



Employer Code of Practice

As a provider of vital human services, we adopt the following code of practice to ensure a harmonious, productive, and effective workplace. We will:

1. Engage staff with appropriate levels of qualification or experience for the role
2. Provide new staff with orientation to the organisation
3. Provide any necessary training for staff to undertake their work or to be safe in the workplace
4. Provide opportunities for ongoing professional development and training, either in-house or through a budget allocation for external training
5. Not put staff in situations where they are expected to contravene their professional code of ethical practice
6. Pay an appropriate wage for the role, and reimburse agreed out-of-pocket expenses
7. Ensure staff have suitable levels of supervision and adequate support in their work
8. Ensure supervisors and managers of community workers are sufficiently trained and equipped for their role
9. Provide opportunities for staff feedback, grievance, or complaint
10. Guarantee that staff will not be penalised for providing feedback or making a complaint
11. Specify in writing all policies, procedures, and organisational requirements with which staff must comply, and make documentation accessible to all staff
12. Ensure manageable staff-to-client ratios
13. Recognise time-in-lieu and not expect staff to contribute excessive hours of unpaid work or regard unpaid work as 'volunteering' for the organisation.
14. Conduct staff performance appraisals through a defined procedure and ensure staff have an opportunity to respond in a safe environment
15. Ensure that grievance and disciplinary matters are dealt with in a timely manner and not linked to the performance appraisal framework
16. Develop and maintain policies specific to those workers who work from home or out-of-office
17. Implement family friendly policies and procedures
18. Provide leadership for staff
19. Provide leadership opportunities for all staff
20. Provide a safe and healthy workplace
21. Conduct an exit interview in the event of resignation, retirement, or retrenchment and capture feedback to improve the workplace
22. Aim for a diverse workforce