owned by a Torres Strait Islander employing Torres Strait Islanders.



STACEY LUI

BOSS LADY

Harbour Master of the Strait Support ship.

Supporting her husband Shane in the role of 'Boss Lady', Stacey brings an abundance of professional experience and knowledge to the family business and Strait Support ship.

Completing her schooling in Brisbane, Stacey undertook a Double Diploma of Tourism and Event Management enabling her to commence her career in the travel industry. Over the next six years, Stacey refined her administrative, accounting and client relation skills in the domestic and international travel markets working for Peregrine Travel/Backtrack Adventures and Emirates Airlines.

Stacey, Shane and their two young sons made the move to Far North Queensland (FNQ), where Stacey's career progressed in a different

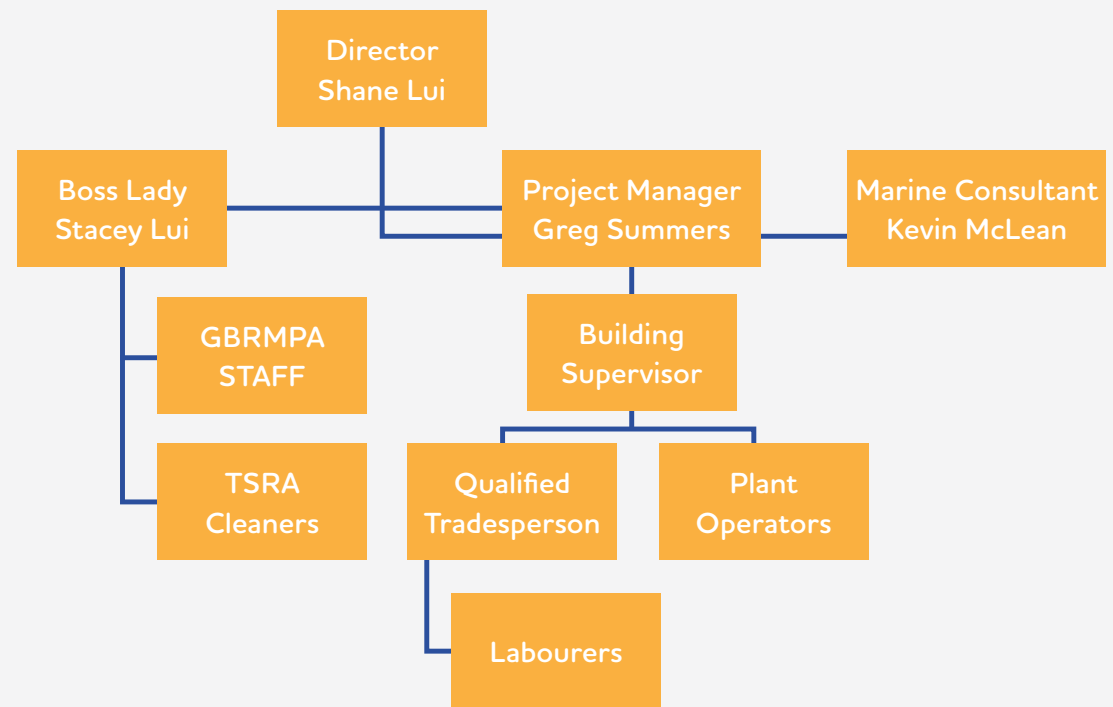
direction. Starting afresh in a new location, she commenced in the public service, working in the FNQ Department of Education and Training office. Stacey wore multiple hats as a Client Service Officer, Field Officer and Event Coordinator for the FNQ Regional Training Awards. In these roles she developed a wealth of knowledge relating to the vocational education and training sector as well as assisted many small businesses with workforce development strategies.

In 2012, Stacey continued her own professional development by completing a Certificate IV in Training and Assessment and Certificate III in Micro Business Operations in 2013.

From here Stacey perused the role of Travel and Tourism teacher with TAFE Queensland. In this teaching role, Stacey was responsible for developing TAFE Queensland Master Product course content, delivery of qualifications ranging from Certificate II through to Diploma level, as well as the multitude of administrative, compliance and reporting tasks.

Stacey brings her effervescent personality and go-getter attitude to Strait Support where she oversees all administrative tasks including recruitment, contract management, accounting, marketing and public relations duties -like a boss.

ORGANISATION CHART





WHAT WE DO

At Strait Support we provide the following products and services to our clients:

- Labour Hire
- Plant & Equipment Hire
- Concreting
- Fencing
- Carpentry Services
- Project Management Services
- UAV Drone Services

OUR CLIENTS

At Strait Support we service many businesses from a variety of industries, we are proud to list the following clients:

- Ergon Energy
- Great Barrier Reef Marine Park Authority
- TSIRC
- Cairns Regional Council
- Pacific Marine Group
- IBIS / CEQ
- WIP Constructions
- Koppens
- Sebenico

MISSION STATEMENT

Strait Support provides employment and training opportunities to Aboriginal and Torres Strait Islander jobseekers in the Torres Strait. We engage with reputable organisations to become a project partner offering various levels of support including the supply of Indigenous labour, plant and equipment hire, coordination of training requirements, through to managing and completing entire civil construction projects.

VISION STATEMENT

Strait Support's vision is to increase long term, sustainable employment and training opportunities for Aboriginal and Torres Strait Islander jobseekers in the Torres Strait, by continuing to grow and becoming the preferred contractor for the Torres Strait.

OUR AIM IS TO BE

- The preferred contractor for all construction works in the outer islands of the Torres Strait;
- A recognised, respected business known for our professionalism and can-do attitude;
- A proud Indigenous business representing the Torres Strait Island communities;
- An employer of choice that jobseekers want to work for
- Strait Support Values:
 - Safety
 - Integrity
 - Respect
 - Results



GENERAL INFORMATION

EMPLOYEE RECORD FILE AND WAGES

When you start work, a file will be set up to contain all information regarding your employment. This file contains your resume, induction training and any subsequent training records, your employee details form, employment contract, performance reviews, any medical certificates, minutes of any discussions held (warnings or otherwise) and any other information regarding your employment.

Personnel records are strictly confidential and are not available to staff for general access. Any instance where an employee is found to have accessed these files without authorisation will be dealt with as a disciplinary matter.

Your wages are paid into a bank account of your choice.

Please advise Boss Lady via email should you wish to change any details, like a change of bank account or email address. It is very important to keep your contact details as well as emergency contact person details up to date at all times, so please ensure you notify us of any changes required as well as the effective date.



HOURS

Strait Support office hours are generally between **8am to 4pm Monday to Friday**.

Field work hours are generally between 6am to 6pm, Monday to Friday. Your required hours will depend on business needs and the requirements of the work you are assigned.

We recommend that you aim to arrive 10 minutes early so you can get yourself organised and be prepared to commence work duties on time.

E.g. If a start time is 7:00am then the expectation is to be on site at 6:50am, ready to commence work at 7:00am.

Consistent lateness may result in disciplinary action.

All battery powered tools should be fully charged and ready to go at the beginning of each shift.

Strait Support prides itself on punctuality and professionalism, therefore being punctual and job ready displays professional behaviour to our workforce and clients.

Paid and unpaid breaks are to be taken at a mutually convenient time that does not interfere with business demands. You are responsible for ensuring that you take your allocated breaks and overtime will not be paid, for forfeiting them unless authorised.





It is your responsibility to ensure that you are aware of your rostered time for starting and finishing work. You are expected to be at your work station and productive at your start time. You are expected to attend and positively participate in any staff meetings or briefing sessions.

We do not support ongoing overtime as part of our standard practice. All employees should be able to complete their role in specified rostered hours. If for any reason you believe you are constantly unable to complete your allocated tasks, please see your supervisor.

TRAVEL

Travel time to and from work will not be paid, however travel time between job locations will be included in your hours and will be paid. Strait Support will issue a casual style polo shirt and encourage employees to wear this whilst travelling to promote the business.

When travel is required from your base to the Torres Strait, Strait Support will book these arrangements and cover these costs. Boss Lady will email you your travel details, please check these documents and advise as soon as possible if any errors have been made.

If changes need to be made, again please inform Boss Lady as soon as possible to reschedule the flights.

If flights have been booked and you fail to make the flight/s without a reasonable excuse, Strait Support reserves the right to recover the costs to change or rebook the missed flights from your wages.



- Adding value and integrity to every interaction
- Being your best with every client
- Discovering new ways to delight those you serve
- Taking care of the client

REMEMBER THIS WHEN YOU ARE DEALING WITH CLIENTS. YOUR BODY LANGUAGE NEEDS TO STAY POSITIVE AT ALL TIMES.

BE RESPECTFUL

All clients are to be treated with respect, even if they're difficult to work with or upset. Cursing, name calling, sarcasm, belittling, shouting, or arguing with a client is never justifiable under any circumstances.

BE RESPECTFUL TO OTHER STAFF

Client service isn't just about your interactions with the client. It's about your interactions with each other. NEVER get into a debate or tell another staff member what to do in front of clients.

BE CONSISTENT

When you make a commitment to a client, always remember to under promise and over deliver. Be consistent in all of your service dealings with clients.

POTENTIAL AND INTERNAL CLIENTS

It is important to remember our potential clients include general public as well as internal clients such as other departments, suppliers and other stakeholders. Whilst these groups may not be immediate clients, it is important to represent the company positively so as not to deter future business. Ensure that you interact in an authentic, professional and respectful manner at all times.

CLIENT SERVICE

Client service means different things to different people. The common thread of client service is putting energy, thought, consideration and enthusiasm into your interactions with clients. Broadly, client service means:

- Doing ordinary things extraordinarily well
- Going beyond what is expected

PERSONAL CONDUCT

YOUR PERSONAL CONDUCT SHOULD BE FULLY CONSISTENT WITH THIS HANDBOOK AND THE VALUES AND CULTURE OF OUR BUSINESS.

All contact with internal and external parties should be handled professionally and courteously. Do not use inappropriate or offensive language at any time either in verbal or written form. Inappropriate or offensive language includes, but is not limited to, any language or content that is sexually oriented or suggestive, abusive, harassing, defamatory, vulgar, obscene, profane or hateful.

Examples of unacceptable behaviour includes behaviour which:

- Negatively affects your own or another performance or has the potential to do so
- Is fraudulent
- Embarrasses or threatens the reputation of the business
- Could result in you being charged and/or convicted of criminal offence
- Contravenes your obligation as an employee as outlined in your contract, job description, this handbook and company policies and procedures.
- Not complying with any reasonable lawful directive given by a supervisor or Manager

CONFIDENTIALITY

At all times remember:

- Our clients require privacy and confidentiality from our services.
You will not disclose any information regarding other parties
- You will not disclose any information regarding client conversations overheard

Strict disciplinary action will be taken should any staff member be found to be breaching client confidentiality.

Your position will involve disclosure of proprietary information and confidential information. You therefore will agree to regard and preserve as confidential during and after the term of your employment, all such information and any other information that could reasonably be regarded as confidential pertaining the Employer, obtained by you from whatever source.

Any employee who is uncertain whether something is confidential should presume that it is.

While it is not practicable to exhaustively define the term, 'confidential information' it includes (but is not limited to):

- Documents which are prepared for internal use no matter how generated, formal or informal, and whether stored in printed form or electronically



- Commercially sensitive documents relating to sales, products or merchandising for example: client lists, pricing, promotional strategies, margins, sales techniques, designs, computer software
- Records and other information regarding internal procedures, processes and systems, salaries and benefits
- Information obtained verbally whether in formal meetings, during discussions or in any other way.

EMAIL AND INTERNET

**Personal use of the Internet is not allowed during work periods.
Downloading is prohibited.**

Please be reminded that any emails sent from your work email account (including emails of a personal nature), you are sending as a representative of our business. The following restrictions apply to all computer and communication systems:

- Computer users must not violate the rights of any person or information source that is protected by copyright, trade secret, patent or other intellectual property, or similar laws and regulations. This includes, but is not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use
- Computer users must not use the organisation's computing services to engage in procuring or transmitting material that is in violation of sexual harassment, bullying or anti-discrimination legislation or is likely to be offensive to a reasonable person

Please remember that the employer can access emails on the employer's email system at any time. This means that your emails from your work account are not private. Ensure that you keep personal emails to a minimum. You may be subject to disciplinary action for inappropriate emails sent within the employer's system. This also includes emails on other devices – including tablet computers and mobile phones.





FOLLOW



Please do not download 'apps' on your work mobile phone that are not applicable to your work. At any stage the employer can monitor the information stored on your business mobile phone – including apps, messages and phone logs.

At no stage should you send on 'forwarded' joke emails. These pose a threat to our system for viruses and are not appropriate for the workplace. If you are found to be forwarding these emails you may be subject to disciplinary action.

Behaviour that is unlawful will be reported to the appropriate authorities and any breaches of policies and procedures will be subject to disciplinary action.



SOCIAL MEDIA

Before engaging in social media as a company representative, you must become authorised to comment. Adhere to the Terms of Use of the relevant social media platform/website, as well as copyright, privacy, defamation, contempt of court, discrimination, harassment and other applicable laws.

PERSONAL USE OF SOCIAL MEDIA

This policy does not intend to discourage nor unduly limit your personal expression or online activities.

Your personal use of social media should be consistent with your duties as an employee, your employment contract and be in the best interests of the company.

You are personally responsible for the content you publish in a personal capacity on any form of social media platform. When in doubt, you should seek guidance from your manager on how to comply with the following obligations.

You must not:

- Post material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes a contempt of court, breaches a Court suppression order, or is otherwise unlawful
- Imply that you are authorised to speak as a representative of the company





- Post information about work, clients or clients or co-workers
- Post any form of confidential information – including information on your pay rate, work duties, performance reviews, performance management conversations or any other detail that may be considered confidential
- Make any comment or post any material that-might cause damage to our reputation - this includes making disparaging comments about the workplace including your co-workers, clients and suppliers
- Post any information or image in connection with the workplace without written authorisation

Behaviour that is unlawful will be reported to the appropriate authorities and any breaches of policies and procedures will be subject to disciplinary action up to and including termination of employment.

MOBILE PHONES

We understand the importance of mobile phones for security purposes and for urgent contact by family and other close, personal contacts. However, general, non- urgent personal mobile phone use is distracting and is to be limited during working time.

During work, or in any work-related setting, mobile phone use is subject to the standard expectations of employee conduct. In particular, you should pay careful attention to your volume and be considerate of those working nearby. This requirement applies whether or not the phone is your personal mobile phone or a company issued mobile phone.

If you receive work related information to your mobile phone, ensure that the data is kept private. Any loss of a phone must be reported immediately if your phone has any work related data on it.

It is a breach of company confidentiality policies to use your mobile phone to take photos of sensitive data. Ensure that if you are taking photos that you have permission to take photos of the subject.

Mobile phone usage must be in line with all other policies. Ensure that your content and conduct is appropriate for the workplace. Conduct refers to the content of messages, verbal comments, emails and any other form of communication. Inappropriate conduct refers to messages or communication that may be perceived by the receiver as discriminatory, bullying or harassing, or that may breach their privacy. We prohibit the use of mobile phones whilst driving.

COMPANY SUPPLIED MOBILE PHONES

All mobile phone accounts are monitored and the users shall be responsible for the use and explanation of call charges if requested. You must use and care for the phones in your possession in a responsible manner. Breakages, damage or loss of equipment may lead to the need for reimbursement of any associated costs, in relation to the repairs or replacement of the affected equipment.

All users must accept full responsibility for using their Company mobile telephone in an honest, ethical, safe and legal manner and with regard to the rights and sensitivities of other people.



STRAIT SUPPORT ISSUED DEVICES

Strait Support may issue you a device to carry out iCompliance WHS tasks. This device remains the property of Strait Support at all times, however once issued to an employee, the employee is responsible for the proper use, care and maintenance of the device and must:

- keep the device protected at all times with a secure passcode & provided case
- keep the device in a safe location and know it's whereabouts at all times. Strictly no lending of device to anyone else;
- not use the device for any unlawful activity, personal financial gain, or for commercial purposes not authorised by or under the auspices of us;
- keep private use to a minimum;
- charge the device every night in preparation for use on site the next day;
- report any faults or damage to device and any theft or loss immediately to Shane Lui;
- return the device in good working order when requested

KEYS FOR THE PREMISES

- You may be issued with keys, security devices and codes at the discretion of Management.
- Keys, security devices and codes must not be given or loaned to unauthorised Employees or other people.
- Lost keys or other entry items are to be reported immediately. Failure to do so jeopardises our security.
- Keys and other security devices must not be copied under any circumstances.
- During business hours, please be aware of any non authorised persons who enter staff only areas. It is the responsibility of all staff members to question unauthorised persons they encounter to ensure they have permission to be on-site.
- Failure to follow this Policy may result in disciplinary action.



PURCHASES

Please obtain correct approval before making any purchases.



REIMBURSEMENT OF EXPENSES

Strait Support will reimburse employees for pre-approved expenses properly incurred by employees in relation to performance of their duties. Reimbursement will be subject to employees providing receipts or other evidence of payment and of the purpose of each expense. Please ensure you seek approval for these expenses prior to submitting your reimbursement request.





STAFF ATTENDING EXTERNAL WORK RELATED FUNCTIONS

You are reminded that when attending industry functions or events, or escorting or accompanying clients/stakeholders, you are expected to remain sober and in control at all times.

REPRESENTING THE COMPANY OUTSIDE OF WORK

As important as it is to maintain an exemplary standard of Client Service while at the workplace, whilst you are in uniform and in public you are still representing the company and are expected to conduct yourself in a respectable manner. As members of the public will still recognise you as an employee of this company you must still maintain the Client Service standards expected of you to encourage a positive image of the company.

ASSOCIATION MEMBERSHIPS

All memberships paid for by the Company will remain with the company should your cease employment.

COMMUNITY ACTIVITIES

We recognise that employees may from time to time wish to participate in political activity and/or serve in public office. Such activities will not generally create difficulties but the following points should be considered:

- You should ensure that where any non-business activity is likely to involve a substantial commitment of time, it does not impact on your ability to satisfactorily perform their assigned duties and responsibilities
- Where the outside activity involves service as a member of local government or other political activity, there should be no specific or implied company endorsement of such activity

OTHER EMPLOYMENT

Any secondary employment must take second priority to all existing job requirements. You will be subject to rostering demands as appropriate to the positions. There will be no discrimination against employees pursuing outside interests.



SMOKING

Exposure to environmental tobacco smoke (passive smoking) is considered a potential health risk. Our workplace is smoke free.

For those employee's that smoke, it is only permitted during normal designated meal breaks and rest periods. Employees who disregard this may be subject to disciplinary action. When smoking, please ensure you remove your cigarette butts and dispose of them appropriately in the bins provided.

Queensland law requires that smoking is not permitted in an enclosed area, dining areas or within five (5) metres of any non-residential entrance. Smoking is not permitted at medical facilities. In consideration for other staff you must ensure that there is no smoking residue on your breath or clothing before returning to work and always wash your hands after smoking.

When smoking, ensure you remove yourself from other people.



THE NOISE FACTOR

Where appropriate music may be played on outdoor sites, however please ensure you respect others with the choice of music (language) and level it is played. Music should not interfere with the ability to communicate on site.

UNIFORMS

The appearance of employees reflects the image of our company and has a significant impact on the way we are viewed by clients, employees and the general public. We aim to provide our employees with comfortable and professional uniforms that project a good image and comply with Workplace Health and Safety guidelines.

Staff are expected to arrive at work in a clean uniform. Uniforms may be worn to and from the workplace however should you wish to socialise after work please ensure that you change out of work clothes.



OFFICE EMPLOYEES

Office employees are expected to dress smart casual during work hours. All office employees will be given an optional uniform consisting of a polo or blouse. Bottoms may include neat jeans, slacks or skirt. If not wearing the Strait Support uniform, office employees must dress in a neat and well-presented manner at all times.

OUTDOOR JOB SITES

All field work employees must wear high visibility clothing at all times. Strait Support will supply all outdoor staff options for high visibility uniform consisting of polo and/or long sleeve shirts as well as safety glasses. Employees are to wear their own shorts or pants. Some clients will require long pants onsite, however employees will be notified when this is the case.

Employees are also required to wear steel capped boots at all times as this is a safety requirement. Boots are the employee's responsibility, therefore if you have any issues with obtaining these, please see Shane Lui immediately, as you may not be allowed on site. All staff are encouraged to wear a hat and sunscreen when working outdoors.

SUPPLY AND PURCHASING

Employees will be supplied with uniform when they commence employment. Uniforms may need to be ordered in, therefore, employees will dress as per instruction from management until a uniform is distributed. Employees may purchase additional uniforms at cost price. New uniforms will be issued to staff when required at management's discretion. When an employee leaves the company, they are required to give all issued uniforms back.



Employee's responsibilities include:

- Treat the uniform with care
- Wear the uniform at all times during work hours
- Ensure that the uniform is kept clean and presentable
- Ensure you present yourself in an appropriate style
- Ensure your attire does not present any safety issues
- Follow all grooming and hygiene requirements

JEWELLERY

For safety reasons, those in field roles, must abide by the following: all jewellery must be conservatively styled:

- Rings can get caught in machinery and it is preferred they are not worn at work
- A simple watch may be worn
- No dangley earrings that may get caught in machinery
- No large necklaces or chains that may get caught in machinery.
- No bangles or armbands are permitted
- Body/facial piercings must be removed



OUTSIDE OF WORK BEHAVIOUR

While all employees of the business have a right to privacy, criminal or otherwise inappropriate conduct occurring outside the workplace and negatively impacting on the business, may result in a disciplinary action or a requirement that the particular private conduct cease. Examples of such conduct include, but are not limited to:

- Criminal offences such as stealing, or other dishonesty relating to cash or goods;
- Violence, harassment or discrimination towards other employees, that occurs outside of the workplace, and not during working hours;
- Conduct that gives rise to a material risk of damage to an employer's interests, even if there is no actual damage in the particular case;
- Brings the company into disrepute;
- Is incompatible with the employee's duty of good faith;
- Damages the relationship between employer and the employee, or other employees.

PRIVACY POLICY

Our business collects information about people and their organisation as part of our day to day business activities.

Remember that having access to people's personal information comes with responsibilities, such as using the information only in ways that they expect and ensuring that it is stored securely and destroyed securely as and when required and authorised.



PURPOSE

Strait Support is committed to providing quality services to you as an employee and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

POLICY

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone numbers, bank details, super details.

This Personal Information is obtained from your employee forms and documentation provided. We collect your Personal Information for the primary purpose of your employment. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.



THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.



SECURITY OF PERSONAL INFORMATION

Your Personal Information is stored in a manner that reasonably protects it from misuse, loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

ACCESS TO YOUR PERSONAL INFORMATION

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Strait Support will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.





MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy please contact us at:

info@straitsupport.com

0403 577 495.



ACCOMMODATION FACILITIES

Please keep your accommodation as well as the kitchen and bathroom areas clean at all times. You should be mindful that these are public areas and you should be respectful to others by always cleaning up after yourself. If you use dishes, wash them after use.

If there are any issues with your accommodation or the facilities, you should notify Shane Lui immediately.



CODE OF CONDUCT POLICY

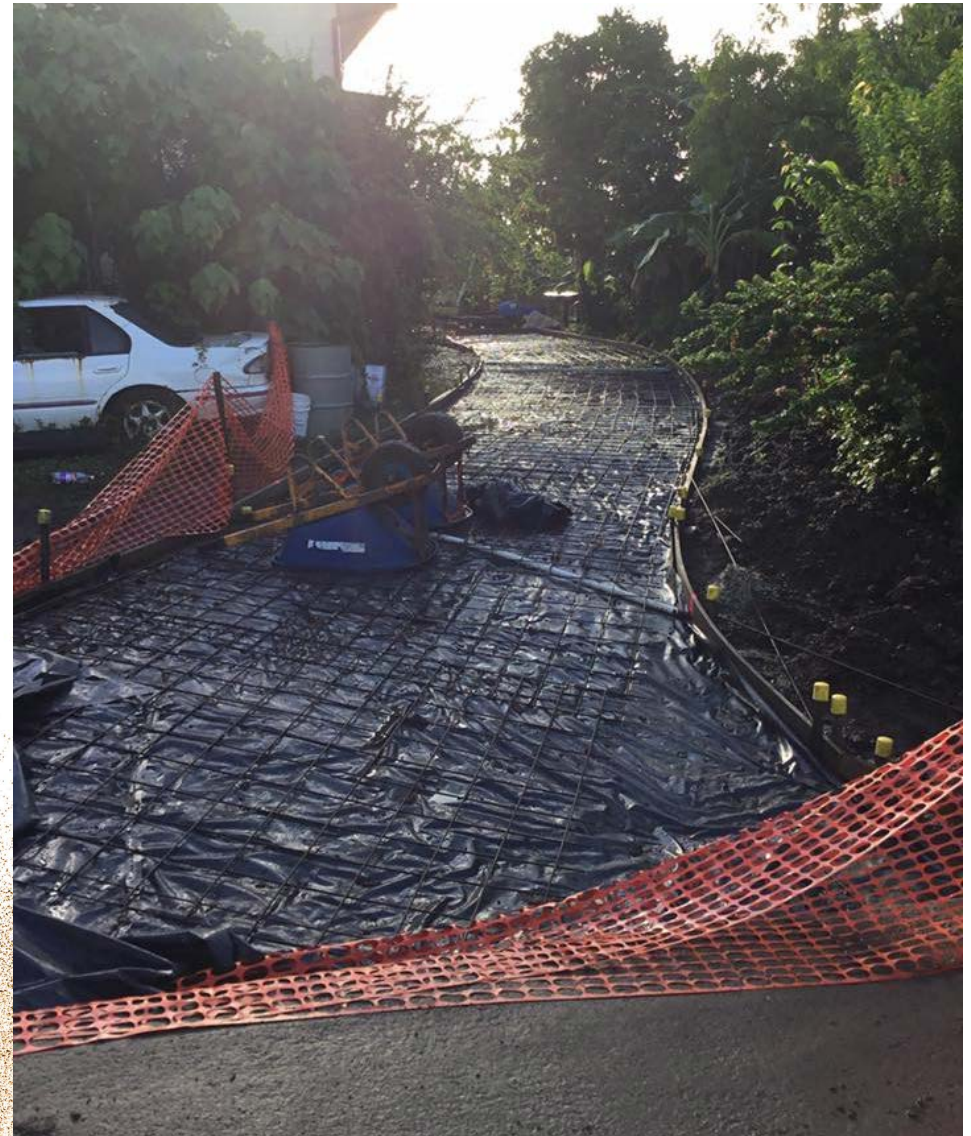
Our employees contribute to the success of our organisation and that of our Clients. Strait Support fully endorse that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the Business, our Clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

POLICY

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, Clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers
- Avoid apparent conflict of interests, promptly disclosing to a Strait Support manager, any interest which may constitute a conflict of interest





- Promote the interests of Strait Support
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment with Strait Support and/or our Clients
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances may employees offer or accept money in relation to work purposes
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Strait Support expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the Managing Director Shane Lui.

This policy will be regularly reviewed by Strait Support and any necessary changes will be implemented by Shane Lui.



WORKPLACE CONDUCT

SEXUAL HARASSMENT, DISCRIMINATION AND WORKPLACE BULLYING IS UNLAWFUL. SHOULD AN INCIDENT OR BEHAVIOUR OCCUR WHICH IS NOT ACCEPTABLE TO YOU, IMMEDIATELY INFORM THE PERSON THAT THEIR BEHAVIOUR IS NOT ACCEPTABLE (IF PRACTICAL) AND/OR REPORT IT TO YOUR SUPERVISOR /MANAGER. ALL REPORTED INCIDENTS WILL BE FULLY INVESTIGATED.

SEXUAL HARASSMENT

Sexual harassment is unwelcomed and unsolicited conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated.

Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated that the conduct would offend, humiliate or intimidate the other person.

Sexual harassment does not have to be directed at a particular individual to be unlawful. Behaviour which creates a hostile working environment for other Employees can also be unlawful.



Sexual harassment covers verbal and physical behaviour of a sexual nature, which is unwelcome, uninvited or not reciprocated.



Unlawful harassment occurs when a person is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under anti-discrimination or human rights legislation.



Harassment may include behaviour, comments or images that a reasonable person would consider to be offensive, humiliating, intimidating or threatening.



Bullying is repeated unreasonable behaviour that results in the less favourable treatment of a person or a group of persons, by a person or group in the workplace. Bullying may be defined as the activity of repeated, behaviour intended to hurt another person, physically or mentally. (Reasonable management action is not bullying).



Unreasonable behaviour is behaviour that is offensive, humiliating, intimidating, degrading or threatening and which may cause distress to an individual.





BULLYING

Bullying is repeated, unreasonable behaviour directed towards an individual or group that creates a risk to health and safety. Unreasonable behaviour means behaviour that a reasonable person, having regard to all the circumstances, would perceive as victimise, intimidate, humiliate, undermine, degrade or threaten.

Workplace bullying is a risk to health and safety. It can occur wherever people work together in all types of workplaces. It is best dealt with by taking steps to prevent it from occurring, and responding quickly if it does occur. The longer the bullying behaviour continues, the more difficult it is to address, and the harder it becomes to repair working relationships.

Examples of behaviour that constitute bullying include, but are not limited to:

- Behaving aggressively.
- Teasing or practical jokes.
- Pressuring someone to behave inappropriately.
- Excluding someone from work-related events.
- Unreasonable work demands.



Examples of behaviour that constitute sexual harassment include, but are not limited to:

- Physical contact such as pinching, touching, grabbing, kissing or hugging.
- Staring or leering at a person or at parts of their body.
- Insults or taunts of a sexual nature.
- Sexual jokes or comments.
- Requests for sexual favours.
- Persistent requests to go out, where they are refused.
- Sexually explicit conversations.
- Intrusive questions or statements about a person's private life.
- Displays of offensive material such as posters, screen savers, Internet material etc.
- Accessing or downloading sexually explicit material from the Internet.
- Suggestive comments about a person's body or appearance.
- Sending rude or offensive emails, attachments or text messages.
- Inappropriate advances on social media sites.

REASONABLE MANAGEMENT ACTION

Reasonable managerial actions such as disciplinary action, work directions and orders, and allocation of work in compliance with business needs and systems do not constitute bullying.

Performance counselling is a necessary part of ensuring that meet standards of work performance and behaviour.

COMPLAINT HANDLING

investigated promptly, confidentially and impartially. Harassment complaints can be lodged informally or formally. If you believe that you are being harassed/bullied, there are a number of important steps you should take:

- Report the behaviour to a trusted manager
- Keep your complaint
- If you make a complaint of workplace harassment/bullying it will be taken very seriously and will be dealt with empathetically and in a confidential manner. The complaint will be dealt with in accordance with legislation. You will not be victimised or treated unfairly for making a complaint.

Before initiating the grievance procedures, complainants are encouraged to try to resolve any grievance directly with the person/s concerned. If this is not possible or appropriate, the complainant should lodge a formal grievance with management in writing. Once a grievance has been received, management will seek to resolve the matter.

DISCRIMINATION

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, religion, race or disability. Discrimination can occur:

Directly, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law.

- A person is asked at a job interview whether they have children. When they tell the interviewer that they have four children, the interviewer makes a remark about the person needing a lot of time off work if the children are sick, and says that the person won't be suitable for the position.

Indirectly, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law.

- An employer has a policy of not letting any staff work part-time. (People with children or family responsibilities could be disadvantaged.)





Protected personal characteristics under Federal discrimination law include:

- a disability, disease or injury, including work-related injury
- parental status or status as a carer, for example, because they are responsible for caring for children or other family members
- race, colour, descent, national origin, or ethnic background
- age, whether young or old, or because of age in general
- sex
- industrial activity, including being a member of an industrial organisation like a trade union or taking part in industrial activity, or deciding not to join a union
- religion
- pregnancy and breastfeeding
- sexual orientation, inter-sex status or gender identity, including gay, lesbian, bisexual, transsexual, transgender and heterosexual
- marital status, whether married, divorced, unmarried or in a de facto relationship or same sex relationship
- political opinion
- social origin
- medical record
- an association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability. It is also against the law to treat someone unfavourably because you assume they have a personal characteristic or they may have it at some time in the future.

LEAVE POLICIES

LEAVE ENTITLEMENTS

- Full time employees are entitled to four weeks annual leave and ten days personal/carer's leave per annum
- Part time employees are entitled to the above pro-rata
- Casual employees are not entitled to any paid leave

Leave must be approved in advance with the exception of sick leave or special leave where absences cannot be anticipated.

ANNUAL LEAVE

All planned leave will be taken at a mutually agreed time. You are required to provide a minimum of 4 weeks' notice for time off, failure to do so may result in the leave not being approved.

Any requests for planned leave should be initially discussed with your direct supervisor and then submitted via the WorkZone app if necessary (part time and full-time employees only).



Casual staff who take time off without seeking prior approval from management should not assume that their job will be available on their return.

LEAVE WITHOUT PAY

Approval of leave without pay is at the discretion of management. An application detailing the amount of time and the reason for the leave should be submitted for approval.

PERSONAL LEAVE (SICK AND CARER'S LEAVE)

We require that a Doctor's certificate be presented for sick leave of two or more consecutive days, although one may be requested at any time.

When calling in sick, as much notice as practicable is to be given and at all times, unless there are extenuating circumstances please ensure that you call in directly to your supervisor personally. Sick leave may not be approved if people call in on behalf of you and you may be subject to disciplinary action.



COMPASSIONATE LEAVE

All employees are entitled to two days of compassionate leave to spend time with a member of their immediate family or household who has sustained a life-threatening illness or injury.

Compassionate leave may also be taken after the death of a member of your immediate family or household. Full and part time employees will be paid at the base rate for this time.

An employee may take compassionate leave for each occasion as:

- a single continuous two day period; or
- two separate periods of one day each



EMPLOYEE NOTIFICATION REQUIREMENTS

When taking personal leave (including carer's and compassionate leave), please let us know as soon as possible the period of leave or expected period of leave. Please also provide the reason for leave. The employee is not entitled to the leave if they fail to provide either:

- notice (as soon as practicable); or
- evidence (when requested) that would satisfy a reasonable person

PARENTAL LEAVE

Full-time, part-time and casual employees can take unpaid parental leave if:

- You are responsible to care for a newborn or newly adopted child
- You have (or will have) at least 12 months service before the date

of birth or adoption

- If you are a casual you have been on a regular and systematic basis for at least 12 months and have a reasonable of ongoing employment

When applying for parental leave you must give at least 10 weeks, or, if they can't give 10 weeks' notice, as soon as possible. Please also provide in writing your expected dates of leave.

Please then confirm the leave dates at least 4 weeks before your leave is due to start (unless it's not possible).

You may be required, for our records, to provide evidence of the expected date of birth or adoption. Evidence includes a medical certificate or statutory declaration.

WHILE ON LEAVE

While on unpaid parental leave, you should not undertake any activity that is inconsistent with your employment contract and you must remain the primary carer of your child.

COMING BACK FROM LEAVE

Please keep us up to date with your return date and when you will return to your position. You have the option to request part time work (which must be in writing) and we will consider your request and respond to you.

DAD AND PARTNER PAY

Dad and Partner Pay is a new payment for dads or partners caring for a new child (including adopting parents and same-sex couples), available under the Paid Parental Leave scheme. If you are an eligible working dad or partner, you can get up to two weeks of government-funded pay at the rate of the National Minimum Wage when you're on unpaid leave from work or are not working.

You must apply for the leave following normal procedures.

To access this scheme, please see the Department of Human Services Website. www.humanservices.gov.au

FAMILY AND DOMESTIC VIOLENCE LEAVE

All employees (including casuals) are entitled to 5 days unpaid leave for any family and domestic violence matters which prevents them from attending work. Family and Domestic Violence Leave is available in full at the start of each 12 month period of the employee's employment.

The leave does not accumulate from year to year. The employee must give their manager notice of taking of leave as soon as practical. In order to maintain confidentiality, the reason for the leave will just be recorded as "unpaid leave".





PERIODS OF STAND DOWN

In the case of a cyclone or natural disaster, we may be forced to stop trading. In these circumstances, over which we have no control, when the business temporarily ceases operation and a stoppage of work has occurred, this is called a 'stand down'.

This is in accordance with section 524 of the Fair Work Act 2009 (Stand down provisions).

During a period of stand down an employer is not required to pay an employee for the stand down period however our policy is to automatically pay annual leave so that you are not without pay during a difficult time. If you do not want to use annual leave in these circumstances and would prefer unpaid leave, please contact us in the event of a stand down.



EMPLOYEE DEVELOPMENT

PROBATIONARY REVIEW

All permanent staff members are subject to a probationary period, which is outlined in your letter of offer.

This process ensures both you and the employer are able to clarify responsibilities and roles, agree on standards of performance, plan work and provide feedback.

Within the first month it is expected the basics of your role should be under control, you should be exhibiting strong ownership of the role and competence across everyday tasks. During this process you will also have an opportunity to communicate with management how you feel you are performing within the guidelines and budget timeframes given for your role.



PERFORMANCE REVIEW

The performance review process is an ongoing process. It should include informal and formal reviews throughout the duration of the employee's performance. Strait Support encourage a two-way process, that is, employees can also give management feedback on performance.

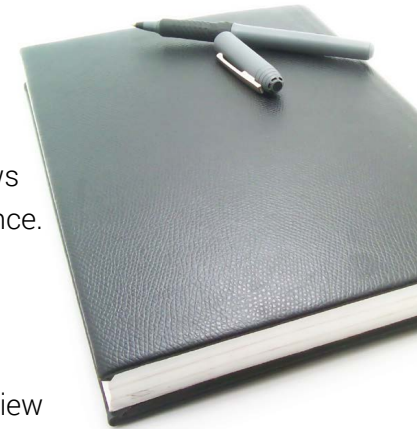
All employees will undergo a formal performance review with their immediate managers at least once a year.

The objective of a formal review of performance is to:

- Assess a staff member's performance against established objectives
- Identify needs and opportunities for staff and career development
- Assess the job description for the role to ensure currency

PERFORMANCE REVIEW PROCEDURE

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





TRAINING

Each new employee will be required to complete the induction training relevant to his or her position. Training needs will be identified by:

- direct requests from the staff member
- as identified on a traineeship training plan
- when new laws or procedures come in or when new equipment is introduced
- at the time of annual staff reviews

As an employee you are also expected to take control of your career and be proactive in your development. Please see your supervisor if you identify any other training that relates to your role that you would like to do. It is your responsibility to obtain and learn as much as possible about your role and to use any knowledge gained in training to the business advantage.

PERFORMANCE MANAGEMENT

Strait Support has implemented a performance improvement policy which outlines procedures for under performance.

Any violation of the general rules and regulations will result in disciplinary action being taken. As an employee you are expected to meet standards of performance in both quality and quantity of work, respect the rights and property of others and abide by all rules and regulations.

Failure to meet such standards or performance conduct may result in disciplinary action. To ensure fair and equal treatment of all employees the following disciplinary procedures are designed to be progressive in nature.

In all cases disciplinary action will depend upon:

- The circumstances surrounding the offence
- The seriousness of the offence



In cases of substandard performance or misconduct a meeting will be held to identify the performance issue. The employee is entitled to have a witness present at this meeting and will be given the opportunity to state their point of view. A performance plan will be put in place with agreed standards to be attained and timeframes.

Consequences of failing to achieve the agreed on standards will be clearly outlined at this meeting to the employee. This may include further training, changes in responsibilities or termination of employment.

Documentation highlighting what was discussed at the meeting will be produced and signed by those parties who attended the meeting with a copy being provided to the employee and a copy for personnel file notes.

All counselling, retraining and warnings will be noted on the employee's file on the progressive discipline form. A verbal warning shall remain in force for a period of twelve months. First written warnings and final written warnings will remain in place for a period of twenty-four months each.

EMPLOYER PROPERTY

Immediately upon resignation or termination of your employment for any reason or when otherwise directed by the employer, you must return all employer property in your possession or control, including, but not limited to, mobile phones, computers, keys, data storage devices, cards, documents, diaries, records and papers.

DISCIPLINARY ACTION

Disciplinary action (including termination of employment) may take place should a person commit any one or more of the following offences:

- Wilful or deliberate behaviour by an employee that is inconsistent with the continuation of the contract of employment; and the reputation, viability or profitability of the employer's business.
- Theft or attempting to steal property from the company, any employee of the company or any of the company's client
- Wilful destruction of the company or company's clients' property
- Harassment of employees or company clients,
- Fighting or exhibiting violence
- Intimidating, bullying or threatening other staff members
- Making false statements about any employees, the company or the company's products or services
- Leaving work before the end of the shift without approval
- Repeatedly arriving late for work
- Offering gratuitous supplies to staff, on or off duty (both parties will be dismissed)
- Reporting for work whilst under the influence of alcohol, narcotics or other debilitating substances
- Deliberately working slowly, suspending work and/or restricting output whilst on duty
- Downloading on work computers or bringing into the workplace pornographic materials
- Possession of firearms, explosives or illegal items
- Not observing safety and environmental policies





WORKPLACE HEALTH AND SAFETY POLICY

PURPOSE

This policy along with Strait Support's online WHS Management System (iCompliance) contributes to providing and maintaining a safe and healthy workplace for all workers (including contractors) as well as clients, visitors and members of the public.

POLICY

GOALS

- To provide a workplace that is free from risks to health and safety by implementing the highest possible standards to protect workers' health, safety, mental and social wellbeing.
- To engage and consult with all workers and others affected by our business or undertakings to ensure hazards are identified and the risks associated with them removed or reduced to the greatest degree.
- To create a workplace environment where workers and others affected by our business or undertakings are encouraged and supported to raise health and safety issues and help reduce and manage them.





OBLIGATIONS

Management is firmly committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of employees, contractors, authorised visitors, and anyone else who may be affected by our business or undertakings.

We are committed to ensuring we comply with the Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011, relevant Codes of Practice and relevant Australian Standards.



RESPONSIBILITIES

MANAGEMENT

Management will ensure, as far as is reasonably practicable, the health and safety of:

- all workers engaged, or caused to be engaged by us
- all workers whose activities in carrying out work are influenced or directed by us
- other people, by ensuring they are not put at risk from work carried out as part of our business undertakings.

We will also:

- provide and maintain a work environment free from risks to health and safety
- provide and maintain safe plant (equipment), structures and safe systems of work
- ensure the safe use, handling and storage of plant (equipment), structures and substances
- provide adequate facilities for the welfare of workers in carrying out work
- provide any information, training, instruction or supervision that is necessary to protect all people from risks to their health and safety arising from work activities
- ensure that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from our business
- consult with workers on all matters relating to health and safety



WORKERS

While at work, our workers must:

- take reasonable care for their own health and safety
- take reasonable care that what they do, or what they do not do, does not adversely affect the health and safety of other people
- comply (so far as they are reasonably able to) with any reasonable instruction given by management
- co-operate with any reasonable policy or procedure for work health or safety that has been communicated to them
- not misuse or interfere with anything provided for work health and safety
- report all incidents and near misses immediately, no matter how trivial

- engage in consultation with management to identify, assess and control hazards and the effectiveness of such controls
- report all known or observed hazards to their supervisor or manager.

Strait Support demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position. We seek the co-operation of all workers, contractors, visitors and others whom may be affected by our business or undertakings.

We encourage and support suggestions to create a safe working environment as a result of all possible preventative measures being taken.

This policy applies to all business operations and functions, including those situations where workers are required to work off-site.

DRUGS AND ALCOHOL POLICY

We recognise alcohol and drug dependency as a treatable condition. If you suspect you have an alcohol or drug dependency, you are encouraged to seek advice and to follow appropriate treatment before it results in job performance problems.

Where an employee requests help in overcoming that dependency or because of involvement in rehabilitation effort they will be provided with appropriate assistance, support and access to intervention programs without jeopardising their employment. However, if you have had, or are found to have a substance abuse problem, you will not be permitted to work in designated positions identified by Management as being critical to the safety and well-being of our employees or clients.

If you suffer from alcohol or drug dependency and you have failed to advise management and seek rehabilitation assistance or if rehabilitation is not working and you fail to meet the requirements of the job, appropriate disciplinary action up to and including termination of employment will take place.

ZERO TOLERANCE

Drug testing may occur at any given time during your employment. All employees are strictly prohibited from working whilst under the influence of any drug or alcohol, or possess any paraphernalia unless in the case of a medical condition in which the medication is prescribed.

Any employee who believes another staff member is a risk to his/her own or another's safety should advise Management in confidence. Staff

are required to immediately report a breach of this policy to either their manager or supervisor. All employees have a duty of care to maintain health and safety conditions for themselves, other staff and client alike. Management will then take appropriate action, based on his/her assessment of the situation.

Confidentiality will be maintained in all matters relating to the rehabilitation and counselling, employment arrangements of individuals.

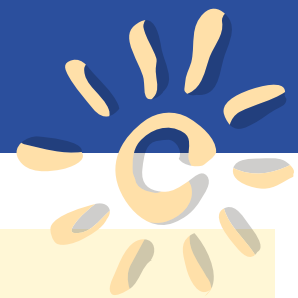
WAIVER OF PROHIBITION

We may waive the prohibition on the consumption of alcohol in certain circumstances such as for special functions, Christmas parties etc. In the event that we waive the general prohibition on consumption of alcohol, the following restrictions continue to apply at all work-related functions:

- Consume alcohol in a responsible manner;
- Uphold an appropriate standard of behaviour at all times. Inebriation will not be accepted as an 'excuse' for misconduct;
- Outside of the workplace, employees must not drive any vehicle if they have consumed over the legal limit of alcohol or drug (being any drug that could impair the ability to safely operate the vehicle). Workplace participants who do not have a means of transport should advise their supervisor or manager in order to arrange transport if at a workplace function.



Sun Safety



FIT FOR WORK

The Employer is committed to providing a place of work and systems of work which minimise risks arising from lack of fitness for work.

RESPONSIBILITIES

Managers and supervisors:

- Take measures to help Workers maintain alertness while working
- Increase awareness in the workplace about fitness for work
- Identify signs of Fatigue or other factors which could influence fitness for work
- Devise shift timetables to take account of the need to minimise Fatigue
- Provide support for effective management of fitness for work



Workers:

- Report problems with fitness for work
- Contribute to the assessment of risks
- Contribute to the design and implementation of control measures, and comply with such measures
- Manage individual factors which affect fitness for work (e.g. ensuring adequate rest between shifts, control Alcohol and Drug use)
- Ensure they are able to carry out their duties in a safe manner, unimpaired by Fatigue, Drugs or Alcohol

For Outdoor Work

- A hat must be worn at all times
- Employees are permitted to wear their own sunglasses providing they are impact resistant and have UV protection
- 30+ sunscreen should be applied every 2 hours



Slap on a Broad-brim hat



Slip on Protective Clothing



Slide on Wrap-around Sunglasses

Slop on SPF30 or higher broad-spectrum, water resistant sunscreen



Seek Shade



HEAT AND DEHYDRATION

To avoid heat stroke and dehydration employees are encouraged to drink water often, particularly during the summer months, and to drink before they feel thirsty.

HEAT MANAGEMENT

We live and work in a hot and humid place!

This means that there is a high probability that you will be exposed to heat before work, after work and during work. If you feel any heat stress symptoms report them immediately to your supervisor.

To manage your heat exposure, ensure that you:

- spend rest periods in a cool place with a plentiful supply of cool water for fluid replacement
- remove protective clothing during breaks to cool off
- Fluid replacement – drink small volumes as frequently as possible during work
- Seek shade where possible
- Wear sunscreen and sun protection





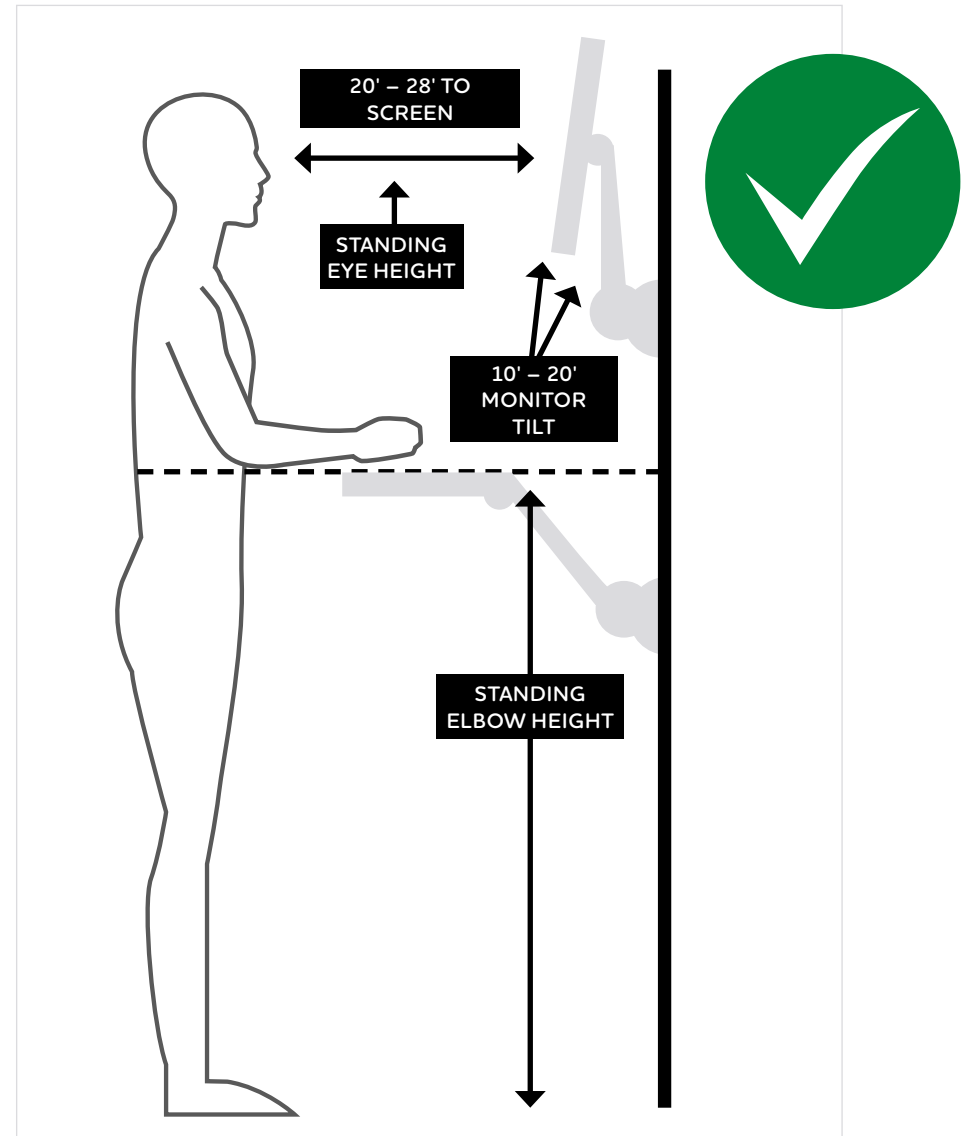
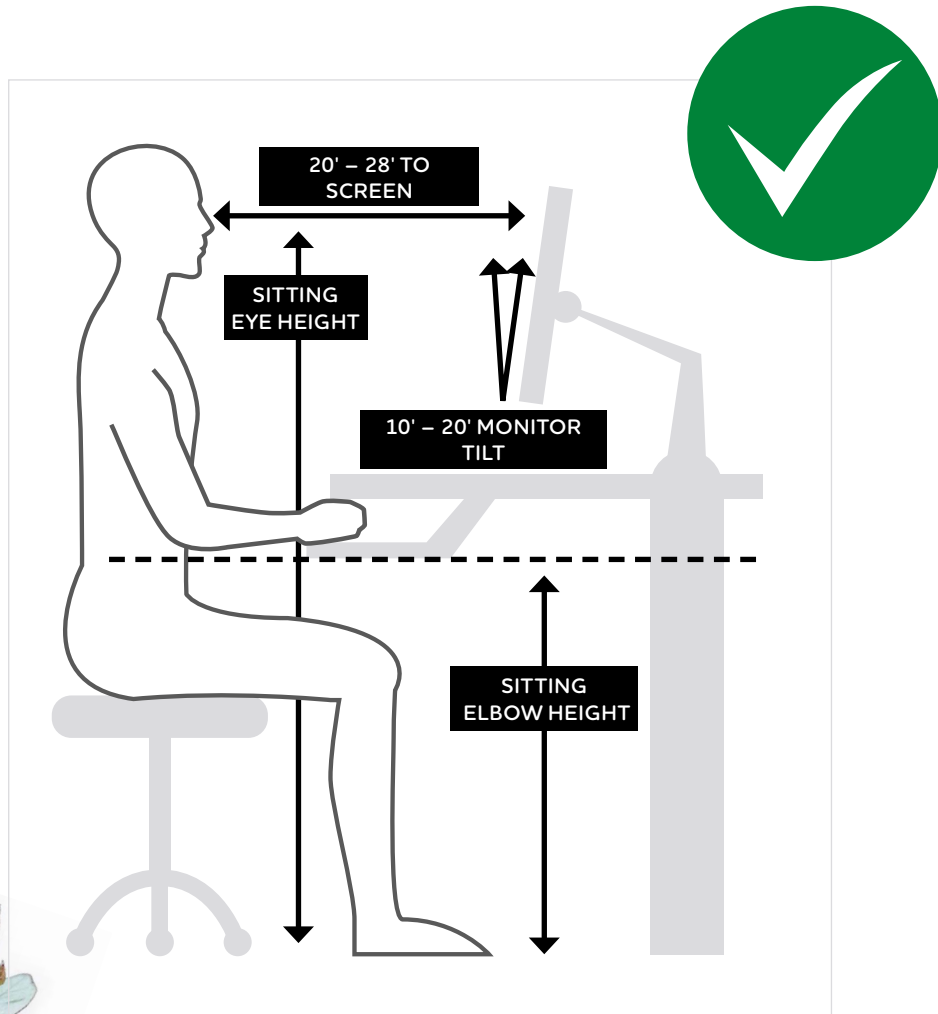
ERGONOMIC WORKSTATION

If your work is office based, it is essential that your workstation is set up ergonomically for your individual purpose. Please refer to the two diagrams on this page and the next to ensure that your workstation is ergonomic.

Employees are to adopt a 'low stress posture' To do this:

- Do not overload any part of the body including neck, lower back etc.
- Ensure posture whilst working is comfortable
- Sit with feet on the floor and legs uncrossed
- Ensure the bench or desk used for collating and stapling are just above elbow height
- To maintain a low stress posture, avoid holding the body in one position for a long time, tilting the body or head for an extended period, putting strain on joints, holding loads in static positions, repetitive movements.







MOTOR VEHICLE AND PLANT POLICY

PURPOSE

To ensure the safe operation of vehicles and plant and equipment, Strait Support's Motor Vehicle and Plant Policy clarifies the expectations of behaviour that Strait Support expects of all employees when operating vehicles and plant.

POLICY

Strait Support provides and maintains a vehicle fleet and range of plant equipment appropriate to the needs of the company operations. Such vehicles and plant form the organisations pool and are available for use by authorised personnel for work associated with the conduct of Strait Support business / activities.

- The purpose of this policy is to ensure that all Strait Support employees / contractors understand their responsibilities when operating company motor vehicles and plant.
- Drivers of company vehicles and plant must be authorised to do so and must hold the current and relevant license.
- Drivers are fully responsible for the vehicle or plant while it is in their charge.
- Traffic regulations and bylaws must be observed at all times.

- Vehicles and plant must be driven at safe speeds according to the road conditions and within speed limits at all times.
- Every courtesy must be shown to other road users and pedestrians.
- The no smoking policy extends to motor vehicles and plant.
- Company vehicles and plant are serviced at the manufacturer's recommended intervals and maintained in a roadworthy condition. However, drivers are required to check for obvious defects and report these immediately.
- Drivers are required to regularly check petrol/diesel, tyre pressure and windscreen washer supply.
- Unattended vehicles and plant must be securely locked.

DRIVER DECLARATION

You will be required to complete an insurance declaration when you commence work or commence in a role that requires driving.

APPROVED DRIVERS

The driver of a Strait Support vehicle must be an employee / contractor of Strait Support and the employee / contractor must be fully licensed to drive the classification of the vehicle. People who are not employees

/ contractors or employees / contractors who are unlicensed or who have a learners licence are not permitted to drive Strait Support vehicles and plant.

A photocopy of each driver's current licence is to be provided. This will be kept as a record in the employee's / contractors file. Employees / contractors are to notify Strait Support management immediately of any change to the status or validity of the licence.

If a driver is unfit to drive because of ill health, suspensions or cancellation of licence, the driver must advise Strait Support management. Strait Support reserves the right to dismiss an employee / contractor who loses his or her driver's licence if the job required the use of a vehicle and if no other arrangements are available.

CARE OF STRAIT SUPPORT VEHICLES AND PLANT

The driver of each vehicle is responsible for the basic maintenance of that vehicle. Basic maintenance should include, as a minimum, monitoring and replenishing vital fluids and lubricants:

- Fuel;
- Engine Oil;
- Coolant;
- Washer Fluids;
- Tyre pressure should also be monitored

The driver is expected to keep the inside and outside of the vehicle clean and presentable at all times.

Stock in vehicles and plant should





be kept in good condition and in a tidy order. No alterations, additions or modifications are to be made to vehicles and plant without approval.

It is the driver's responsibility to bring to Strait Support immediate attention any fault that could render the vehicle unsafe or un-roadworthy. Vehicles and plant must not be driven when unsafe, un-roadworthy or in a condition that is likely to cause damage to the vehicle.

MOBILE PHONES

It is a traffic offence to initiate or receive calls without the use of approved Mobile Phone Cradles while driving. Drivers must comply with this law at all times.

INSPECTIONS

Drivers are responsible for the condition and safe operation of their assigned vehicles and plant. Strait Support requires drivers to check their vehicles and plant for possible defects and report them according to policy. The employee / contractor responsible for the vehicle will inspect the vehicle weekly using the Vehicle or Plant checklist supplied with the vehicle.

TRAFFIC OFFENCES AND ACCIDENTS

Any traffic violation or offence of any sort committed by an employee / contractor will remain the sole responsibility of that employee / contractor. Strait Support will not be liable for any fines or penalties as a result of vehicle use by its employees / contractors at any time. The driver of any vehicle who has knowledge of a formal notice of an offence must notify Strait Support immediately.

The employee / contractor responsible for any vehicle that is involved or suspected of being involved in any accident is to report the accident to Strait Support management as soon as possible. Note: Where the employee / contractor is negligent, the employee / contractor will be responsible for payment of the insurance premium, which may necessitate the deduction of monies from wages.

ALCOHOL AND DRUGS

A Strait Support vehicle must not be used by any driver who is affected by drugs, prescribed or social, or alcohol. No employee / contractor can drive a Strait Support vehicle with a blood alcohol level above the prescribed limit (insurance becomes void), or be under the influence of medication and/or social drugs which may impair performance.

An employee / contractor, who is found to be affected by alcohol or drugs, will pay for any damage to the Strait Support vehicle, other vehicles and plant, people or property as a result of an accident where that employee / contractor is the driver of a Strait Support vehicle.

An employee who is found to have driven under the influence of drugs or alcohol may be dismissed.

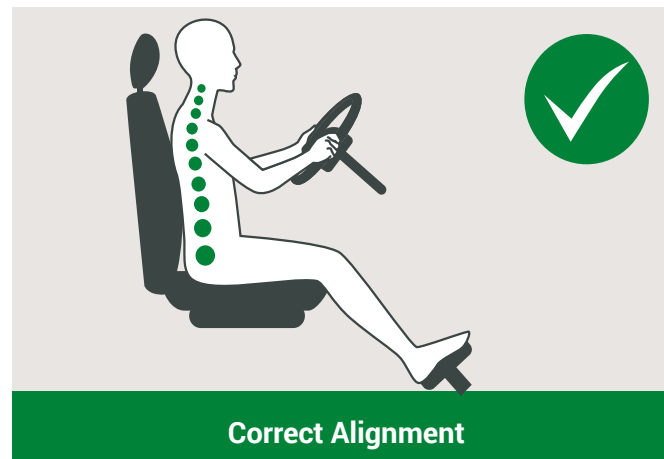
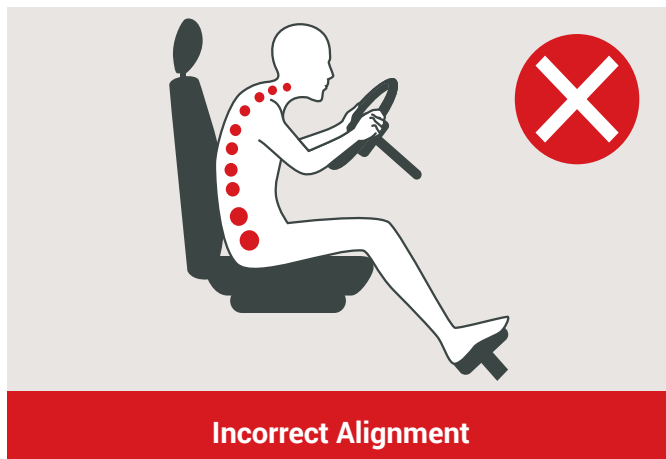
NO SMOKING

Smoking is not permitted in any vehicle owned or operated by Strait Support.



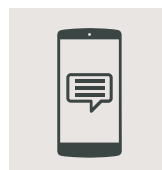
DRIVING POSTURE

Every individual driver has different ergonomic needs depending on their size, the type of driving they do and the planned distance of travel. Drivers should always consider the following to ensure they are maintaining the appropriate posture when driving, and prevent risk if incident or injury.



ACT WITH CAUTION

Stay Calm, Be Alert, Take Breaks When You Need To



AVOID DISTRACTIONS

Focus On The Road



SLOW DOWN

Don't Speed, Take Your Time



MAKE IT CLICK

Always Wear Your Seat Belt



MANUAL LIFTING

Manual lifting must be conducted in a manner that enables you to avoid sprain and strain injuries, especially to your back. Consider the following when lifting:

- The distance the load has to be lifted
- The difference (vertically) between the start and the end of the lift

Twisting

- Having to twist the trunk and shoulders to handle the load

Frequency of Lifting

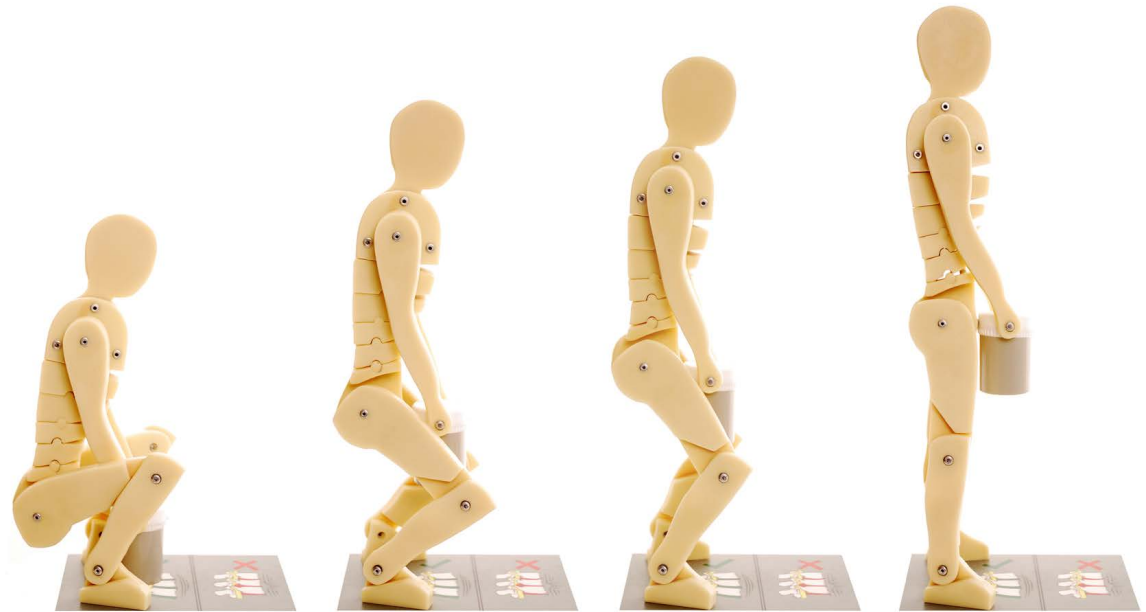
- Number of lifts to be performed over a shift

Lifting Duration

- Total time in a work shift spent lifting
- Load shape and composition
- Loads which are bulky, unwieldy or unstable with the contents likely to shift

Off-centre Loads

- Loads that are unevenly balanced with regard to their weight distribution
- How far the load has to be carried
- Time the load is supported usually increases with the distance the load has to be moved



AT ALL TIMES ENSURE YOU

- Keep the load as close to the body as possible during all lifting and carrying procedures
- Avoid lifting with the back fully bent from a position where it is necessary to twist or bend sideways to place the load

HOW MUCH WEIGHT TO HANDLE?

- Use the following to assess distance of the load's centre of gravity from you
- Height of the hands at the beginning of the lift and distance the load travels
- The average frequency of lifts (lifts/min or /hour).



HAZARDOUS SUBSTANCES

When using a chemical for the first time it is the employee's responsibility to:

- Advise their supervisor that they require training in the chemical use
- Familiarise themselves with the Safety Data Sheets (SDS)
- Use mandated Personal Protective Equipment (PPE)

A MASTER FOLDER WITH SAFETY DATA SHEETS (SDS) ON ALL CHEMICALS STORED, HANDLED OR USED IS AVAILABLE FROM YOUR SUPERVISOR.

All chemicals must be used in accordance with registered labels. Some chemicals can be very hazardous if not used correctly. Spillage of any kind must be cleaned up immediately. All spills must be reported to Supervisor immediately. Containers, of any size, must not be stored in access ways.

HAZARD IDENTIFICATION, ASSESSMENT AND MANAGEMENT

Hazard identification is the process of identifying all situations or events that could give rise to the potential for injury, illness or damage to plant or property.

Hazard control is the process of implementing measures to reduce the risk associated with a hazard. Significant hazard control is the process of implementing measures to reduce the risk associated with significant hazard. The control process must follow the control hierarchy, in order, as prescribed in health and safety legislation. It is always important that any

control measures do not introduce new hazards, and that ongoing effectiveness of the control is monitored.

A full Job Safety Analysis (JSA) / Risk Assessment is conducted for all work sites. You will be required to participate and contribute to these assessments. A pre- start meeting will be conducted at the beginning of each day to ensure all staff understand the daily requirements and are aware of any potential risks and hazards.



REPORT THAT HAZARD IF YOU SEE THE FOLLOWING:

Plant or equipment
that is **DEFECTIVE**

Something that is
DANGEROUS

**A HAZARDOUS
workplace**

CAN I FIX OR ELIMINATE THIS HAZARD?

NO

- Fill in a Hazard and Incident Form and give to supervisor. Supervisors must then notify the manager.
- Manager approves nominated person required to fix the hazard
- Hazard fixed, and this is noted on the Hazard and Incident form within 48 hours
- If you aren't satisfied with what has been done to improve safety, speak to the manager

YES

- Fix it and advise supervisor of action taken



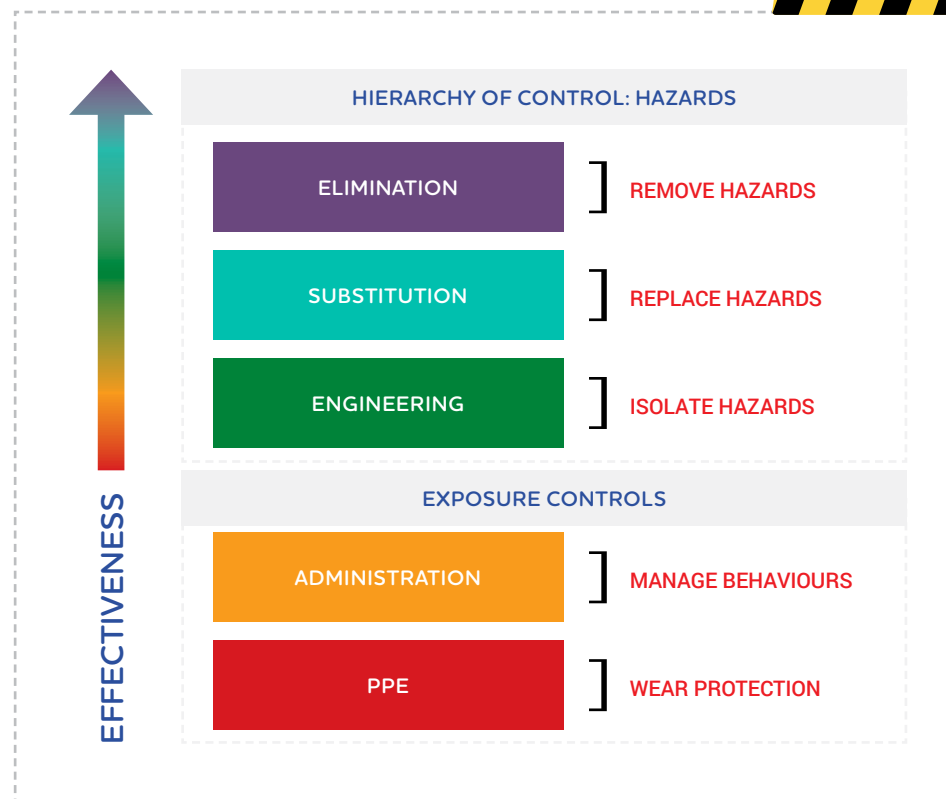
ACTIVE INVOLVEMENT OF WORKERS IN HAZARD MANAGEMENT

The Employer has a consultation mechanism where workers are involved in decisions affecting WHS. All workers are encouraged to participate in discussions, development, and the implementation of WHS issues.

All workers are encouraged to raise WHS issues with their supervisor and Health and Safety Officer. The Employer has an “open door” communication policy to encourage workers to discuss any concerns on WHS issues and to offer suggestions to their Manager/Supervisor.

CLEAR MARKING OF DESIGNATED AREAS TO MINIMISE HAZARDS

Other work areas where workers, visitors or the public at large are exposed to some risks or hazards are identified with proper markings. The Employer ensures that visitors and workers to our sites are informed of the risks involved and ways to avoid those risks.



SAFE WORK METHOD STATEMENTS

Safe Work Method Statements can be used to identify the hazards associated with each step of a particular task and to specify the measures for controlling the risks associated with the hazards.

The Safe Work Method Statement form can be used to list the safety and administrative requirements of a task including: permits required, working environment and associated hazards, PPE, tools and equipment and emergency requirements. It is also used to breakdown a particular task into basic steps, identify the potential hazards associated with those steps and to select, list and apply appropriate hierarchical control methods to control the identified hazards.

A library of SWMS can be found in Strait Support's online Workplace Health and Safety Management System. It is important that no tasks are completed if there is no SWMS outlining a safe work procedure.



ENVIRONMENTAL BEST PRACTICE POLICY

PURPOSE

This policy outlines Strait Support's commitment to conducting business in an environmentally aware and responsible manner.

POLICY

Strait Support is actively working towards elimination and reduction of negative effects to the environment by ensuring environmental impacts are considered and incorporated into all levels of the organisation.

Strait Support will comply with all local, state and federal laws and regulations on:

- disposing of hazardous waste (including EPA's list of prescribed industrial waste), trade waste (i.e. waste added to the sewer) and waste water
- safe handling, storage and transport of hazardous waste and dangerous goods
- noise
- land use
- air pollution and carbon emissions

PROCEDURE

Strait Support will utilise best practice techniques wherever possible with the aim to increase energy and water efficiency and seek opportunities for reducing and recycling waste. To do this, we will:

GENERAL

- investigate ways to reduce consumption or recycle waste
- give preference to maintenance and other contractors using green products

ENERGY

- buy electrical and lighting systems rated as energy efficient
- use accredited Green Power, either in part or whole

WATER

- buy appliances rated as water efficient
- buy plumbing devices (e.g. taps) with built-in flow restrictors in kitchen and washing up areas, or add these to existing fittings

WASTE

- look for opportunities to improve waste management.

WORKCOVER

Staff are responsible for obtaining appropriate medical treatment for an injury. For work-related injuries, staff must get a medical certificate from their treating medical practitioner.

Staff must immediately report all injuries to the Supervisor. For work-related injuries, staff must complete an Injury, Illness and Incident Report form. Staff must actively participate in Workplace Rehabilitation plans and return to work duties.





IN THE EVENT OF A MEDICAL EMERGENCY, INDIVIDUALS SHOULD ASSESS THE SITUATION AND ENSURE THEIR OWN SAFETY COMES FIRST. AN AMBULANCE SHOULD BE CALLED IMMEDIATELY ON 000.

First aid is the immediate care given to an ill or injured person until more advanced care arrives or the person recovers. In an emergency situation first aid aims to maintain life, prevent further harm or injury, ease pain and to prevent deterioration of the person's condition until professional medical help can be obtained.



1 Call 000

- 2 State type and scale of emergency
- 3 State facility name and location
- 4 Number of casualties if applicable
- 5 Hazards that may be involved such as chemicals or fuel
- 6 Specific access location on site e.g. specific street access or side entrances
- 7 Provide contact name and phone number
- 8 Answer all questions and follow instructions given by the operator
- 9 Do not hang up until instructed



MEDICAL EMERGENCY PROCEDURE

DANGER

Check for danger to yourself, the casualty and to others

RESPONSE

- Check response. Is the casualty conscious or unconscious
- If conscious, reassure, make comfortable

SEND FOR HELP

Send someone for help from a first aider or call 000 for an ambulance

Stay with injured person and do not move the injured person unless in a life-threatening position' under the point 'If conscious, reassure, make comfortable

AIRWAYS

1. If unconscious: turn casualty on side
2. Turn face slightly down
3. Clear airway
4. Check for breathing whilst still on their side

BREATHING

If breathing, but still unconscious, leave on side and monitor airways, breath and circulation until ambulance arrives. Check regularly for breathing

CIRCULATION

IF NOT BREATHING

1. Roll the casualty onto their back, tilt head backwards seal the casualties mouth with yours and give two full breaths
2. Commence CPR, Give 30 chest compressions (almost two compressions per second) followed by two breaths
3. Continue CPR until qualified personnel arrive or signs of life returns

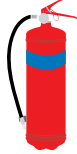
DEFIBRILLATOR

If available, apply defibrillator, follow prompts

If casualty is stable (breathing and pulse is present) and while waiting for the ambulance, check for and control bleeding and reassure the casualty even if they're unconscious. Provide support to first aider and ambulance and notify manager.

FIRE EXTINGUISHER SELECTION CHART



Class & Type of Fire		A	B	C	D	(E)	F	
Type of Extinguisher	Colours	Wood, Paper, Plastic	Flammable & Combustible Liquids	Flammable Gases	Combustible Metals	Electrically Energised Equipment	Cooking Oils and Fats	
Water		✓	✗	✗	✗	✗	✗	Dangerous if used on flammable liquid, energised electrical equipment and cooking oil/fat fires.
Carbon Dioxide (CO2)		LIMITED	LIMITED	✗	✗	✓	✗	Not suitable for outdoor use or large class A fires.
Dry Chemical Powder (ABE/BE)		✓ AB(E)	✓	✓	✗	✓	✗ AB(E)	Look carefully at the extinguisher to determine if it is a BE or ABE unit.
		✗ B(E)					✓ B(E)	
Foam		✓	✓	✗	✗	✗	LIMITED	Dangerous if used on energised electrical equipment.
Wet Chemical		✓	✗	✗	✗	✗	✓	Dangerous if used on energised electrical equipment.
Fire Blanket		LIMITED	LIMITED	✗	✗	✗	✓	Fire Blankets effective for oil and fat fires within saucepans and are effective for extinguishing clothes that catch on fire. (Ensure you replace after every use).



FIRST AID KITS

First aid kits do not contain any form of medication, as even a first aid qualified employee cannot prescribe medication. If an employee wishes to have paracetamol, they should bring his or her own.



ACCIDENTS/INCIDENTS /NEAR MISSES

An incident report form must be completed following the occurrence of any accident, incident or near miss and handed into your supervisor. Serious injuries should be communicated to management as soon as possible.



FIRE PREVENTION

As employees, it is the duty of each one of us to help prevent fire. Always be aware of the danger of fire:



Never smoke in unauthorised places



Do not empty ashtrays in rubbish bins without checking that there are no smouldering cigarette ends

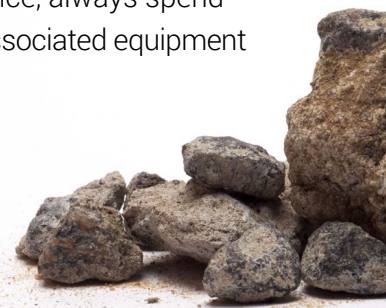


Report any faulty electrical problems



Never use damaged electrical cables

If you are the last person to leave your work area or office, always spend a moment checking that power tools, machinery, and associated equipment are switched off and lights are not left on unnecessarily.



FIRE SAFETY AND EVACUATION

Safety protocol regarding the need to evacuate in cases such as a fire can be reviewed in various locations around the work place. All fire extinguishers have a step-by-step guide to help you understand what to do in the case of an emergency attached to the wall above. It is recommended that you familiarise yourself with this sheet from time to time.

THE ACRONYM PASS MAY BE APPLIED WHEN OPERATING FIRE EXTINGUISHERS

- Pull the pin and test extinguisher by squeezing a short burst before approaching the fire
- Aim the nozzle at the base of the fire
- Squeeze the handle
- Sweep the fire until extinguished

Throughout the buildings, both inside and outside, there are many fire detection and prevention devices such as:

- Smoke detectors, Fire hoses, Fire extinguishers and Fire blankets



PULL THE PIN



AIM AT THE BASE OF FIRE



SQUEEZE THE LEVER



SWEEP SIDE TO SIDE

ALL FIRE EXTINGUISHERS HAVE A STEP-BY-STEP GUIDE TO HELP YOU UNDERSTAND WHAT TO DO IN THE CASE OF AN EMERGENCY ATTACHED TO THE WALL ABOVE.





IN THE EVENT OF A FIRE OR DISCOVERY OF SMOKE IMMEDIATELY NOTIFY THE FIRE BRIGADE (DIAL 000) STATING YOUR NAME, YOUR EXACT LOCATION AND THE EXACT LOCATION OF THE FIRE.

In case of an emergency, please:

- Alert everybody in your area
- Switch off machinery, turn off air-conditioning and electricity at the mains
- Close all windows and doors behind you as you proceed to the fire exit
- If safe to do so, use a fire hose or extinguisher to fight the fire
- Follow the instructions of management or the manager in charge
- Remain calm and do not take risks

Should it ever be necessary to evacuate the premises the meeting point for all employees will be unless otherwise advised.



OPERATING MACHINERY

When using machinery for the first time always read operating instructions before use. If the machine appears to be running abnormally advise supervisor immediately.

- Wear the prescribed PPE
- Do not smoke while refuelling or operating a machine
- Ensure that all safety covers and guards as outlined in the operators manual are in place
- Stay clear of overhangs, electrical wires or other danger areas
- Take note of any warning stickers placed on machine
- Report any faults immediately to you supervisor
- The first time you use a piece of machinery please ensure that you advise your supervisor so that they can go through any additional training required.

MALICIOUS OR THREATENING PHONE CALLS

In the event of a malicious or threatening phone call:



If you are the victim of a malicious or threatening phone call, remain calm



Note callers voice type, speech, danger, mannerisms, background noise



Advise the caller you are going to end the phone call. Place the call on hold



If warranted, do not hang up when the caller has done so (Police may be able to identify the originator via tracing the call)



Notify immediate Supervisor



ELECTRICAL SAFETY

Electrical accidents are not common, but may result in serious injury or death. Follow the guidelines below to ensure your safety:

- When using any electrical equipment you must follow all instructions for safe use. If you are not sure how to operate electrical equipment advise your Supervisor and ask for clarification
- Electrical leads to office machinery and telephones should not be trailed across the floor
- Do not use tools, machinery or materials that are not in a safe condition, with defective electric leads or fittings. Inspect all portable electric tools for damage, before use. Report all defects immediately to your supervisor
- Only qualified Electricians are to work on electrical equipment and installations. Aluminium ladders must not be used while electrical work is being carried out, or for work in the vicinity of live electrical installations
- Do not overload power points
- Portable power tools are to be kept in good condition and inspected and maintained regularly. Extension leads are to have heavy duty sheathed insulations, and are to be inspected regularly and before use. They are to be permanently and correctly repaired if wires or the insulation breaks. The use of insulation tape for permanent repairs is not acceptable
- Do not leave extension cords on the floor when not in use, coil them up and place in storage



- Electrical equipment must at all times be assumed to be LIVE, and therefore dangerous, unless positive knowledge to the contrary is known
- Double adaptors are not permitted. Where extra power outlets are required on an occasional basis, multi plug portable outlet devices (power-boards) may be used

SECURITY

It is the responsibility of every Strait Support employee to ensure that vehicles and plant and tool boxes, is kept secure and locked at the end of every shift. Property and tools of Strait Support are STRICTLY under no circumstances are to be loaned out. Any loss or damage to Strait Support property must be reported to Shane Lui immediately.

If any company keys to vehicles and plant, plant or accommodation are lost or misplaced, you must notify Shane Lui immediately so that they can be recorded and replaced.

Employees must ensure that all confidential/sensitive documents are locked away at night. Personal property is not covered by Company insurance; therefore, you should ensure that your personal belongings and valuables are locked away and secured at all times.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

Individuals must wear PPE as instructed by the supervisor, by a safety data sheet (SDS) or when it is a standard work procedure. Training in the correct use, storage and cleaning of PPE will be provided and documented during induction training.



Safety Goggles

All eye protection must conform to AS1336, AS 1337 and AS1338. Eyes must be adequately protected where possible contact/exposure to hazards exists. Potential eye hazards include but are not limited to dust, chemicals, foreign objects, radiation, saw dust and various other sources.



Ear Plugs/Ear Muffs

Ear protection must comply with AS1270. Where there are noise levels exceeding 85dBA ear protection must be used. Deciding on which ear protection should be used in each situation needs to be determined by a qualified person. Never share ear protection with other staff members due to the risk of infection.



Respiratory Protection

The type of respiratory protection used is to be decided upon by your manager and must conform to AS1715 and 1716. Respiratory protection is to be utilised where specified in the MSDS or where there is a potential exposure to biological or atmospheric hazards. Respiratory protection must not be shared amongst staff due to the risk of respiratory infection.



Gloves

Hand protection must conform to AS2210. Gloves are required to be worn where there is a risk of injury to the hands. The style of glove necessary will depend on the job task and is to be determined by your manager.



Steel Cap Boots

Footwear must conform to AS2210. Steel Cap Boots must be worn where there is the likelihood for foot injuries.



High Visibility Clothing

High visibility clothing is to be worn if staff members are working near plant and machinery, heavy traffic areas or where you need to be highly visible to oncoming traffic.

HANDBOOK SIGN OFF

Please sign and return this page

I have received the Employee Handbook. I understand that a condition of my employment is to abide by the policies and guidelines as set out in this Employee Handbook.

I agree that I understand the following information contained in the Employee Handbook:

- ☐ **GENERAL INFORMATION**
- ☐ **LEAVE POLICIES**
- ☐ **WORKPLACE CONDUCT**
- ☐ **EMPLOYEE DEVELOPMENT**
- ☐ **WORKPLACE HEALTH AND SAFETY**
- ☐ **FIRST AID**
- ☐ **FIRE SAFETY AND EMERGENCY PROCEDURES**

Should I have any questions or concerns on the content it is my responsibility to discuss these issues with management. I hereby confirm that I have read the Employee Handbook and accept the terms and conditions contained within.

Print Name

Date

Signature



DRIVERS DECLARATION

Name of Insured: _____

DRIVER / OPERATOR DETAILS

Name in Full: _____

Date of Birth: _____

Residential Address: _____

Details of Licences Currently Held	Licence Number	Class	Date Obtained	State of Issue

Please give details of vehicles/machinery operated during the past five years.

Year	Employers Name	Equipment Operated	Hours of Experience

In the past 5 years, have you in any capacity been involved in any vehicle/mobile machinery accidents? Yes ☐ No ☐

If **Yes**, please give details below:

Year	Insurers Involved	Value of Damage		Were you at fault?
		You	Other Party	
		\$	\$	
		\$	\$	
		\$	\$	

Have you:

- A.** any physical defect or infirmity in limbs, eyesight, or hearing or ever suffered from a fit of any kind? **Yes** ☐ **No** ☐

If **Yes**, please give details below:

- B.** ever had any insurance declined or cancelled, renewal refused or special conditions imposed? **Yes** ☐ **No** ☐

If **Yes**, please give details below:

- C.** ever had a licence held by you cancelled or suspended, withdrawn or received a warning that such license may be cancelled or suspended? **Yes** ☐ **No** ☐

If **Yes**, please give details below:

Year	Type of Licence Cancelled/Suspended	Reason

(an offence also means being under the influence of an intoxicating liquor or drug)

- D.** ever in the past 5 years been reported for any offence in connection with the care, control management or use of any mobile machinery? **Yes** ☐ **No** ☐

If **Yes**, please give details below:

Year	Offences, etc	Details

E. ever been charged with or convicted of any criminal offence of any kind whatsoever other than any offence described above?

Yes ☐ No ☐

If **Yes**, please give details below:

Year	Offences, etc	Details

Declaration & Signature

I hereby agree that I will at the request of UAA within fourteen (14) days of receiving notice thereof, obtain from the Commissioner of Motor Transport or the Authority having charge of the same, a complete and up-to-date record of offences in respect of which I have been reported and/or charged and/or convicted in connection with or as a result of the driving of any motor vehicle in any State or Territory of the Commonwealth of Australia or any other place and of all endorsements, suspensions or cancellations of any license which I may have held entitling me to drive any motor vehicle.

I hereby agree that if a dispute arises between me and UAA I will not object to admissibility in evidence of such record or the truth of the matters contained therein.

I agree that my failure to comply with such request as aforesaid will entitle UAA to refuse indemnity under the ISP policy.

Signed: _____ Date: _____

Print Name: _____

IMPORTANT INFORMATION ABOUT YOUR PAY AND CONDITIONS

Employees in Australia have entitlements and protections at work, under:

FAIR WORK LAWS  • minimum entitlements for all employees • includes the National Employment Standards	AWARDS  • set minimum pay and conditions for an industry or occupation • cover most employees in Australia	ENTERPRISE AGREEMENTS  • set minimum pay and conditions for a particular workplace • negotiated and approved through formal process	EMPLOYMENT CONTRACTS  • provide additional conditions for an individual employee • can't reduce or remove minimum entitlements
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Find your award at www.fairwork.gov.au. Check if your workplace has an enterprise agreement at www.fwc.gov.au/agreements



PAY

Your minimum pay rates are in your award or enterprise agreement. If there is no award or agreement for your job, you must get at least the National Minimum Wage. **You can't agree to be paid less.** Minimum pay rates are usually updated yearly.

Find out what you should get at www.fairwork.gov.au/minimum-wages

NATIONAL MINIMUM WAGE
FROM 1 JULY 2019



\$19.49/hour
full-time or part-time



\$24.36/hour
casual



Use our free calculators to check your pay, leave and termination entitlements at:
www.fairwork.gov.au/pact

This is the adult rate for employees with no award or enterprise agreement.
Lower rates may apply to juniors, apprentices and employees with disability.



NATIONAL EMPLOYMENT STANDARDS

These are minimum standards for all employees. Rules and exclusions may apply. **Your award or agreement may provide more.** Find more information on the National Employment Standards at www.fairwork.gov.au/NES

	Full-time and part-time employees	Casual employees
Annual leave	✓ 4 weeks paid leave per year (pro rata for part-time employees) + 1 week for eligible shift workers	✗
Personal leave* (sick or carer's leave)	✓ 10 days paid leave per year	✗
Carer's leave	✓ 2 days unpaid leave per permissible occasion (if no paid personal leave left)	✓ 2 days unpaid leave per permissible occasion
Compassionate leave	✓ 2 days paid leave per permissible occasion	✓ 2 days unpaid leave per permissible occasion
Family & domestic violence leave	✓ 5 days unpaid leave per 12 months	✓ 5 days unpaid leave per 12 months
Community service leave • Jury service	✓ 10 days paid leave with make-up pay + unpaid leave as required	✓ Unpaid leave as required
• Voluntary emergency management activities	✓ Unpaid leave as required to engage in the activity	✓ Unpaid leave as required to engage in the activity
Long service leave	✓ Paid leave (amount and eligibility rules vary between states and territories)	* Varies between states and territories
Parental leave eligible after 12 months employment	✓ 12 months unpaid leave - can extend up to 24 months with employer's agreement	✓ 12 months unpaid leave for regular and systematic casuals - can extend up to 24 months with employer's agreement
Maximum hours of work	✓ Full-time employees – 38 hours per week + reasonable additional hours Part-time and casual employees – 38 hours or employee's ordinary weekly hours (whichever is less) + reasonable additional hours	
Public holidays	✓ A paid day off if you'd normally work. If asked to work you can refuse, if reasonable to do so	✓ An unpaid day off. If asked to work you can refuse, if reasonable to do so
Notice of termination	✓ 1-5 weeks notice (or pay instead of notice) based on length of employment and age	✗
Redundancy pay eligible after 12 months employment	✓ 4-16 weeks pay based on length of employment	✗

*Applications have been made to the High Court to appeal a recent decision on the method of accruing and taking paid personal/carers leave under the National Employment Standards. This document currently reflects the state of the law as it applies to affected employees, but is subject to any changes at law.

For details see www.fairwork.gov.au/leave/sick-and-carers-leave

IMPORTANT INFORMATION ABOUT YOUR PAY AND CONDITIONS



FLEXIBILITY

After 12 months employment, you can make a written **request for flexible working arrangements** if you're 55 or over, a carer, have a disability, are experiencing violence from a family member (or are supporting a family or household member who is), or are the parent of, or have caring responsibilities for, a child of school age or younger. This includes employees returning from parental or adoption leave asking to work part-time to care for the child. Your employer must respond in writing within 21 days. They can only say no on reasonable business grounds.

You and your employer can also **negotiate an individual flexibility arrangement**. This would change how certain terms in your award or enterprise agreement apply to you. An individual flexibility arrangement must be a genuine choice – it can't be a condition of employment – and it must leave you better off overall. Find out more at:

www.fairwork.gov.au/flexibility

DID YOU KNOW?

You can create a free My account to save your workplace information in one place at:
www.fairwork.gov.au/register

You can find free online courses to help you start a new job or have difficult conversations at work, visit:
www.fairwork.gov.au/learning

The **Record My Hours app** makes it quick and easy to record the hours you work. It's free on the App Store and Google Play.



ENDING EMPLOYMENT

When your employment ends, your final pay should include all **outstanding entitlements**, such as wages and unused annual leave and long service leave.

You may be entitled to **notice of termination**, or pay instead of notice. If you're dismissed for serious misconduct, you're not entitled to notice. If you resign you may have to give your employer notice. To check if notice is required and what should be in your final pay visit:

www.fairwork.gov.au/ending-employment

If you think your **dismissal was unfair** or unlawful, you have **21 calendar days** to lodge a claim with the Fair Work Commission. Rules and exceptions apply. Find out more at:

www.fairwork.gov.au/termination



PROTECTIONS AT WORK

All employees have protections at work. You can't be treated differently or worse because you have or exercise a workplace right, for example, the right to request flexible working arrangements, take leave or make a complaint or enquiry about your employment.

You have the right to join a union or choose not to, and to take part in lawful industrial activity or choose not to.

You also have protections when temporarily absent from work due to illness or injury, from discrimination, bullying and harassment, coercion, misrepresentation, sham contracting, and undue influence or pressure. Find out more at:

www.fairwork.gov.au/protections



AGREEMENT MAKING

Enterprise agreements are negotiated between an employer, their employees, and any employee representatives (e.g. a union). This process is called 'bargaining' and has to follow set rules. The Fair Work Commission checks and approves agreements. For information about making, varying, or terminating an enterprise agreement visit:

www.fwc.gov.au/agreements



TRANSFER OF BUSINESS

If a transfer of business occurs, your employment with your old employer ends. If you're employed by the new employer within three months to do the same (or similar) job, some of your entitlements might carry over to the new employer. This may happen if, for example, the business is sold or work is outsourced. Find out more at:

www.fairwork.gov.au/transfer-of-business



RIGHT OF ENTRY

Union officials with an entry permit can enter the workplace to talk to workers that they're entitled to represent, or to investigate suspected safety issues or breaches of workplace laws.

They must comply with certain requirements, such as notifying the employer, and can inspect or copy certain documents. Strict privacy rules apply to the permit holder, their organisation and your employer. Find out more at:

www.fwc.gov.au/entry-permits

WHO CAN HELP?

FAIR WORK OMBUDSMAN

- information and advice about pay and entitlements
- free calculators, templates and online courses
- help resolving workplace issues
- investigates and enforces breaches of workplace laws.

www.fairwork.gov.au - 13 13 94

FAIR WORK COMMISSION

- hears claims of unfair dismissal, unlawful termination, bullying, discrimination or 'adverse action' at work
- approves, varies and terminates enterprise agreements
- issues entry permits and resolves industrial disputes.

www.fwc.gov.au - 1300 799 675