



POLICY HANDBOOK

At Toowoomba Chamber, we're more than just an organisation; we're a close-knit team dedicated to empowering local businesses and ensuring our voices are heard at every level of government. We place a strong emphasis on professional relationships guiding our behaviour. This handbook isn't just a list of rules; it's a tool to help us navigate our responsibilities and opportunities with professionalism, respect, and success.



How We Engage

Guidelines for ethical conduct, transparency regarding conflicts of interest, addressing complaints, and fostering diversity and inclusion.



How We Show Up

Policies to ensure responsible work habits, including spending practices, professional online behaviour, and safeguarding data security.



Rest & Wellbeing

Dedicated to prioritising employee well-being through comprehensive policies covering leave entitlements, mental health support, workplace safety measures, promoting respect.



How We Perform

Policies that manage events effectively, encourage community volunteering, foster employee growth via training and development, address issues of performance and misconduct, and provide clarity on the process of separating employment.

Prepared and Designed by Workforce Positive
November 2023

W O R K F O R C E
P O S I T I V E

HR PROBLEMS SOLVED

Revision History

Date	Summary of Change
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1.0 INTRODUCTION

1.1 About This Handbook

This handbook is your companion in your journey with the Toowoomba Chamber. It provides essential information about our policies and procedures, outlining your responsibilities as an employee. By reading, understanding, and adhering to its contents, you will play an integral role in helping us achieve our mission and vision. This handbook is more than just a collection of rules; it's your roadmap to understanding our values, expectations, and the principles that drive our organisation.

No handbook can anticipate every circumstance or question about policy. As Toowoomba Chamber continues to grow, the need may arise to change and add to this handbook. Toowoomba Chamber reserves the right to revise, supplement, or rescind any portion of the handbook, at any time. Everyone will of course be notified of such changes to the handbook as they occur.

This handbook is just one of the documents that sets out the conditions and policies governing everyone's employment. It should be read in conjunction with your Employment Contract.

This handbook supersedes all existing policies, practices, handbooks, or booklets and may not be amended or added to without the express written approval of the Chief Executive Officer.

All employees are required to be familiar with, and abide by, the policies in this handbook; and all those with authority have a duty to administer these policies fairly and consistently and to enforce them when necessary. If questions arise about anything presented here, please contact the Chief Executive Officer.

Toowoomba Chamber realises that language and literacy difficulties can impact on the ability to understand these policies. If any information within this handbook is not understood, it is important seek support from the Chief Executive Officer.

1.2 Definitions

Chamber Contributor – Toowoomba Chamber event and workshop participants, employees, contractors, volunteers, partners, members, and board members.



2.0 HOW WE ENGAGE

Our Code of Conduct sets a high standard for ethical behaviour, outlining not only what we expect from our chamber contributors but also what they can expect from us as an organisation.

Our Conflict-of-Interest Policy ensures transparent and ethical dealings, promoting trust among our stakeholders and safeguarding the integrity of our operations. To ensure accountability and address concerns comprehensively, our Complaints Handling and Resolution Policy provides clear guidelines for addressing external grievances, reinforcing our commitment to fairness and transparency in conflict resolution.

Furthermore, our unwavering commitment to diversity and inclusion, as articulated in our Diversity and Inclusion Policy, cultivates an inclusive workplace where everyone's distinct perspective is cherished and actively contributes to our collective success. We believe that embracing diversity enables us to better serve our diverse community of clients and partners, reflecting our dedication to positive social impact.

2.1 Code of Conduct

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to providing our Chamber Contributors a positive environment that promotes best practice. The Chamber requires Chamber contributors to follow rules of conduct that will protect the interest and the safety of our members, the public, fellow staff members and The Chamber.

The Chamber requires you to always treat everyone with respect and courtesy. Interpersonal contacts with the above need to be congenial and professional.

Purpose

The code of conduct has been designed to clarify to employees the type of conduct that is expected of them in the performance of their duties. It is intended to support our goals and to promote a positive working environment for all employees.

Scope

This policy applies to all Chamber Contributors.

Procedures

As representatives of the Chamber, Chamber Contributors are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside and outside the workplace where they can be perceived as representing The Toowoomba Chamber.

We live our values by:

- always being welcoming and courteous to all members, community participants and other chamber contributors.
- representing the Chamber's values by continuing to engage, participate and commit to being the champion of the Toowoomba business community.
- consistently adhering to moral principles that guide our actions, decisions, and conduct. We believe in conducting ourselves with honesty, transparency, and fairness, ensuring that our actions reflect the core values of The Toowoomba Chamber.
- displaying a commitment and 'above and beyond' attitude towards the Chamber members and Chamber Contributors.

We don't expect to see:

- any behaviour that disrupts the harmony and productivity of the Chamber in the workplace, or any location engaged by the Chamber.
- breaching confidentiality and disclosing sensitive information without authorisation.
- failure to adhere to the policies, procedures, and guidelines of the Chamber.
- unprofessional or anti-social behaviour in the workplace or at Chamber events.

The above are acts that the Chamber considers unacceptable and will be subject to disciplinary actions, undertaken by the Chief Executive Officer, and if involves the Chief Executive Officer a member of the Toowoomba Chamber Board, appointed by the Toowoomba Chamber Board.

2.2 Conflict of Interest Policy

Policy

Toowoomba Chamber of Commerce (Chamber) ensures that all business dealings and personal behaviour is to be in the best interests of the Chamber without favour or preference to third parties or personal considerations.

Purpose

The purpose of this policy is to clearly outline what is deemed as a conflict of interest and to ensure employees act in the best interest of the Chamber.

Scope

This policy applies to all Employees, Contractors, Volunteers and Board Members of the Chamber.

Procedure

Conflict of interest about commercial or financial relationships could include, (but is not limited to):

- accepting a payment, gift, benefit or favour without the approval of the Chief Executive Officer, or nominated representative;
- working within the sector and/or using the Chamber's knowledge or materials for personal profit or advantage;
- self-employment or working for another employer and/or using the Chamber's time and resources.
- disclosing to parties outside the organisation, information concerning the operation of the Chamber; and
- withholding information pertinent to the Chamber's operations, from the management team and fellow employees.

If there are any doubts about what is considered a conflict of interest, seek advice from the Chief Executive Officer.

Engaging in any activity which adversely prejudices the ability to carry out responsibilities in the best interests of the organisation, or which benefits others in competition with the organisation, the employee will be considered to have a conflict of interest which constitutes serious misconduct subject to disciplinary action, up to and including termination.

2.3 Member Complaints Handling and Resolution Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to providing excellent products/services and maintaining a high standard of member satisfaction. We recognise that, on occasion, members may have concerns or complaints. This policy outlines our commitment to handling and resolving complaints in a fair, efficient, and transparent manner.

Scope

This policy applies to all members of the Chamber.

Purpose

The purpose of this policy is to provide members with an accessible and efficient process for raising complaints and to ensure complaints are handled promptly, fairly, and professionally. This process allows the Chamber to learn from complaints and continuously improve our products/services and customer experience.

The Chamber aims to maintain open communication with complainants and keep them informed of the resolution process.

Definitions

- **Complaint:** A formal or informal expression of dissatisfaction by a customer or stakeholder concerning a product, service, or interaction with The Chamber.
- **Complainant:** The individual or entity submitting the complaint.

Complaint Handling and Resolution Procedure:

Step 1: Complaint Registration and Acknowledgment

1. Members can submit complaints through various channels, including:
 - in-person at our offices or outlets.
 - via phone, email, or our website.
 - through written correspondence.
2. Upon receiving a complaint, our staff will:
 - acknowledge receipt of the complaint.
 - provide the complainant with a reference number and contact information for further inquiries.
 - inform the complainant about the expected resolution timeline.

Step 2: Complaint Investigation

1. A designated person with The Chamber will investigate the complaint promptly.
2. Additional information from the complainant or relevant parties may be requested.
3. The investigation will be conducted impartially and objectively.

Step 3: Resolution and Communication

1. The Chamber will endeavour to resolve the complaint promptly.
2. If a resolution cannot be achieved within the stipulated timeframe, the complainant will be informed of the delay and provided with updates.
3. Once a resolution is reached, the complainant will be informed of the outcome, and a final response will be provided in writing.
4. If the complainant is not satisfied with the resolution, they may request a review of their complaint by a higher authority within the Chamber.

Step 4: Continuous Improvement

1. The Chamber will review and analyse complaints on a regular basis to identify trends and areas for improvement.
2. Necessary actions will be taken to prevent similar complaints in the future.

Step 5: Recording and Reporting

1. All complaints and their resolutions will be documented and maintained.

Step 6: Escalation

1. If the complainant is dissatisfied with the outcome after exhausting the Chamber's internal complaints procedure, they may seek external resolution through applicable regulatory bodies or legal channels.

For more information, please see the Chief Executive Officer of the Chamber.

2.4 Diversity and Inclusion Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to being an inclusive workplace where diversity is celebrated and all individuals are valued, respected, and provided with equal opportunity. We pride ourselves on recognising and valuing the individual differences, backgrounds, perspectives, qualities, and insights provided by our employees.

The Chamber strives to ensure that all our employees feel supported and comfortable at work.

We appreciate that Chamber Contributors bring a range of differing skills and ideas to the Chamber. This may be due to individual perspectives, life experience, First Nations, gender, gender identity, sexual orientation, ethnicity, cultural background, religious belief, socio-economic background, disability, carer status, marital or family status, or age.

The Chamber is committed to promoting inclusivity and supporting the needs of various groups, including LGBTQIA individuals, First Nations people, individuals with disabilities, individuals with diverse multi-cultural backgrounds, the impaired, and neurodivergent individuals.

We recognise that there is strength in the diversity of our organisation and harnessing these strengths can assist us to improve the Chamber, as well as enhancing our overall performance and decision-making.

Purpose

The purpose of this policy is to ensure the Chamber offers inclusive spaces where all Chamber Contributors can be themselves.

Scope

This policy applies to all Chamber Contributors. It applies in the workplace and at all events and meetings involved in by the Chamber.

Procedure

Equal Employment Opportunity

The Chamber embrace and uphold the principles of equal employment opportunity. We prohibit discrimination in any form, including hiring, promotion, training, and other employment practices, based on factors such as race, sexual orientation, gender identity, ethnicity, or disability.

Anti-discrimination

The Chamber is an antidiscrimination organisation and prohibit any discriminatory behaviour by any chamber contributor in the workplace, event space or meeting space.

Discrimination occurs when a person is treated less favourably than another person as a result of that person's individual characteristics, or because that person belongs to a particular group.

Discrimination based on the following characteristics is unlawful:

- race (including colour, nationality, religion, ethnic or ethno-religious origin);
- sex (including marital status, pregnancy or potential pregnancy, breastfeeding);
- sexuality (including sexual preference, gender identity or intersex status);
- disability (including physical, psychiatric or intellectual disabilities);
- age;
- illness or injury;
- impairment;
- parental status or responsibilities as a carer; or
- membership or non-membership of a union.

In our continuous commitment to inclusivity as our team expands and diversifies, we prioritise creating an environment that values and respects the unique backgrounds and needs of all Chamber Contributors. Our approach to inclusivity encompasses the following strategies:

- ensuring that our recruitment and selection processes are fair with candidates being considered on the basis of their skills, qualifications and abilities without any direct or indirect discrimination;
- providing reasonable adjustments for employees or potential employees with disabilities to allow them to have equal terms, conditions and opportunities in the workplace;
- reviewing employee pay on a regular basis to ensure there is no direct or indirect discrimination towards any employees of diverse backgrounds regarding the remuneration received;
- conducting regular performance reviews based on merit and ensuring that review processes are applied consistently between employees;
- ensuring that policies and processes are in place to provide an inclusive workplace while also meeting legislative and other responsibilities relating to anti-discrimination, bullying or harassment and equal employment opportunity;
- ensuring diversity strategies are reviewed and based on a consultative process that includes the participation of a diverse range of Chamber Contributors where possible;
- ensuring all workplace processes and policies are reviewed for unconscious bias;
- ensuring that Chamber Contributors feel comfortable sharing information about their background or circumstances, as well as raising any grievances; and
- supporting flexible work practices to assist employees who require flexibility, including employees on parental leave.

As we grow and evolve, our commitment to inclusivity remains a core part of our identity, ensuring that everyone feels valued and respected as a member of our team.

Reporting a Concern

The Chamber will aim to resolve all complaints about diversity and inclusivity which may arise in the workplace, event space or meeting space. We can only do this if Chamber is informed about complaints. The Chamber aims to treat all complaints about diversity and inclusivity seriously, quickly, and as confidentially as is reasonably possible.

Employees, volunteers, and contractors who believe they have been excluded are encouraged to follow the procedure in accordance with the company's *Grievance Handling and Resolution Policy*. Members are encouraged to follow the *Members Complaints Handling and Resolution Policy*,

Where appropriate, attempts will be made by all parties to resolve the issue in an informal manner in the first instance. If you can, you should speak to the person responsible for the conduct and ask that person to stop. If you do not feel that you can do this, or it doesn't work, talk to your Chief Executive Officer.

The Chief Executive Officer can be contacted at any time to discuss any complaint or enquiry. You may approach them for general advice or to discuss any issue.

Forms

Employee Grievance Record Form



HOW WE SHOW UP

3.0 HOW WE SHOW UP

Our Hybrid Work Policy reflects our commitment to embracing flexibility, allowing our employees to adapt to evolving work trends and achieve a better work-life balance. The policy encourages a dynamic approach to work arrangements that suits the needs of both our employees and the organisation.

The Travel and Work-Related Expenses Policy not only provides guidance around work related travel ensures responsible spending and employee reimbursement during business travel

Furthermore, our Internet, Social Media & Email Policy underscores the importance of responsible online behaviour, protecting both our chamber contributors and our company's reputation in the digital age.

In addition, we prioritise the utmost protection of data security and privacy through our Privacy & Cyber Security Policy. This policy safeguards sensitive information, ensuring compliance with regulatory requirements and enhancing trust with our stakeholders.

3.1 Hybrid Work Policy

Policy

Toowoomba Chamber of Commerce (Chamber) recognises the potential benefits of providing flexible working arrangements that will assist employees with balancing the demands of work with their family and/or personal responsibilities.

Integral to the success of working from home, hybrid work is ensuring the responsibilities that are in place in the office are carried through to the work environment in the home. These include work health and safety practices and procedures, IT, and performance expectations.

Scope

This policy applies to all contractors, volunteers, and employees of the Chamber.

Procedure

Hybrid work, working from home is a voluntary arrangement that can only occur by agreement between the Chamber and the employee, volunteer, or contractor.

All employees, volunteers and contractors are eligible to apply for hybrid work arrangements, but the employee acknowledges that this option may not necessarily always be appropriate or possible in all the circumstances. Alternatively, the Chamber may offer this option if they form a view that it will assist both parties.

Hybrid work can not commence until all requested information is submitted and approved.

An employees arrangement approval is for 12 months only. Reapplication is required every 12 months.

Obtaining approval

Hybrid work is neither an entitlement nor a contractual right and can only occur by formal agreement between The Chamber and the employee, volunteer, or contractor. Employees, volunteers, and contractors are required to speak to the Chief Executive Officer regarding their hybrid work request and are to fill out the Working from Home Suitability Checklist, Working from Home Agreement and the Working from Home WHS assessment.

The approval to work from home is managed on a case-by-case basis and each decision to provide this flexibility will be made on its own merits.

Approval to work from home/ hybrid work should only be considered where it has been clearly identified that one or more of the following apply:

- the arrangement would enhance or maintain productivity;
- there is a benefit to the Chamber;
- there would be no significant additional expenses incurred; and/ or
- working from home is an agreed condition of employment or there are valid personal or family reasons.

If there are costs associated with sourcing and supplying necessary work equipment and furniture for the home, are to be borne by the employee, volunteer, or contractor.

Work Health and Safety

The Chamber owes a duty of care in relation to the work health and safety of its employees working from home or in hybrid work settings.

All work health and safety policies which apply at the employee's usual place of work, will as far as practicable, apply to the employee when they carry out their work from home or hybrid work setting.

Performance expectations

It is expected that all employees with hybrid work arrangements will deliver a consistent and high level of performance.

The employee must ensure that when working from home/ hybrid setting that they must be contactable on the phone during business hours, and available (if necessary) to be dialled into meetings and be reading communications sent by their colleagues. Further, the employee can from time to time be expected within reason to attend work for important meetings and functions.

If the Chief Executive Officer has reason to believe that the employee's performance is being significantly compromised by the hybrid work arrangement, the approval can be revoked.

Forms

WFH- CHK Working from Home Suitability Checklist

WFH- TMP Working from Home Agreement

WFH- TMP Working from Home WHS assessment.

3.2 Travel and Work-Related Expenses Policy

Policy

At times, employees will be required to travel on business to be able to perform their roles. When travelling, we are all responsible in ensuring that these costs are kept as low as possible by taking ownership and responsibility for our travel arrangements.

Purpose

The purpose of this policy is to provide a detailed process to be followed when an employee is required to travel for work purposes and/or has work related expenses to claim.

Scope

This policy applies to all employees of the Chamber.

Procedure

All travel is to be authorised by the Chief Executive Officer prior to making any travel arrangements via completion and authorisation of the *Travel Authorisation Form*. Once authorisation is received the traveller can proceed and book travel.

Use of Private Vehicle

If you are required to use your private vehicle for Chamber business, you are entitled to be reimbursed for kilometres travelled, using the rates set out by the Australian Tax Office.

Travel

Whilst you are travelling on behalf of the Chamber, you are allowed to either:

- claim reimbursement for actual expenses incurred, or
- claim a travel allowance in respect of accommodation, meals and incidental expenses.

Claims for reimbursement can only be made after you have incurred the relevant expenditure. You need to keep receipts to substantiate your claim.

Claiming Work-Related Expenses

If you have a work-related expense for which you want to claim a reimbursement, these expenses need to be detailed on an *Expense Claim Form* and authorised by the Chief Executive Officer.

You need to attach all relevant receipts to the *Expense Claim Form*.

Breaks

When travelling on behalf of the Chamber, this forms part of a normal workday and therefore it is important employees adhere to the required breaks and rest pauses.

Forms

Travel Authorisation Form

Expense Claim Form

3.3 Internet, Digital Media & Email Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to promoting responsible and professional internet, digital media, and email usage.

Purpose

To provide expectations for the appropriate platform use of internet, digital media, and email platforms by Chamber Contributors and those interacting with the Chamber on our platforms.

This policy aims to ensure responsible, professional, and respectful online behaviours while promoting the positive image and reputation of the Chamber.

Scope

This policy applies to Chamber Contributors.

Procedure

Internet Usage by Employees, Volunteers and Contractors:

- The internet should be used primarily for business-related purposes, including research, communication, and networking relevant to the Chamber's objectives.
- Accessing or downloading inappropriate, offensive, or illegal content is strictly prohibited.
- Websites or platforms that may compromise security, contain malicious software, or violate copyright laws are not to be accessed using Chamber devices or networks.

Digital Media Usage by Chamber Contributors:

Business

- Only content approved or authorised will be posted to the Chamber's digital media platforms.
- Posts from the Chamber's digital media accounts will be free of derogatory language and content of any kind.
- The Chamber respect people's privacy and on that regard only post after permission is granted by all individuals involved in the post.
- All digital media is approved by the Chief Executive Officer or contractor.

Personal

- Personal digital media accounts must not be used to represent the Chamber's official stance or voice unless authorised.
- When posting on digital media platforms chamber contributors should be mindful of their personal conduct, respecting the Chamber and avoiding posts that may harm its reputation.
- Confidential information, trade secrets, or proprietary information related to the Chamber, or its members should never be shared on personal or public digital media accounts.

Email Usage by Employees, Volunteers and Contractors:

- Emails should be used for professional communication related to Chamber business.
- Respectful and courteous language should always be observed when sending emails.
- Employees, members, or representatives should exercise caution to avoid forwarding or replying to spam or phishing emails and promptly report any suspicious activity.

Chamber Contributors must ensure that information shared on Chamber platforms whether digital media platforms and websites, is accurate, up-to-date, and represents the Chamber and its members in a truthful manner.

The Chamber reserves the right to monitor and access email and internet use to protect the company and its employees. In the event of a breach of these guidelines, the Chamber may take appropriate actions, which can range from issuing a formal warning, providing guidance and counselling, adjusting roles or responsibilities, or considering other suitable measures, depending on the specific circumstances at hand.

3.4 Privacy & Cyber Security Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to safeguarding the privacy and security of all chamber contributors. We recognise the importance of protecting personal and confidential information from unauthorised access, use, or disclosure.

This policy outlines our commitment to privacy and cyber security, guiding the responsible handling and protection of sensitive data.

Purpose

The purpose of this policy is to establish clear guidelines for all Chamber Contributors with any form of access to Chamber systems, software, and hardware.

It aims to ensure the effective protection of business information and the personal information of chamber contributors, emphasising the importance of privacy adherence.

Scope

This policy applies to all Chamber Contributors who may have any type of access to Chamber's systems, software, and hardware.

Procedure

Collection and Use of Personal Information

- The Chamber collects personal information only for legitimate business purposes and with consent.
- Personal information shall be used solely for the intended purpose and only shared on a need-to-know basis.
- Individuals' permission is obtained for the collection, use, and storage of their personal information in compliance with relevant privacy laws.

Data Access and Security

- Access to personal and confidential information is limited to authorised Chamber personnel and requires secure authentication.
- Confidential information shall be stored securely and protected from unauthorised access or disclosure.
- The Chamber shall implement regular backups and secure data storage systems to mitigate the risk of data loss or theft.
- Physical and technological measures, such as firewalls, encryption, and anti-virus software, shall be utilised to protect against cyber threats.

Password Requirements

To avoid employees' work account passwords being compromised, these best practices are advised for setting up passwords. All password requirements are to reflect changes in legislation.

Email Security

Emails can contain malicious content and malware. To reduce harm, employees should employ the following strategies:

- do not open attachments or click any links where content is not well explained;
- check the email addresses and names of senders;
- search for inconsistencies;
- block junk, spam and scam emails; and
- avoid emails that contain common scam subject lines such as prizes, products and money transfers.

If an employee is not sure that an email, or any type of data is safe, the employee should contact the Chief Executive Officer.

Third-Party Involvement

- When engaging third-party service providers, such as phone, internet or external service providers, the Chamber shall ensure that their privacy and security practices align with our own.
- Third-party providers shall be required to comply with applicable privacy and cyber security laws and standards when handling confidential information.

Incident Response and Reporting

- All incidents involving the breach or potential breach of privacy or cyber security must be promptly reported to the designated authority within the Chamber.
- Steps are taken to promptly recover from incidents, minimise harm, and prevent future occurrences.
- Affected individuals will be notified in a timely manner if a privacy breach poses a significant risk to their rights or interests.

Employees, volunteers, and contractors shall receive education on privacy and cyber security best practices. Regular reviews and updates shall be conducted to ensure ongoing compliance and effectiveness.



REST & WELLBEING

4.0 REST & WELLBEING

Employee well-being is at the heart of our organisation. Our Leave Policy provides employees with the necessary time to rest, recharge, and maintain a healthy work-life balance. Our Psychosocial Policy addresses mental health impacts of the workplace, offering support and resources to our team.

We prioritise safety through the Workplace Health & Safety Policy, creating a secure and healthy environment for all employees. We are committed to fostering a workplace culture of respect and inclusivity, as outlined in our Bullying & Sexual Harassment Policy.

Moreover, our Grievance Handling & Resolution process ensures that every employee's concerns are not only heard but also addressed promptly and effectively, creating an atmosphere where everyone feels valued and supported.

4.1 Leave Policy

4.1.1 Annual Leave

Policy

Toowoomba Chamber of Commerce (Chamber) acknowledges that annual leave has a positive impact on the health and wellbeing of employees, and we encourage employees to utilise their allocated leave. Please refer to your individual employment contracts for annual leave entitlement. Part time and fixed term employees shall receive proportional benefits. It is important to note that employees can only access annual leave once it has been accrued.

Purpose

The purpose of the annual leave policy is to provide paid leave of absence to employees while off on holidays. Annual leave is to ensure all employees have their allocated time of rest and recreation. This policy provides guidelines in relation to the approval and taking of leave. This policy will also provide guidance around shutdown periods.

Scope

This policy applies to all employees of the Chamber, excluding casual employees.

Procedure

Accrual of Leave

Employees are entitled to 20 days (4 weeks) annual leave per annum. The employee's annual leave will be accrued and credited to their leave balance each pay period. Part time employees accrue leave pro-rata based on the hours that are worked each week. Any unused annual leave will roll over from year to year.

At the Chamber, we prioritise the well-being of our employees and strive to ensure they take regular breaks from work to maintain a healthy work-life balance. To support this, we recommend that employees do not accumulate more than 8 weeks of annual leave at any given time, unless there are specific reasons for accrual, such as planning a trip or family considerations. If an employee does accumulate more than 8 weeks of leave, the Chamber will encourage them to take at least 25% of the accrued leave.

Approval of Leave

If an employee wishes to take accrued annual leave, the *leave request form* should be submitted in writing. Where possible, employees should give at least 4 weeks' notice before the requested annual leave commencement date. Once the leave is approved, or not approved, the employee will receive a return email confirming the application. The leave is automatically recorded for payroll purposes.

Taking annual leave will be at times mutually agreed between the Chamber and the employee.

Annual shut down

The Chamber shuts down business over the Christmas and New Year season. The Chamber will advise exact dates prior to the leave. It is expected that leave taken throughout the year is managed to ensure enough balance remains for this period of leave. Where you have insufficient paid leave available, this time will be taken as Leave Without Pay, unless otherwise negotiated with the Chief Executive Officer.

Payment

At the time that the leave is taken (excluding overtime, bonuses, commissions etc) annual leave is paid at the ordinary current rate of pay as stipulated by the Employment Contract. Based on the terms of any employment agreement and any applicable industrial instrument, you may be eligible for an additional amount to be paid when you take annual leave.

Annual leave pay is processed as part of the Chambers normal payroll cycle so you will continue to receive your pay as usual while you are on annual leave.

Forms

Leave Application Form

4.1.2 Personal Leave

Policy

Personal leave is an entitlement that may be used for either personal illness or injury (known as sick leave) or to care for and support a member of your immediate family (carer's leave).

Please check your individual employment contracts for Personal Leave entitlements. Part time and fixed term employees shall receive proportional benefits.

Purpose

The purpose of personal leave is to provide paid leave of absence to an employee unable to work on account of illness or to allow paid absence in the event the employee needs to provide care and support to another person. Personal leave may be taken for part of a day.

Scope

This policy applies to all employees of the Chamber.

Entitlement

- Permanent full-time employees are entitled to a total of 10 days paid personal/carer's leave or a pro rata proportion for periods of less than a year's service.
- Permanent part time employees are entitled to a pro rata proportion of paid personal/carer's leave.
- Casual employees are entitled to unpaid personal/carer's leave.

Personal/carer's leave is cumulative but will not be paid out or taken as paid leave upon termination under any circumstances.

For this policy, a member of the immediate family or household means the spouse (including de facto spouse, former spouse, or former de facto spouse), child, parent, grandparent, grandchild or sibling; or the child, parent, grandparent, grandchild or sibling of the current or former spouse (including de facto spouse).

Procedure

You should give as much notice as practicable when taking any personal/carer's leave, including the expected length of your absence. Employees must, where possible, advise the Chief Executive Officer of their absence as soon as possible via phone and provide a written notice such as email or SMS.

You are required to supply the Chief Executive Officer with a medical certificate or other reasonable proof as soon as possible if required or requested by the Chamber. In the event of your illness, you may need to supply your medical certificate. If you are caring for a member of your immediate family or a member of your household who is ill, their medical certificate.

Where a medical certificate or statutory declaration is required but not supplied, the Chamber may decline to make a personal/carer's leave payment.

Forms

Leave Application Form

4.1.3 Parental Leave

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to providing eligible employees parental leave in accordance with the National Employment Standards and any applicable industrial instrument.

Purpose

The purpose of parental leave is to provide leave to employees around the time of childbirth, surrogacy, or adoption of a child.

Scope

This policy applies to all eligible employees.

Definition

Employees who are expecting to give birth or an employee's surrogate, spouse or de facto partner gives birth, or employees who have been notified of a placement date for adoption of a child under 16 years old.

Entitlement

You may be eligible if you are a permanent employee who will have responsibility for the care of the child, with at least 12 months service prior to:

- the expected date of birth of your child or your Partner's child; or
- the date of placement for the adoption of a child under 16 years old.

Casual employees with at least 12 months regular and systematic service with a reasonable expectation of continuing work are also eligible to take parental leave in the above circumstances.

Each eligible member of a working couple may take a separate period of up to 12 months of unpaid parental leave. An employee may also extend this period by another period of up to 12 months (for a total of 24 months) unless the other member of the working couple has already taken 12 months of unpaid parental leave. A working couple refers to 2 employees who may be working at the same or different employers, and who are married or in a de facto relationship.

In the case of adoption, the Chamber recognises that there may be uncertainty around the timing of placement and encourages you to keep us informed of any changes to the date of placement and leave arrangements.

Procedure

Notice and Evidence Requirements

You must provide notice of your intention to take parental leave in writing at least 10 weeks before taking the leave, or as soon as is reasonably practicable, to the Chief Executive Officer. This notice should include the planned start and end dates for your leave.

You must also advise of any changes to the dates or timing of your leave at least 4 weeks before the leave starts. You should also advise the Chief Executive Officer if you will also be receiving any payments under the government-funded paid parental leave scheme at least 4 weeks before going on leave.

The Chamber may request reasonable proof of the actual or expected date of birth or placement of a child under 16.

When only one employee takes unpaid parental leave

The following applies when only one member of a working couple (even if they work at different workplaces) takes unpaid parental leave:

- leave must be taken in one continuous period;
- for a pregnant employee, leave can start up to 6 weeks before expected date of birth, or earlier by mutual agreement with Chamber;
- for an employee who is not giving birth, leave starts on the date of birth, or the date of placement for an adoption; and
- leave may commence any time within 12 months after birth or placement where:
 - the employee has a spouse or de facto partner who is not an employee, and
 - the spouse or de facto partner has responsibility for the care of the child.

An extension of a further 12 months unpaid parental leave may be requested (for a total of 24 months), by submitting a written request at least 4 weeks before the end of the original 12 months of unpaid parental leave. Toowoomba Chamber will respond to the request in writing within 21 days and will only refuse if there are reasonable business grounds for doing so and will provide you with the reasons if refused.

Paid leave such as annual leave may also be taken at the same time and does not extend the total parental leave period beyond the agreed parental leave period of 12 or 24 months.

When both members of a working couple take leave

The following applies when both members of a working couple take unpaid parental leave:

- a maximum of 24 months of unpaid parental leave may be taken between them, which should be taken at separate times in a single continuous period.
- leave may be taken at the same time by both members of a working couple (concurrent leave) for a maximum period of 8 weeks, within 12 months of the date of birth or placement of the child.
- concurrent leave may be taken in one 8-week period, or in separate periods of at least 2 weeks, unless alternate arrangements have been agreed with the Chief Executive Officer. Concurrent leave is unpaid, and any such leave taken will be deducted from your unpaid parental leave entitlement of 12 months.
- if the employee taking leave first is not giving birth, leave must start on the date of birth or placement of the child.
- paid leave such as annual leave may also be taken at the same time.

Paid Parental Leave entitlements

You may also be entitled to 18 weeks' Government-funded Parental Leave Pay or 2 weeks' Dad and Partner Pay. This does not extend the time of any unpaid parental leave available.

Contact Services Australia to find out if you are eligible and to apply for these payments.

Forms

Leave Application Form

4.1.4 Long Service Leave

Policy

Employees of Toowoomba Chamber of Commerce (the Chamber) are entitled to long service leave. Please refer to your individual employment contract for long service leave entitlements. Part time and casual employees shall receive proportional benefits.

Long service leave is provided to employees in accordance with the relevant laws of the State or Territory that you are employed.

Purpose

The purpose of long service leave is to provide paid leave of extended absence to employees.

Scope

This policy applies to all eligible employees, including certain casual employees after working an extended period with their employer.

Procedure

Taking Long Service Leave

Long service leave should be taken as soon as reasonably practicable after you become entitled to it.

Please start a discussion surrounding long service leave when you become aware of your intention to take leave. We require all employees to apply to the Chief Executive Officer with a minimum of 3 months' notice for leave periods that are intended to be one month or longer.

Please contact the Chief Executive Officer if you have any questions about your entitlement to long service leave, or if you have any other questions about this policy.

Forms

Leave Application Form

4.1.5 Family and Domestic Violence Leave

Policy

Toowoomba Chamber of Commerce employees who are a victim of violence perpetrated by a family member, spouse or other intimate partner can access paid leave from work. This paid family and domestic violence leave is provided in line with the *National Employment Standards*.

Purpose

The purpose of family and domestic violence leave is to provide paid leave to employees to manage the impact of domestic violence and ensure their physical, mental or economic safety and wellbeing.

Scope

All employees, including casual and fixed-term employees, are entitled to 10 days paid family and domestic violence leave each year. This leave does not accumulate from year to year. However, if more than 10 days paid family and domestic violence leave is needed, please advise the Chief Executive Officer to see what we can do to reasonably assist you.

Definition

Family and domestic violence refers to violent, threatening or other abusive behaviour by an employee's close relative that seeks to coerce or control the employee; and causes them harm or fear.

A close relative is defined as:

- spouse or former spouse;
- de facto or former de facto partner;
- a current or former spouse or current or former de facto partner's child, parent, grandparent, grandchild or sibling;
- child or grandchild;
- parent or grandparent;
- sibling; or
- a person related to the employee according to Aboriginal or Torres Strait Islander kinship rules.

Procedure

You may take paid family and domestic violence leave if:

- you are experiencing family and domestic violence; and
- you need to do something to deal with the impact of the violence; and
- it is impractical for you to do that thing outside your ordinary hours of work.

Examples of actions you need to take to deal with the impact of the violence may include making arrangements for your own, or another close relative's safety (including relocation), attending urgent court hearings or accessing police services.

You may take paid family or domestic violence leave as:

- a single continuous 10-day period; or
- separate periods of one or more days each; or
- any separate periods to which the employee and the employer agree, including periods of less than one day.

If you need to take leave under this policy, please contact the Chief Executive Officer as soon as reasonably possible (which in certain circumstances, may be after the leave has started) and advise of the period, or expected period of the leave.

Employees may be required to provide reasonable evidence to verify the reason why domestic and family violence leave is being taken to be eligible for leave under this policy.

The Chamber will take all reasonable steps to ensure any information you provide to us regarding your need to take or potentially take paid family and domestic violence leave is treated confidentially, other than where a disclosure is required under law or to protect the life, health or safety of the employee or another person.

The Chamber will do its best to support you if you are experiencing circumstances relating to this policy. Additional support may also be available through external services such as the 1800 RESPECT website, which is the national sexual assault, domestic and family violence counselling service.

If you have any questions about this policy or would like to have a confidential discussion about your circumstances, please contact the Chief Executive Officer.

Forms

Leave Application Form

4.1.6 Compassionate Leave

Policy

Toowoomba Chamber of Commerce (Chamber) shall provide compassionate leave to employees in the event of an immediate family or a member of their household being critically ill or injured and the condition poses a threat to their lives.

Employees may also apply for compassionate leave in the event of death of an immediate family member or household member. Compassionate leave is provided to employees in accordance with the *National Employment Standards*.

Purpose

The purpose of compassionate leave is to provide leave of absence to an employee in the event of an immediate family member being critically ill, injured or passing away.

Scope

This policy applies to all employees.

Entitlement

Permanent and casual employees are entitled to 2 days' compassionate leave for each occasion when an Immediate Family Member or Household Member:

- contracts or develops a personal injury that poses a serious threat to their life; or
- sustains a personal injury that poses a serious threat to their life; or
- passes away.

Compassionate leave may be taken in two consecutive days, two non-consecutive days or any other separate periods to which we agree.

Sorry Business

Toowoomba Chamber acknowledges that for Aboriginal and Torres Strait Islander people, the mourning period and responsibilities that follow in accordance with tradition and custom, including Sorry Business, may require a longer period of leave than what is provided for in legislation. Other leave types, including personal/carer's leave, annual leave and leave without pay, can be made available to support these responsibilities.

Extended Leave on Compassionate Grounds

We encourage employees to please talk to the Chief Executive Officer should you wish to discuss your options should require time away from work that is greater than the legislated minimum, as other leave may be available to you including personal/carer's leave, annual leave or leave without pay.

Procedure

We understand that you may need to take compassionate leave at short notice.

We therefore require all employees, as a condition of taking compassionate leave, to notify the chief Executive Officer by phone as soon as possible of your intention to take compassionate leave. When you notify the Chief Executive Officer, you must advise of the period (or the expected period) for which you will be taking compassionate leave and provide any evidence we ask you provide to support your request for leave.

You are required to apply in writing for compassionate leave as soon as possible after you return from leave.

Payment

For permanent employees, compassionate leave pay is paid leave, and processed as part of Toowoomba Chamber's normal payroll cycle so you will continue to receive your pay as usual while you are on compassionate leave.

Compassionate leave for casual employees is unpaid.

Forms

Leave Application Form

4.1.7 Community Service Leave

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to providing employees community service leave in accordance with the National Employment Standards and any applicable industrial instrument.

Purpose

The purpose of this policy is to provide employees the ability to take community service leave for eligible activities relating to voluntary emergency management activities such as volunteering with the SES, or alternatively for jury duty. Such leave is unpaid except for jury duty.

Scope

This policy applies to all employees.

Entitlement

Voluntary emergency management activity

An employee will be participating in a voluntary emergency management activity if:

- it relates to assistance during a time of emergency or natural disaster provided on a voluntary basis;
- the employee was requested to participate in the activity, or it is likely that a request would have been made if possible; and
- the employee is a member or has a member-like association with a recognised emergency management body.

Recognised emergency management bodies are bodies designed to assist during a time of emergencies or natural disasters (as assigned by the Government), or a similar body that primarily responds to emergencies or natural disasters, including firefighting or rescue bodies. This may also include bodies such as the SES, or the RSPCA if assisting with wildlife rescue during a natural disaster.

Jury Duty

In the event you are contacted and asked to participate in jury duty, please discuss with your supervisor if your attendance will be possible with work commitments. If not, the Chamber can provide a letter that exempts you from participating.

Participation in jury duty also includes participation in the jury selection process.

Permanent full-time or part-time employees will be paid the difference between any jury duty payment received (excluding any expense-related allowances) and the base pay rate for the ordinary hours they would have worked, for the first 10 days of jury selection and/or jury duty ('make-up pay'). Casual employees do not receive make-up pay under the National Employment Standards but may be entitled to payment depending on applicable state or territory laws.

Your base rate of pay is your normal salary excluding any expense-related allowances, incentive-based payments and bonuses, loadings, monetary allowances, overtime and penalty rates, or any other separately identifiable amount.

Procedure

Voluntary emergency management activity

We require all employees, as a condition of taking community service leave, to notify the Chief Executive Officer as soon as reasonably practicable of their intention to take leave.

When you apply for leave, you must advise of the period (or the expected period) for which you will be taking community service leave and provide any evidence to support your request for leave if requested.

To assist with operational requirements, you should also notify the Chief Executive Officer if you may at some time qualify for community service leave as a voluntary member of an eligible emergency management organisation, or if you later join an eligible emergency management organisation on a voluntary basis.

Jury Duty

All employees must notify the Chief Executive Officer if they need to take leave for jury duty, along with the expected period of leave as soon as possible. You may be required to provide evidence showing the following before any make-up pay is provided:

- your attendance for jury selection and/or jury duty;
- evidence that you took all necessary steps to obtain jury duty pay; and
- the amount you will receive for jury duty.

Should work requirements inhibit your opportunity to take Jury Duty please notify the Chief Executive Officer to write a letter from the Chamber seeking excusal from Jury Duty.

Forms

Leave Application Form

4.1.8 Public Holiday

Policy

The Toowoomba Chamber of Commerce (Chamber) acknowledges employees are entitled to public holidays in line with the *National Employment Standards*, unless otherwise specified in your employment contract.

Purpose

The purpose of this policy is to clearly outline the entitlements and procedure for employees to follow when a public holiday arises.

Scope

This policy applies to all employees.

Entitlement

Employees are generally not entitled to payment for a public holiday where it falls on a day that they do not normally work.

If a public holiday falls on a day of paid leave, you may be entitled to payment for that day, such as when paid annual leave or personal/carers leave is taken. However, there are exceptions to this, such as when annual leave is taken during a period of unpaid parental leave, or where there are exceptions for long service leave under state or territory long service leave legislation.

You may also be required to work a public holiday and will be provided with reasonable notice if this is required.

Procedure

Public holidays are processed as part of the Chamber's normal payroll cycle so you will receive any public holiday entitlement in your pay where you are entitled to payment for the day.

Forms

Leave Application Form

4.1.9 Unpaid Leave

Policy

Toowoomba Chamber of Commerce (Chamber) acknowledges there will be times employees have insufficient leave. Employees are not automatically entitled to leave without pay, leave without pay is granted at the discretion of the Chief Executive Officer.

Authorisation for leave without pay will apply to each specific request only.

Purpose

The purpose of unpaid leave is to provide employees, who have exhausted all their leave entitlements, with further leave without pay granted to them.

Scope

This policy applies to all employees.

Entitlement

There is no obligation for the Chamber to agree to your request for unpaid leave as the needs of the Chamber and fairness to other employees will also need to be considered, in addition to your own circumstances. Under no circumstances should you fail to attend work or take leave without prior authorisation.

If for any reason you have insufficient leave for any requested period of absence, you should discuss the possibility of taking unpaid leave with the Chief Executive Officer.

The determination to grant unpaid leave will consider:

- financial needs of the Chamber;
- workplace needs and culture;
- staff retention;
- professional development; and/or
- alignment to the Chamber values and strategic plan.

Forms

Leave Application Form

4.2 Psychosocial Policy

Policy

Toowoomba Chamber of Commerce (Chamber) recognises that a mentally healthy workplace is a key driver for organisational success and sustainability. The Chamber believes that everyone should be able to work in a psychological safe environment.

The Chamber is committed to:

- eliminating or minimising risks to psychological health with integrated systems, policies and processes that are monitored regularly;
- building and maintaining a positive and supportive environment and culture that protects from psychological injury;
- increasing employees' knowledge, skills and capabilities to be resilient and thrive at work;
- reducing stigma and discrimination in the workplace; and
- facilitating employees' participation in a range of initiatives that contribute to a mentally healthy workplace.

Purpose

The purpose of this policy is to:

- define what psychological safety is;
- outline measures to prevent unsafe psychological environments; and
- provide links to the grievance handling policy and procedure, for the resolution of complaints.

Scope

This policy applies to all employees, volunteers and contractors.

Definition

What is Psychological Safety?

Psychological safety is an environment that encourages, recognises and rewards individuals for their contributions and ideas by making individuals feel safe when taking interpersonal risks. A lack of psychological safety at work can inhibit team learning and lead to in-groups, groupthink, and blind spots.

Procedure

All Chamber Contributors are encouraged to:

- understand this policy and seek clarification from management where required;
- identify and report on hazards and factors that may impact on employees' psychological health and safety;
- consider this policy while completing work-related duties and at any time while representing the Chamber;
- support fellow employees in their awareness of this policy; and
- support and contribute to the Chamber's aim of providing a mentally healthy environment for all Chamber Contributors.

If you feel you have been exposed to an unsafe psychological environment, or you believe you have witnessed another chamber contributor being exposed to an unsafe environment, the Chamber encourages you to act. Employees, volunteers, and contractors please refer to the *Grievance, Handling & Resolution Policy*. Members, please refer to the *Members Complaints Handling and Resolution Policy*.

The Chamber undertakes that we will treat all complaints seriously and carry out an objective investigation where appropriate. You will not be disadvantaged in employment conditions or opportunities in any way for making a complaint, and the Chamber will take reasonable measures to ensure that you are not victimised in any way.

Legislation

The commencement of the *Work Health and Safety Regulations 2022* requires the employer to manage psychological health and prevent psychosocial hazards.

Effective 1 April 2023 a code of practice has been released to provide guidelines on managing the risk of psychosocial hazards at work.

Forms

Employee Grievance Record Form

4.3 Workplace Health & Safety Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to providing a safe and healthy workplace and recognise that the health and safety of all employees and third parties is of vital importance and is key to a successful business.

The Chamber aims to continuously maintain and improve the work environment to ensure that it is, so far as is reasonably practicable, physically, and psychologically safe for all employees and third parties and without risk to their health and safety.

The Chamber will endeavour to continuously improve health and safety in the workplace through consultation, the adoption and improvement of safe work practices, as well as increasing the awareness of health and safety obligations for management and all other employees.

Purpose

The purpose of this policy is to ensure all employees, volunteers, contractors, and board members and third parties are familiar with Workplace Health & Safety standards and each person is provided with a detailed Workplace Health & Safety process to follow.

Scope

This policy applies to all Chamber employees, volunteers, contractors, and board members.

Procedure

The Chamber's responsibilities

The Chamber aims to:

- provide and maintain a work environment (including equipment, systems of work and psychosocial) that is, so far as is reasonably practicable, safe for all employees and third parties and without risk to their health;
- provide adequate facilities for the welfare of employees and other persons at work;
- provide information, training, instruction and supervision as necessary to maintain a healthy and safe workplace;
- proactively monitor the workplace and the health and safety of employees to assist in preventing physical injury;
- proactively monitor the workplace and the health and safety of employees to assist in preventing a psychological unsafe workplace;
- communicate with senior management on a regular basis on any matters that concern the provision of a healthy and safe workplace; and
- consult with employees on matters of work health and safety.

Duties of Employees

Specifically, the Chief Executive Officer, supervisors and other similar position holders are also required to:

- keep updated on work health and safety matters;
- understand the practices and the processes used by the Chamber to comply with its work health and safety duties;
- ensure that the appropriate resources and processes are available to eliminate or mitigate any risks to health and safety of employees and third parties
- maintain adequate mechanisms for receiving, considering and acting on any information received regarding workplace incidents or hazards;
- monitor workplace conditions and identify issues that need to be actioned to maintain a healthy and safe workplace, including any matters raised by other employees; and
- consult employees on health and safety matters and ensure that proper supervision and training is provided for a safe workplace.

Duties of employees

As an employee, volunteer, contractor, or board member, your obligations are as follows:

- you must take all reasonable steps at work to ensure your health and safety and the health and safety of others. This includes wearing and using all safety gear provided to you.
- you must comply with any applicable codes of practice and all directions given to you in relation to WHS issues.
- you must not engage in practical jokes or other conduct which may result in physical or psychosocial injury to others.
- you must immediately notify the Chief Executive Officer or supervisor if you become aware of any matter which you consider may affect the health or safety of employees or third parties to the Chamber.
- you must immediately notify the Chief Executive Officer or supervisor if you sustain a workplace injury or become aware that another worker has suffered a workplace injury.
- as soon as practicable after you have become aware of any potential hazard, have sustained a workplace injury, or have become aware that another worker has sustained a workplace injury, you must complete all relevant reporting forms to report the hazard and/or injury.
- If you feel you have been exposed to an unsafe psychological environment, or you believe you have witnessed a co-worker being exposed to an unsafe environment, the Chamber encourages you to take action. You can either report the incident via the Incident/Hazard Report Form or please refer to the Grievance, Handling & Resolution Policy.

Duties of third parties, including visitors, non-employees, event guests

If a person is not a worker, but attends The Chamber's premises, including events, they must:

- take reasonable care of their own health and safety;
- take reasonable care that their actions or omissions do not adversely affect the health and safety of others; and
- comply, so far as they are reasonably able, with any instructions that may be given by The Chamber regarding any health or safety matters.

All parties must comply with this policy. Failure to comply with this policy may result in disciplinary steps being taken including termination and may expose you and the Chamber to prosecution.

Reporting Accidents and Injuries

All accidents, injuries and 'near misses', whether they occur at work, while travelling to and from work, or at an event, must be reported immediately to the Chief Executive Officer, or if that person is not available, to another person with management responsibilities. Please complete the *Hazard Incident Report Form*.

Reported incidents or hazards will be investigated by the Chamber promptly. We will identify the causes and assess any hazards that need to be controlled. The Chamber will discuss the incident with you or any relevant employees to decide on suitable controls needed to eliminate or mitigate any risks in place.

Hazard and Risk Identification

The Chamber has processes in place to identify, assess and control workplace hazards along with measures to review those controls.

If a potential hazard is identified, the Chief Executive Officer or employee should report the hazard or risk as soon as possible, regardless of how minor it may seem. Once identified, the severity of the hazard will be assessed, and appropriate control measures will be implemented to eliminate or mitigate the hazard. The implemented control measures will be reviewed for effectiveness and adjusted if necessary.

Emergency Evacuation Procedure

The Chamber will ensure that employees are familiar with the evacuation procedures and the location of any emergency exits.

In the event of an emergency that may impact the Chamber's premises or the safety of employees, appropriate instructions will be provided.

If an evacuation is announced, employees should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point, in accordance with the premises' evacuation plan. At all times you should remain calm and do not run, panic or take any belongings with you while evacuating.

First Aid Facilities

The Chamber is committed to ensure employees have ready access to First Aid Facilities in the event of accidents occurring in the workplace.

All new employees will be advised of the correct first aid procedure and the name/s of first aid officers/s during their induction. Should someone have any queries concerning the first aid procedure, please contact a First Aid Officer.

Everyone is strongly encouraged to remind themselves of the location of the first aid kit. Everyone should also be familiar with the first aid officer/s to ensure where to seek assistance if required.

All injuries, however minor, must be reported immediately to the Chief Executive Officer for recording and further action if required.

Forms

Hazard Incident Report Form

4.4 Bullying & Sexual Harassment Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to providing a workplace free of all forms of harassment and bullying, as prescribed by Commonwealth and State legislation. All Chamber Contributors have the right to be treated with dignity and respect and are required to treat each other accordingly.

Purpose

The purpose of this policy is to define the types of behaviours that amount to workplace harassment and to prevent its occurrence in the workplace. If workplace harassment does occur, this policy provides a detailed process to be followed.

Scope

This policy applies to all Chamber Contributors. It applies in the workplace, when you are working off-site and during any activity undertaken in the course of employment, including Chamber related events such as business trips, meetings, social events, and training programs.

Definitions

Harassment

Harassment means any unwelcome behaviour which a reasonable person in the circumstances would find offensive, humiliating or intimidating. The fact that no offence was intended does not mean that harassment has not occurred. If the behaviour has the effect of being offensive, humiliating or intimidating, that is usually enough.

Harassment may occur as a single act, or as a series of incidents. It may be subtle or openly hostile and occur in private or public settings.

Examples of harassment may include, but are not limited to:

- inappropriate or aggressive language in the workplace;
- gossiping about a person, or asking intrusive questions about another person's private life, including their religion, family or other matters;
- constantly monitoring what someone else is doing, giving unsolicited or unreasonable criticism or 'nitpicking';
- openly displaying pictures, graffiti or other written materials which might be offensive; and/or
- sending communications via phone, email or computer networks which may be threatening, abusive or offensive.

Sexual harassment

Sexual harassment means any unwelcome behaviour of a sexual nature which a reasonable person in the circumstances would find offensive, humiliating or intimidating. Such behaviour is unlawful and not permitted.

Examples of sexual harassment may include, but are not limited to:

- sexual advances or requests for sexual favours;
- inappropriate or unsolicited physical contact, such as patting or pinching;
- sexual violence or indecent and/or sexual assault;
- public displays of nudity;
- verbal comments or unwelcome questions about someone's appearance, dress or private life;
- lewd jokes or wolf whistling; and/or
- communications displaying offensive material or pornography, including posters, calendars or via email or mobile phone.

Workforce Bullying

Workplace bullying means repeated and unreasonable behaviour directed towards another person or group of people that creates a risk to health and safety, with:

- repeated behaviour referring to the persistent nature of such behaviour, which can be in reference to a range of actions over time; and
- unreasonable behaviour referring to behaviour that a reasonable person would consider unreasonable in the circumstances. It includes behaviour that is victimising, humiliating, intimidating, or threatening.

Such behaviour may be unlawful and is not permitted. Single incidents of such conduct may also present a risk to health and safety and will not be tolerated.

It may include obvious verbal or physical assault to very subtle psychological abuse and can include:

- physical intimidation or actions such as punching a person;
- verbal abuse, threats, sarcasm or other forms of demeaning or intimidating language or communication;
- psychological harassment;
- excluding or isolating another person; and/or
- deliberate change of work duties, sabotaging another's work or placing unreasonable work demands on another person.

What is not workplace bullying?

Reasonable management action taken in a reasonable way is not bullying. The Chief Executive Officer and supervisors have a responsibility to conduct performance reviews, manage employees and to provide feedback on performance and work-related behaviour. On occasion, this may include negative review or comment which you may find uncomfortable but will not amount to bullying or harassment.

Workplace bullying does not include:

- legitimate and relevant counselling, comments or advice relating to your performance or conduct at work; and/or
- discussion or counselling designed to assist you to meet performance targets.

Conduct that breaches this policy

The Chamber shall take appropriate disciplinary action against any employee who is responsible for, or engages in, any form of bullying or harassment behaviour.

It is also unlawful and against the Chamber's policy to victimise or otherwise disadvantage a person who alleges that they have been bullied or harassed. Any worker including an employee or contractor who victimises, threatens, intimidates, or otherwise places at disadvantage a person who alleges they have been bullied or harassed will be subject to disciplinary action including, but not limited to dismissal.

Procedure

The Chamber will aim to resolve all complaints about harassment and bullying which may arise at the workplace. The Chamber can only do this if employees inform them about their complaints. The Chamber aims to treat all complaints about harassment and bullying seriously, quickly, and as confidentially as is reasonably possible.

Chamber employees, volunteers and contractors who believe they have been bullied or harassed are encouraged to follow the procedure in accordance with The Chamber's *Grievance Handling and Resolution Policy*.

If a Chamber member feels they are being bullied or harassed by another Chamber contributor, they are encouraged to follow the *Member Complaints Handling Policy*.

Where appropriate, attempts will be made by all parties to resolve the issue in an informal manner in the first instance. If you can, you should speak to the person responsible for the conduct and ask that person to stop. If you do not feel that you can do this, or it doesn't work, you should talk to the Chief Executive Officer.

The Chief Executive Officer can be contacted at any time to discuss any complaint or enquiry. You may approach them for general advice or to discuss any issue.

The Chief Executive Officer may also investigate complaints. Depending on what you want and on the nature of the complaint, it might be appropriate for the Chamber to make a formal determination about what has happened, and to decide about what the consequences should be.

Forms

Employee Grievance Record Form

4.5 Grievance Handling & Resolution Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to resolving grievances wherever possible through mediation, consultation, cooperation, and discussion.

An effective grievance resolution process that facilitates early intervention as grievances arise is an important element in developing a productive and harmonious work environment. Grievances that are not addressed have the potential to grow into major problems that may cause tension, low morale, and reduced productivity.

This policy will not apply where there are other specific policies or procedures in place for dealing with the matter (e.g., unsatisfactory performance or misconduct).

Wherever possible, grievances should be resolved through an informal process of discussions and cooperation in a way that minimises the potential for damaging on-going work relationships.

Purpose

The purpose of this policy is to provide a process for the quick and effective resolution of workplace grievances. Grievance resolution is the process by which solutions are sought in response to an employee complaining or expressing concerns about (or perceptions of) problems in the workplace.

Scope

This policy applies to all employees, volunteers, contractors, and board members.

Definitions

What is a Grievance?

A 'grievance' is a clear statement by an employee of a work-related problem, concern or complaint that is causing the employee distress. A grievance may arise from:

- an interpretation and application of The Chamber's people management policies, including allocation of work, job design and performance management;
- a workplace communication or interpersonal conflict;
- a workplace health and safety issue;
- an allegation of discrimination or harassment; or
- a psychologically unsafe environment.

Work-related grievances that are not promptly and effectively resolved can lead to:

- lost productivity;
- lower quality of work and customer services;
- distraction from company goals;
- loss of confidence and communication between employees and supervisors;
- low morale and job satisfaction that can lead to increased absenteeism and increased employee turnover;
- loss of reputation as an employer and service provider;
- loss of reputation to the employee;
- lost working time of everyone involved in dealing with a complaint; and
- the potential for legal action and damages.

Procedure

General provisions

The Chamber has developed procedures for the resolution of complaints, grievances or problems raised by employees, where the complaints relate to work, the work environment or working relationships. These procedures emphasise a collegial approach to grievance resolution through informal procedures and mediation and are designed to lead to a prompt and fair resolution of difficult problems.

The Chamber and employees concerned are entitled to fair treatment in relation to these procedures. While the parties to the grievance attempt to resolve the matter in accordance with this policy, work must continue as normal, other than with respect to bona fide health and safety issues, while the matter is being dealt with in accordance with this policy.

Policy not available for discrimination

Grievance procedures are not available in matters of discrimination, workplace bullying and harassment or victimisation, for which specific policies and complaint procedures apply.

Common problems

Where two or more employees believe that they have an identical or common problem, they may act together, and the matter will be dealt with as a single grievance.

Where the employee and the Chief Executive Officer agree, the time limits set out in this policy may be extended.

Informal grievance resolution

Attempt informal resolution first

Employees, volunteers, contractors, and board members and the Chamber are encouraged to attempt informal grievance resolution prior to resorting to a more structured process.

This informal process does not require documentation. However, sufficient notes if they participate in the process.

Who should the employee contact?

Ideally, an employee raising a grievance should try to resolve the matter with the person against whom the grievance exists. Where the grievance is in relation to a process, and does not involve another person, the employee should involve the immediate supervisor. Either party to the grievance may choose to involve the supervisor to facilitate resolution at this informal level.

Where the matter is related to conditions of work (eg, workload), the employee should attempt to resolve the matter with the employee's supervisor, in consultation with the Chief Executive Officer. Where the supervisor is involved to facilitate resolution, the grievance may be lodged by the complainant verbally, or in writing. If in writing, it must be signed and dated.

Resolution process

Parties to the grievance should endeavour to:

- amicably discuss the matter;
- identify all perspectives of the issue at hand; and
- come to a mutually agreeable conclusion.

Outcome of resolution process

A successful outcome to an informal grievance process consists of all parties having had an opportunity to present their stories, consensus by all on the decisions made and any provisions for resolution of the grievance. The parties should feel capable of working together in a professional capacity.

If resolution is not achieved at the informal stage because:

- the grievance is of a more complex nature;
- the parties believe the informal process is not appropriate; or
- the complainant feels uncomfortable about approaching the subject of the complaint, then, formal grievance resolution should be undertaken.

Formal grievance resolution

Like the informal process, formal grievance resolution entails meetings and discussions between involved parties, facilitated and documented by management, to achieve grievance resolution.

Stage 1: Conciliation

Raising a grievance

In most instances, an employee who is raising a grievance (complainant) should first raise that grievance with the Chief Executive Officer. If the grievance is in relation to the Chief Executive Officer, the employee should raise the grievance with the Chamber President, and the process should escalate immediately to Stage 2: Management level conciliation.

The Chief Executive Officer will determine the most appropriate process or intervention to manage a grievance. In making such determination, the nature of the grievance and the interests of all parties will be considered.

Lodgement of grievance

A formal grievance must be lodged in writing, containing sufficient information to allow the complaint to be assessed. The employee can access support from the Chief executive Officer or other person of the employee's choice to write the grievance documentation. It must be signed and dated. Where there is more than one complainant, each must sign the document. Please complete the *Employee Grievance Record Form*.

Negotiation

The immediate supervisor should then discuss the matter with the parties and other relevant individuals and attempt to informally negotiate a satisfactory solution. The immediate supervisor may elect to have one-on-one discussions, or to arrange a meeting of the relevant parties, depending on the nature of the grievance.

The Chief Executive Officer may involve an independent third party for consultation or to manage the grievance process if the supervisor deems this appropriate.

Documentation

The immediate supervisor must take sufficient notes to identify the nature of the complaint and the outcome of the process. When the situation has been resolved, all documentation should be provided to the Chief Executive Officer for record keeping.

Resolution

Resolution may include general discussion and conciliation, or may involve action such as staff training, changing office seating arrangements, transferring staff, or reallocating work responsibilities.

At the resolution stage of the grievance, the supervisor must ensure that all parties are advised of the outcome. This communication should, where possible, take place in person. It may be appropriate for such outcomes to also be documented in writing to all parties.

Where a grievance cannot be resolved in this stage, it is to be referred to the immediate supervisor's, who should work to resolve the matter.

Stage 2: Management level conciliation

The grievance should be referred to the Chamber President, who should work to resolve the matter. The same steps as Stage 1: Conciliation should be followed.

The Chief Executive Officer will provide advice to all involved in the grievance process, or directly manage the process.

Stage 3: Escalated conciliation

Where the grievance cannot be resolved at Stage 1: Conciliation or Stage 2: Management level conciliation, the Chief Executive Officer must advise the complainant that the complaint will be referred to the Chamber President.

The Chief Executive Officer must provide the Chamber President with all relevant documentation on the grievance, together with a written report signed and dated by the manager, outlining the steps that have already been taken to resolve the matter.

The Chamber President or their delegate will consider a range of options to resolve the grievance and may involve external agencies, such as a qualified investigator or mediator or both, in this process.

The Chamber President or their delegate is responsible for managing the successful conclusion of this process.

Timeframe for grievance resolution

Grievances should be addressed in a timely manner.

Each stage should provide for a timeframe of at least 3 working days. All parties are to be advised of the specified resolution timeframe at the commencement of the resolution process if it is to be longer than 3 working days. If an extension to the prescribed timeframe is required due to the complexity of a grievance, this must be negotiated and communicated to all parties.

Roles and responsibilities

Complainant

In electing to lodge a grievance, a complainant accepts the responsibility to seek and support resolution of the issue or issues, and to cooperate with the process. A complainant must be prepared to provide evidence of the assertions.

A complainant may withdraw a grievance at any time. Written grievances should be withdrawn in writing and the person responsible for that stage of the resolution process must be advised. All parties to the grievance will be advised by the immediate supervisor, manager or relevant department (as appropriate) that the grievance has been withdrawn.

The following rights apply to a complainant:

- the complainant must not be victimised for lodging a grievance;
- the complainant must be able to nominate own witness or witnesses if there is an internal or external investigation into the complaint;
- the complainant must have the right to seek the support and advice of a support person, occupational health and safety representative, friend or colleague; and
- the complainant may have an interpreter present at an investigation interview if required.

If, at any stage of the grievance resolution process, the Chamber is satisfied that a grievance is frivolous, vexatious, misconceived or lacking in substance, the complaint may be dismissed. A finding that a complaint has been made frivolously or vexatiously may lead to disciplinary action against the complainant.

Subject of the complaint

The subject of the complaint must have a commitment to seek and support resolution of the issue or issues and cooperate with the process.

The following rights apply to the subject of the complaint:

- the subject of the complaint must not be victimised for being the subject of a grievance;
- where some sense of culpability may be attached to the grievance, the subject of the complaint will be treated as innocent until proven otherwise;
- the subject of the complaint is able to nominate own witness or witnesses if there is an internal or external investigation into the complaint;
- the subject of the complaint must have the right to seek the support and advice of a support person, occupational health and safety representative, friend, or colleague; and
- the subject of the complaint may have an interpreter present at an investigation interview if required.

Immediate supervisor

An immediate supervisor is responsible for:

- receiving the grievance (either written or verbal);
- coordinating and facilitating the resolution of the grievance;
- advising the parties of their rights, obligations and the process as outlined above;
- communicating regularly with the parties on the process and progress of the grievance;
- maintaining an appropriate level of documentation which should be kept in a confidential file in secure storage;
- notifying the Chief Executive Officer immediately upon a grievance being progressed to Stage 2: Management level conciliation;
- ensuring that the grievance resolution timeframe is adhered to or, if this is not possible, an alternate timeframe is to be negotiated with all parties; and
- ensuring that the principles of natural justice and procedural fairness are applied to the resolution of all employee grievances.

In relation to the above, each affected party must have the opportunity to answer, or otherwise deal with, any matter which is raised against that party. Where concerns relating to bias or conflict of interest are raised by a party to a grievance, the Chamber is obliged to consider the issues that have been raised. The basis of the decision arising from consideration of the issues is to be communicated to the parties.

Confidentiality

Confidentiality means that, apart from the supervisor or manager involved, the only persons entitled to information about a grievance will be:

- the complainant;
- the subject of the complaint; and
- others to whom the matter may be referred as part of the resolution process.

When dealing with a grievance, immediate supervisors and managers must ensure that all parties are aware that confidentiality must be maintained at all times.

A breach of confidentiality may result in disciplinary action.

Documentation

The management and resolution of grievances must be documented appropriately.

Documentation should:

- describe clearly and concisely the process;
- describe clearly and concisely the grounds on which decisions have been made; and
- be dated and signed by relevant parties.

Record keeping

All documentation associated with a grievance and a formal grievance resolution process will be kept in confidential files. These shall be kept separately from the personnel files of both the complainant and the subject of the complaint. Only when a complaint results in disciplinary action or involves substandard performance will any relevant grievance information be placed on a personnel file. If such documentation is to be placed on a personnel file, the immediate supervisor or manager must advise the employee.

Forms

Employee Grievance Record Form



HOW WE PERFORM

5.0 HOW WE PERFORM

The Events Management Policy serves as a blueprint for meticulously planning and executing successful events, ensuring that every interaction with our stakeholders is memorable and impactful.

Our Volunteer Policy welcomes external individuals to engage with our organisation, offering their valuable time and skills to support us in various activities, particularly during events and community initiatives. We deeply appreciate the contributions of volunteers and believe their involvement strengthens our mission.

Our Training & Development Policy empowers our workforce with opportunities for continuous learning and skill enhancement, encouraging professional growth and innovation. In addressing issues of poor performance and misconduct, our corresponding policy ensures a fair and transparent approach to resolution. We believe in supporting our employees to improve and align with our organisational values, while also upholding our standards of conduct.

Finally, our Separation of Employment Policy provides clarity on the end of employment relationships. It outlines the procedures, benefits, and responsibilities to ensure a smooth transition for both departing employees and the organisation, reflecting our commitment to treating all employees with dignity and respect throughout their journey with us.

5.1 Events Management Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to ensuring that all events are conducted professionally, safely and in alignment with the Chamber's vision and values.

Purpose

The purpose of this policy is to provide guidelines and procedures for planning, organising, and executing events hosted, sponsored, or held in partnership with the Chamber.

Scope

This policy applies to all employees, volunteers and host members involved in events organised, sponsored, hosted, or held in partnership with the Chamber, including but not limited to:

- Conferences and seminars;
- Workshops and training sessions;
- Fundraising events;
- Social and networking events;
- Community outreach activities; and
- Special ceremonies and celebrations.

Procedure

Event Host Planning and Approval

A designated person needs to be allocated for each event. They will be responsible for overseeing all aspects of event planning and execution.

A risk assessment must be conducted for each event to identify potential hazards and develop mitigation strategies.

Relevant insurances such as public liability insurance is to be in place.

All events must comply with applicable laws and regulations, including permits, licenses, and insurance requirements.

The Event Summary Plan must be completed.

Event Execution

Event promotion and marketing activities must be carried out in accordance with the Chamber's branding and communication guidelines.

Adequate arrangements for venue booking, equipment, catering, transportation, and other logistics must be made well in advance.

The safety and security of participants, attendees, and staff must be a top priority and as such security measures and emergency response plans should be in place.

Event Evaluation

After each event, a thorough evaluation should be conducted to assess its success against the stated objectives. This assessment should cover financial performance, attendee feedback, and lessons learned.

All event-related documents, including financial records, attendee lists, and feedback forms, should be properly archived and maintained for future reference.

Forms

Event Summary Plan Form

5.2 Volunteer Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to ensuring that volunteers feel safe, significant, fulfilled, and appreciated.

Purpose

The purpose of this policy is to outline the principles, guidelines, and expectations for volunteers who support the Chamber. This policy aims to ensure a positive and productive experience for both the Chamber and its volunteers.

Scope

This policy applies to all volunteers engaged by the Chamber.

Definitions

A volunteer is an individual who provides their time, skills, and services without monetary compensation.

Procedure

Volunteer Roles and Responsibilities

- Volunteers are expected to adhere to the Chamber's mission, values, and code of conduct.
- Volunteers must fulfill their assigned duties and responsibilities punctually and professionally.
- Volunteers must maintain the confidentiality of sensitive information they may have access to during their service.
- Volunteers should communicate their availability, schedule changes, or issues to The Chamber in a timely manner.
- Volunteers are encouraged to provide feedback and suggestions for improvement to The Chamber.

Training and Orientation

- All volunteers will receive orientation and training as necessary for their specific roles.
- Training may include safety procedures, relevant policies, and any job-specific requirements.
- Volunteers are responsible for actively participating in and completing required training.

Termination of Volunteer Service

- The Chamber reserves the right to terminate a volunteer's service at any time, with or without cause.
- Volunteers may also choose to voluntarily cease from their positions at any time, with notice if possible.

Insurance

The Chamber will provide insurance coverage for volunteers during their service, subject to the terms and conditions of the policy.

Acknowledgment and Agreement

All volunteers are required to sign and acknowledge that they have read, understood, and agree to abide by this Volunteer Policy.

5.3 Training & Development Policy

Policy

Toowoomba Chamber of Commerce (Chamber) is committed to the development of its employees.

We believe learning is a lifelong event and we can always learn better ways to do our current jobs or future roles.

Purpose

The purpose of this policy is to outline a detailed process which is to be followed when employees undergo training and development. The aim is to provide employees with time off to conduct training and development and may include financial assistance to undertake formal study programs. Training and development should aid the employee's development as an individual and be of benefit to The Chamber.

Scope

This policy applies to all permanent employees of the Chamber.

General Information

Training and development can be in the form of training courses, development programs, seminars, etc. Examples of eligible formal study programs are:

- undergraduate and postgraduate programs;
- courses at registered education institutions; and
- competency attainment and commercial courses which are offered by educational or training institutions properly accredited to conduct the programs of study or training.

There will need to be a demonstrated benefit to the Chamber from the course and a pass result from the academic institution (if applicable).

Outline of The Chamber's Training and Development Approach

Seminars/Training Courses or Conferences

Where attendance at one-to-three-day seminars or training conferences is a direct requirement arising from the duties of the person's current appointment, and/or are at the direction of the Chief Executive Officer, the full costs of attendance will be met by the Chamber.

University and Professional Qualification Programs

- Unpaid time off to attend compulsory lectures and tutorials.
- Unpaid time off to attend examinations.
- Paid leave of 1 day per semester for the purposes of study.
- Working hours may be rescheduled to make up for lost time, with agreement of the Manager.

The Chamber will support the employee with time off to attend lectures, tutorials, and exams, however where possible the employee should make every attempt to schedule the university timetable outside of work hours.

Procedure

Employees should apply in writing for training and development by emailing the Chief Executive Officer. The application will be considered by the Chief Executive Officer and employees will be provided a response within the following month.

Progress Reports (If applicable)

Each student is required to update the Chief Executive Officer on the skills they have attained and how this will benefit them and their position.

5.4 Poor Performance and Misconduct Policy

Policy

Toowoomba Chamber of Commerce (Chamber) expects all employees to show competence, care, good faith and compliance with instructions, policies and procedures in the performance of their duties and to conduct themselves in a manner which respects the rights and welfare of other employees of the Chamber.

Where an employee's work performance or conduct does not meet a satisfactory standard, an appropriate process of investigation and corrective action must be taken. The Chamber has a framework for managing the conduct and/or performance of employees that will be applied in compliance with relevant legislation, as well as the principles of natural justice and procedural fairness.

Purpose

The purpose of the framework is to provide employees with a guide to the process which the Chamber may follow when dealing with instances of poor performance, unsatisfactory conduct and/or serious misconduct.

Scope

This policy applies to all employees, volunteers and contractors of the Chamber.

Procedure

This process is a guide only, and the disciplinary process may vary depending on the severity of the misconduct, past behaviour, and any other applicable factors. The framework might not be applied in all cases, and The Chamber reserves the right to vary the process to be more suited to the specific circumstances.

Dealing with poor performance and misconduct

The following is a guide to how poor performance and/or misconduct may be dealt with by The Chamber:

- Severity: Unsatisfactory conduct or poor performance
 - 1st instance: Formal Verbal Warning
 - 2nd instance: Written warning
 - 3rd instance: Final written warning
 - 4th instance: Employment Separation
- Severity: Misconduct
 - 1st instance: Final written warning
 - 2nd instance: Employment Separation
- Serious Misconduct
 - 1st instance: Employment Separation

The Chamber will make every effort to ensure that the process followed is a fair one, including consideration of your responses to any matters raised with you. This policy will assist in ensuring that there is clear guidance in place in the event of a disciplinary meeting, and you are aware of your expected standards of performance and behaviour at the Chamber.

The Chamber will ensure that all disciplinary and performance matters are investigated adequately and that employees are given the opportunity to respond to any disciplinary or performance matters. In some instances, The Chamber may decide to suspend your employment, on full-pay, until the disciplinary or performance matters are resolved.

The Chamber will take all necessary steps to support employees to better improve their performance, this may include Performance Improvement Plans (PIP) or Conduct Improvement Plans (CIP).

Examples of Unsatisfactory Conduct and/or Misconduct

The following is a guide to matters which the Chamber considers should be the subject of a performance or disciplinary process. This list is not exhaustive, and the process may be applied to other conduct:

- unsatisfactory performance;
- not following The Chamber code of conduct, policies or procedures, including Work Health and Safety policies and procedures;
- acting in a manner which may threaten the health or safety of yourself, other employees or any other individuals;
- persistent lateness or absenteeism;
- not adequately devoting your time or attention to allocated work during your normal working hours;
- negligence, damage, loss or unauthorised use of The Chamber property or failure to report any such negligence, damage, loss or use; and/or
- if you are required to drive as part of your role, failure to report any driving limitations or loss of license.

Serious misconduct process and/or termination

If the Chamber is of the view that you may have engaged in serious misconduct, we will arrange a time to meet with you to discuss any alleged serious misconduct. You may choose to have a support person present during the meeting.

You will be informed that we are considering your immediate dismissal without notice for serious misconduct and the reason why. You will be provided with an opportunity to respond.

If, after considering your response to the alleged serious misconduct, we are satisfied that you have engaged in serious misconduct, your employment may be terminated immediately and without notice.

The following is a guide to matters which the Chamber considers as constituting serious misconduct. This list is not exhaustive and other conduct may also be considered serious misconduct:

- acts of unlawful discrimination, bullying or harassment;
- physical violence;
- deliberate destruction of company property;
- being under the influence of drugs or alcohol at work;
- theft or fraud; and/or any action which may cause significant risks to the health or safety of yourself, employees or any other individual; and/or
- intimidating or threatening behaviour.

5.5 Separation of Employment Policy

Resignation

Resignation is a voluntary act initiated by the employee to end employment with the Chamber.

Employees are required to comply with certain requirements when resigning from their employment.

An employee intending to resign from the Chamber is required to give notice as per their *National Employment Standards* or Employment Contract. The Chamber will ensure that all entitlements are met and employees are treated fairly and equitably during the process.

Prior to departure an exit interview be scheduled with the employee to discuss reasons for resignation.

Please follow the *Voluntary Termination Checklist*.

Retirement

It is discriminatory to enforce a compulsory retirement age. Where an employee has decided to retire from their employment, the employee shall inform the Chief Executive Officer in writing or email of the date on which the resignation is to become effective.

The employee must provide the Chamber with the required notice in accordance with their Industrial Instrument so that a replacement may be appointed to, and trained in, the position. Please follow the *Voluntary Termination Checklist*.

Abandonment of Employment

When an employee, without any warning, fails to report for work and nothing further is heard from them, it is reasonable to assume that the employee has “walked out” of their job and has no intention of returning. However, it is the responsibility for the Chief Executive Officer to eliminate the scenario that something has happened to the employee to prevent them from attending work i.e., an accident or serious illness.

Procedure

- Where it is suspected that an absent employee does not intend to return to work, a telephone call should be made to the employee’s last known contact number. If this is not successful, a registered letter sent via mail should be directed to the employee requesting a return to work on the next ordinary working day following receipt of the letter. If the employee is unable to return to work, they are required to provide an acceptable reason for their non-attendance. Failure of an employee to respond to either will leave the organisation no alternative but to conclude that the employee has voluntarily terminated their services without notice.
- If the employee responds to the communication, the reason for the absence can be evaluated to ascertain the employee’s future employment prospects. In this event the employee may be subject to disciplinary action and needs to be reminded of the policies and procedures in place that needs to be followed if an employee is unable to attend work.
- If, on the other hand, no response is received by the period stated, the organisation can reasonably assume that the employment has been terminated by the employee with, if necessary, forfeiture of wages in lieu of notice.
- It is recommended that a further registered mail letter be sent to the employee at their last known address formally giving them notice that their employment with the organisation has been terminated at the employee’s own initiative via abandonment of employment.

Instant Dismissal

The Chamber may dismiss an employee without warning, notice or payment in lieu of notice when an employee engages in serious misconduct that would make it unreasonable to continue employment. Generally, serious misconduct is theft, assault, or fraud.

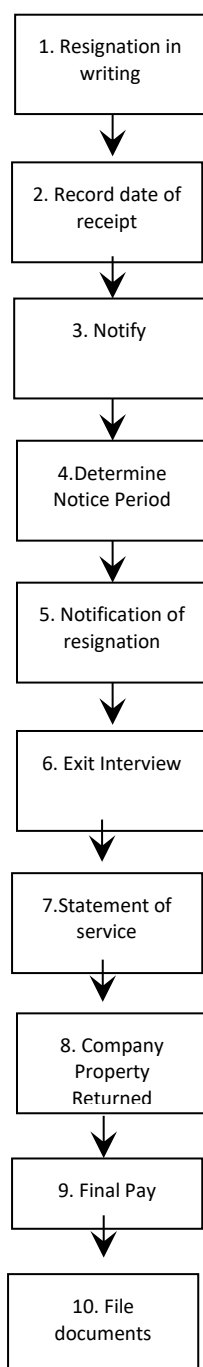
Please review the *Poor Performance & Misconduct Policy*.

Performance Related Dismissal

The Chamber may dismiss an employee due to performance related issues.

Please review the *Poor Performance & Misconduct Policy* for further guidance in coaching, counselling, and discipline procedures.

Voluntary Separation Flow Chart



Step #	Who	Steps / Notes
1.	Employee	Employee notifies Chief Executive Officer of voluntary resignation in writing (must include name, date of letter & date of resignation).
2.	Chief Executive Officer	Chief Executive Officer notes time and date of receipt on the letter and saves to file.
3.	Chief Executive Officer	Notify relevant parties, Board, Payroll, other managers.
4.	Chief Executive Officer	Confirm notice period to be worked or pay lump sum payment in lieu of notice period.
5.	Chief Executive Officer	Send email to all employees to notify of the resignation.
6.	Chief Executive Officer	Conduct exit interview (if deemed necessary).
7.	Chief Executive Officer	Issue employee with Statement of Service.
8.	Chief Executive Officer	Ensure company property returned on last day.
9.	Payroll	Process final pay.
10.	Chief Executive Officer	File documents into personal file
Notes: an employee may withdraw the resignation at any stage up until the notice period expires. It is at the discretion of The Chamber to accept.		

Return of Company Property

Employees leaving the Chamber are required to return all company property and equipment prior to departure. To ensure the prompt processing of final payment, it will be necessary for employees to obtain a clearance, which confirms that:

- any equipment (including personal protective equipment) issued has been returned; and
- any keys, security passes, credit cards, mobile phones, laptops, or other organisational property issued has been returned.

Exit Interviews

All employees who leave the organisation will be offered an exit interview with the Chief Executive Officer or a third party (eg Chamber member who runs a human resource business).

The purpose of this interview is to provide the organisation with the opportunity to discuss the reasons for departure and ensure it is not founded on a misunderstanding or erroneous situation.

It is also used to gather the employee's opinion of our policies and work practices and suggestions that may improve future working conditions at the Chamber.

Separation Certificate

If an employee requests to obtain a *Separation Certificate*, the Chief Executive Officer will provide the employee with the required certificate.

6.0 EMPLOYEE ACCEPTANCE

Please sign and return this form to the Chief Executive Officer.

I have received and reviewed the Toowoomba Chamber of Commerce Policy Handbook and acknowledge that I understand its contents and agree to abide by its standards, guidelines, and procedures as part of my position.

I also acknowledge that should I have any queries regarding this handbook I am encouraged to contact the Chief Executive Officer.

EMPLOYEE NAME:

EMPLOYEE SIGNATURE:/...../.....

7.0 FORMS

7.1 Leave Application Form

Accessible via The Chamber files

Leave Application Form

I, _____, wish to apply for the following leave:

Leave Type:

- Annual Leave Personal Leave Compassionate Leave
 Community Service Leave Other – please specify: _____

Start date of leave: _____

Return to work date: _____

Number of Days or Hours: _____

Reason for Leave:

Signature of Applicant: _____

Date of application: _____

Office Use Only

Hours accrued:

Hours requested:

Hours remaining:

Chief Executive Officer to complete:

Application approved: Yes No

If no: please provide reason:

Signature of Chief Executive Officer: _____

Date approval provided:

7.2 Travel Authorisation Form

Accessible via The Chamber files

Travel Authorisation Form

Date:	Name:
Position/Department:	

Travelling Details

Date of Travel	Travel Destination	Purpose & Details of Travel

Other Details

Travel Requirements	Y/N	Details
Do you require hire car?		
Do you require accommodation?		

Hazard Identification

List any potential hazards associated with this travel and mitigation actions:
Example: long travel time, remote location, long distance driving, high risk environment, unfamiliar location.

Approved: YES / NO (please circle)	
Name & Position:	
Signature:	Date:

7.3 Expense Claim Form

Accessible via The Chamber Files

Date	Name
Address	

Travelling Expenses				
Date	Project	Purpose & Details of Journey	Distance (If claiming fuel reimbursement)	Amount
Total Distance and Amount				\$

NB. Mileage paid at \$0.78 per km.

Other Expenses (Please attach supporting receipts)			
Date	Project	Particulars	Amount
Total Other Expenses			\$
GRAND TOTAL (Travelling & Other expenses)			\$

Please provide bank details to deposit reimbursement into your account

Name of Bank (E.g., CBA, NAB):	
Name on bank account:	
BSB:	Account No:

Date:

Approved By:

7.4 Employee Grievance Record Form

Accessible via The Chambers files



EMPLOYEE GRIEVANCE RECORD FORM

1. Employee Details:

Name:	
Position Title:	
Manager:	

2. Details of Grievance:

Describe the details of the alleged grievance, including dates:	
---	--

3. Outcome Sought:

Please explain outcome sought:	
--------------------------------	--

Has the alleged grievance been lodged elsewhere?

- Yes
 No

If yes, please provided details:	
----------------------------------	--

I acknowledge that I have read the *Grievance Handling & Resolution Policy*:

Employee Signature & Date	_____ / ____ / ____
---------------------------	---------------------

TO BE COMPLETED BY MANAGEMENT

7.5 Hazard and Incident Report Form

Accessible via The Chambers Files



HAZARD/INCIDENT REPORT FORM

1. Personal Details:

Employee Name:	
Position Title:	

2. What are you reporting?

- Incident Near hit/miss
 Injury/Illness (move to 4) Property Damage/Issue
 Hazard (move to 5)

3. Details of Incident:

Date of Incident:		Time of Incident:	
Location of Incident:			
Describe the incident:			

4. Details of Injury/Illness:

Date of Injury/Illness:		Time of Injury/Illness:	
Details of Injury or Illness:			

Does the incident or injury/illness need to be notified to Worksafe Queensland?:

Did the incident or illness lead to:

- The death of a person
 A serious injury or illness, or
 A dangerous incident

* Refer to Worksafe Qld website (<https://www.worksafe.qld.gov.au/injury-prevention-safety/incidents-and-notifications/what-is-an-incident>) for definitions of serious injury / illness and dangerous incident.

7.6 Working From Home Suitability Checklist

Accessible via The Chambers Files



Working from Home Suitability Checklist

Employee Name:	
Manager Name:	

The following checklist is designed as a guide to assist in determining the employee's suitability and that of the work performed to a working from home arrangement.

The checklist should be completed independently by both the employee and manager, the results compared, and any discrepancies discussed. It should not be used as the sole determinant of an employee's eligibility to work from home.

There is no particular checklist score that ensures approval for the employee to engage in working from home. Approval for the employee to work from home will be at the discretion of management.

Suitability Checklist	Circle applicable number (1= seldom, 2= sometimes, 3=usually, 4=always)
The Type of Work	
• Can be done away from the work office location	1 2 3 4
• Requires minimal face-to-face contact with clients, the supervisor and colleagues	1 2 3 4
• Access to material and resources can be arranged	1 2 3 4
• Workflow can be scheduled	1 2 3 4
• Output/outcomes are measurable (qualitative and quantitative)	1 2 3 4
• Regular working from home time can be allocated	1 2 3 4
The Employee	
• Is self-motivated	1 2 3 4
• Shows initiative	1 2 3 4
• Has a positive attitude to work and working from home objectives/outcomes	1 2 3 4
• Is able to work independently to achieve deadlines and outcomes	1 2 3 4
• Is able to plan and manage a workday	1 2 3 4
• Can work in isolation	1 2 3 4
• Can work with minimal face to face supervision and feedback	1 2 3 4
• Communicates effectively	1 2 3 4
• Has sufficient job and organisational knowledge	Yes / No
• Is computer literate to perform tasks	Yes / No
The Manager	

7.7 Working from Home Agreement

Accessible via The Chambers Files



Working from Home Agreement

Employee Name: _____
Job Title: _____
Manager: _____
Working from Home Address: _____
Commencement Date: _____
Duration of Agreement: _____

1. Working from Home Duties

- 1.1. Type of duties to be conducted from home:
1.1.1. Please list in bullet point format or attach Position Description

2. Working from Home Schedule of Hours

Day	Spread of Hours Worked at Home	
	From	To
Monday	6.00 am	6.00 pm
Tuesday	6.00 am	6.00 pm
Wednesday	6.00 am	6.00 pm
Thursday	6.00 am	6.00 pm
Friday	6.00 am	6.00 pm
Saturday		
Sunday		

- 2.1. Where the hours of work for the position are split between working from home and a Company work site, it is presumed that all ordinary work hours not listed above will be worked from the Company work site.
- 2.2. The employee is required to adhere to all Company procedures and policies in relation to recording time and completing time keeping records when working from home.

3. Work from Home Principles

- 3.1. Working from home arrangements will be agreed in writing between an employee and their manager. Unless working from home is specified as a condition of employment, it is neither an employee right nor an obligation that can be imposed on the employee.
- 3.2. Implementation of a working from home arrangement will be at the discretion of management. This decision will be based on the suitability of the work to a working from home arrangement, and the suitability of the employee and their home office.

Version #	Document Title	Date Approved	Page Number
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7.8 Working from Home WHS Assessment

Accessible via The Chambers Files



Working from Home Assessment

Employee Name: _____

Manager's Name: _____

Person Conducting Inspection: _____

Date of Inspection: _____

Working from Home Address: _____

Position Title: _____

Instructions: In the table below, only fill in the second column if the answer is 'no' i.e. there is a condition that needs to be addressed. Photo evidence should be gathered (particularly in the instance of an employee self-inspection).

Checklist Questions	Comments/ Suggested Requirements (to bring to satisfactory standard)	Employee (E) Or Company (C) Responsibility
1. Ergonomics		
Task Visibility Is the lighting level sufficient for the task being performed? Examine if: a) Awkward postures of the head, neck and upper back are assumed to view <u>task</u> ; b) Squinting of the eyes occurs to view <u>task</u> ; c) Words, characters, objects are unclear.	If No...	
Is the level of glare or reflections acceptable?	If No...	
Acoustics Is the work area free of annoying noise in the immediate surroundings or from external sources?	If No...	
Thermal /Ventilation Is it possible to maintain comfortable temperature, humidity and airflow levels in the work area (<u>e.g.</u> fans, windows and air conditioning)?	If No...	
Workstation/Work Area Design and Layout Does the worker have easy access to all equipment needed for the task without bending, <u>reaching</u> or twisting?	If No...	

7.9 Event Summary Plan

Accessible via The Chambers Files

EVENT SUMMARY PLAN

Name of event:

Main Contact:

Date	
Time	
Location	

EVENT WHY:

BUDGET OVERVIEW:

	Projected	Actual
INCOME		
EXPENSES		
TOTAL		

OPERATIONAL:

ACTION ITEMS	
JO	
CHAMBER	
OTHER	

CHECK LIST

EVENT PARTICIPANTS	WHO	DETAILS
Venue		
Photographer		
Videographer		
Caterer Food		
Caterer Beverage		
Entertainment		
AV controller		
Styling		
Run Sheet		
MC		