



Broome
Regional Aboriginal
Medical Service

BRAMS

EMPLOYEE HANDBOOK



Healthy People ~ Strong Community ~ Bright Future

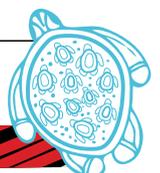
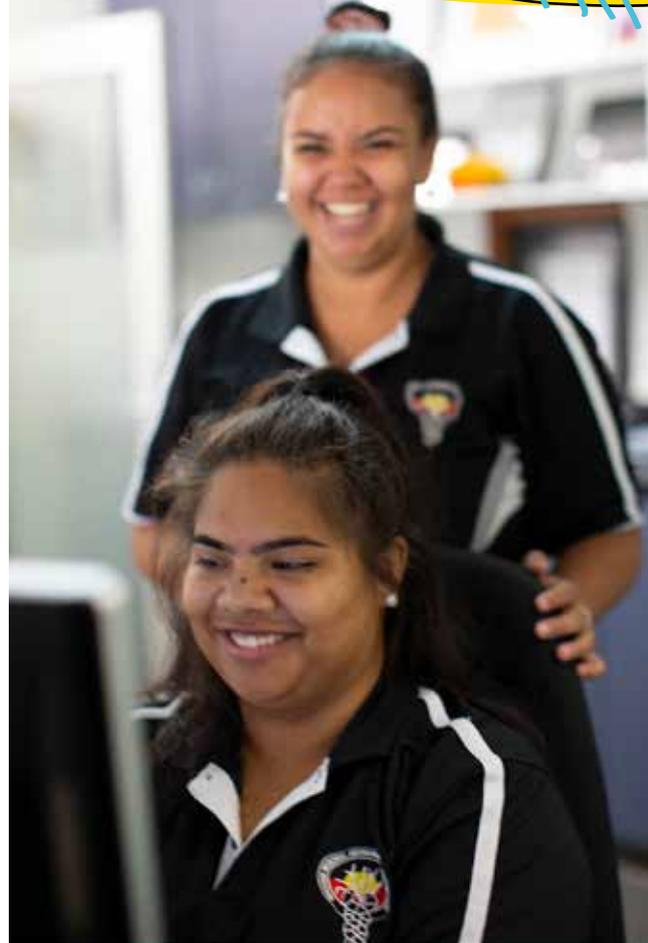


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EMPLOYEE HANDBOOK

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Broome
Regional Aboriginal
Medical Service

WELCOME

Broome Regional Aboriginal Medical Services (BRAMS) would like to wish you every success throughout your employment, whether you recently joined or whether you are an existing employee. It is hoped that your experience of working with us is positive and rewarding.

OUR VISION

Healthy People – Strong Community – Bright Future

OUR MISSION

Provide holistic and culturally responsive health and wellbeing services for Aboriginal and Torres Strait Islander People. That means making our Mob healthy.

OUR GUIDING VALUES

Respect

Treat one another and others with respect.

Integrity

Be truthful, honest and ethical in our dealing with one another and others.

Accountability

Take responsibility for what we do and the decisions we make.

Quality

Providing high quality services that meet the expectations of our clients and the community.



**EMPLOYEE
HANDBOOK**





Broome
Regional Aboriginal
Medical Service

INTRODUCTION

Purpose of The Employee Handbook

This Employee Handbook is intended to introduce you to BRAMS and to be of continuing use throughout your employment. It sets out BRAM's rules and regulations, the policies associated with your employment and also includes information on some of the benefits that may be available to you.

If you require any clarification or further information, please speak to your Manager. We ask that you read the contents of this Employee Handbook thoroughly.

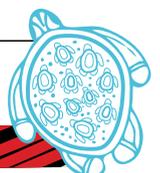
About Broome Regional Aboriginal Medical Services

BRAMS is an Aboriginal Community Controlled Health Service. Commencing in 1978, BRAMS was the first remote Aboriginal Medical Service in Western Australia. BRAMS is a company incorporated under the Corporations (*Aboriginal and Torres Strait Islander*) Act 2006 (the CATSI Act).

BRAMS is governed by an Aboriginal Board of Directors who are elected by the local Aboriginal community. BRAMS governance arrangements are considered important to the local community as it contributes to building community capacity so that the community can participate in address their own needs.

BRAMS provides comprehensive, holistic and culturally responsive primary health care and social and emotional wellbeing services to Aboriginal people living in Broome. BRAMS has over 3,500 Aboriginal people registered who are actively engaged and regularly receiving primary care, wellbeing and prevention services and programs. BRAMS provides over 40,000 of occasions of service to the Broome community each year.

BRAMS has an experienced team of health professionals, that include Aboriginal Health Workers and Practitioners, GPs, Nurses, Psychologists, Social and Emotional Wellbeing Counsellors, Public Health Officers who work together to improve health outcomes of Aboriginal people.





JOINING BRAMS

Induction and Orientation

BRAMS provides an orientation program that enables new employees to learn about the organisation's culture and philosophy. The Induction Program allows employees to gain a full understanding of the requirements of their position and the legislative requirements of the organisation. The Orientation and Induction Policy applies to all employees, including casual employees and volunteers. A separate induction and orientation checklist will be provided on starting employment.

Probationary Period

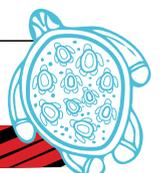
Your employment is subject to an initial probationary period of six months, as set out in your contract of employment. During this period, your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard, or you are considered to be unsuitable, BRAMS may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time before confirmation of your employment. Throughout your probationary period, your manager will provide you with regular feedback on your performance. You will undertake a probationary period review at.

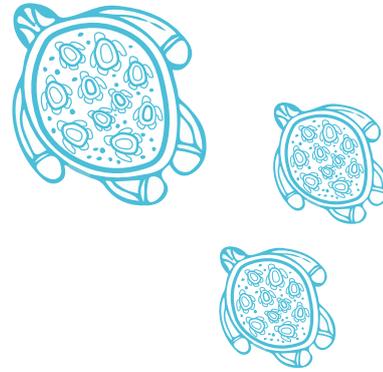
Conditions of Employment

All employees will receive a detailed statement of their conditions of their employment. Conditions for all employees are defined in this handbook and your Employment Contract. All employment contracts are subject to relevant to funding provisions and the relevant industry award.

Your Manager will explain in detail your remuneration package and entitlements and expectations including:

- hours of duty;
- salary and the Award;
- Superannuation;
- Annual leave;
- Sick Leave and other leave;
- Public Holidays; and
- confidentiality.





PAYROLL

Administration

Payment wages are paid every second Wednesday to your nominated bank account. You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, for example, tax, superannuation and other agreed deductions. Any pay queries that you may have should be raised with management.

Superannuation

You will be paid superannuation in accordance with the Western Australian statutory obligations.

Salary Packaging

You are, if you choose, able to take up a proportion of your salary in fringe benefits subject to no additional cost being borne by BRAMS through taxation or other obligations, and subject to any change in fringe benefits tax benefits by the Australian Government. Administration charges may be applied by BRAMS choice of salary packaging provider.

Hours/Lateness/Absenteeism

All staff members are expected to work hours in accordance with their employment contract. Accurate attendance records and notice of absences will ensure equitable and efficient management practices and compliance with all statutory and legal obligations.

Ordinary Hours

Staff members are expected to be at work for their full weekly contracted hours. All absences and variations must be accounted for. Full-time employees are required to work 38 hours per week. You may also be required to work reasonable additional hours. Start to Finish times should be determined in conjunction with your Manager and may be varied by the Manager in accordance with the needs of the business.

Record of Work Attendance

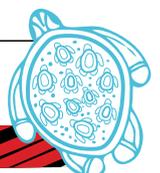
Employees are responsible for recording their working hours on the time clock. Employees are required to clock in prior to their assigned start time, and must clock out when they take lunch breaks and when they finish work for the day.

Absences from Work

If for any reason an employee is unable to attend work, they should advise their Supervisor or Manager by telephone call as soon as possible but no later than half an hour prior to the scheduled start time. This will help to minimise the disruption to other staff members. If an employee expects to be late reporting for work, they should advise their Supervisor or Manager as soon as possible by telephone call or text message.

In the event of any absences, the employer may require substantiation of absence. The absence of an employee from work for a continuous period exceeding three working days without the consent of the employer and without notification to the employer is evidence that the employee has abandoned their employment.

All absences due to illness must be notified in accordance with the sickness reporting procedures set out in this Employee Handbook. Lateness or unauthorised absence may result in disciplinary action and loss of pay.





LEAVE ENTITLEMENTS AND CONDITIONS

Annual Leave

You are entitled to annual leave in accordance with your contract of employment.

You must complete the annual leave request form and have it signed by management before you make any firm holiday arrangements.

Annual leave should not unreasonably affect the operation of the organisation, but will not be unreasonably withheld.

Annual Leave is to be approved by your Manager. You should give at least two weeks' notice of your intention to take annual leave of a week or more and one week's notice is required for odd single days.

Personal Leave

You are entitled to personal leave in accordance with the National Employment Standards, unless otherwise stated in your contract of employment.

Personal leave accrues, and will be credited to you, at each pay period.

You are entitled to take personal leave:

- because you are not fit for work due to a personal illness or personal injury affecting you; or
- to provide care or support to a member of your immediate family, or a member of your household who requires your care and support because of a personal illness or injury affecting the member or a sudden or unexpected emergency affecting the member.

If your entitlement to personal leave is exhausted, you may take two days' unpaid carer's leave for each occasion when a member of your immediate family or a member of your household requires your care and support because of:

- a personal illness or personal injury affecting the member or a sudden or unexpected emergency affecting the member.

Notification of Personal (Sick) Leave

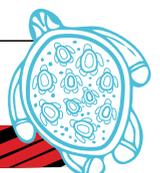
You must notify your Manager by telephone or text message on the first day of incapacity or at the earliest possible opportunity and, in any case, by no later than half an hour before your usual start time.

You should try to give an indication of your expected return date and notify the Employer as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a doctor's medical certificate. If your incapacity extends to more than seven days, you are required to notify us of your continued incapacity once a week after that, unless otherwise agreed.

An employee is required to provide BRAMS with a medical certificate if they take more than one consecutive day off in a work week.

Return to Work

You should notify your Manager as soon as you know on which day you will be returning to work if this differs from the date of return previously notified. If you have been suffering from an infectious or contagious disease or illness, you must not report for work without clearance from your doctor. On return to work after any period of personal leave, you may be required to attend a return to work interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated in the strictest confidence.





Unpaid Leave

Employees may apply for up to three (3) months unpaid leave when leave entitlements have been exhausted, or for circumstance where an employee is not entitled to paid leave (subject to approval from the Chief Executive Officer). An employee has no entitlement to public holidays whilst on unpaid leave.

A period of unpaid absence does not break an employee's continuity of service, however does not count as service entitlement accruals (e.g. annual leave, long service leave, sick leave). Employees are to make their own arrangements regarding payment of payroll deductions whilst on unpaid leave. BRAMS will not contribute any superannuation payments during the period of unpaid leave.

Compassionate Leave

Full time and part-time employees are entitled to two days' paid compassionate leave for each occasion when a member of your immediate family or a member of your household:

- dies or
- contracts or develops a life-threatening illness or injury.

Immediate family is an employee's:

- spouse or former spouse
- de facto partner or former de facto partner
- child
- parent
- grandparent
- grandchild
- sibling, or a
- child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner).

This definition includes step-relations (eg. step-parents and step-children) as well as adoptive relations.

Employees will be able to take compassionate leave for other relatives (eg. cousin, aunts and uncles) if they are a member of the employee's household, or if the employer agrees to this.

At the discretion of the CEO additional compassionate leave may be granted.

Long Service Leave

You are entitled to long service leave in accordance with the relevant laws of Western Australia.

Community Service Leave

You are entitled to community service leave in certain circumstances. Community service leave is for eligible community service activities such as SES, jury service and volunteer fire fighting. Other than for the first two weeks of jury service leave, where the Employer will top up the pay of a permanent employee, community service leave is unpaid.

Parental Leave

Parental leave is an individual entitlement and there is no restriction on the number of times an employee can take such leave. Parental leave is in accordance with the National Employment Standards contained in the Fair Work Act 2009.

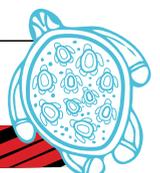
Public Holidays

An employee, other than a casual employee, will be entitled to the public holidays (listed below) at the ordinary rate of pay:

- New Year's Day
- Australia Day
- Labour Day
- Good Friday
- Easter Monday
- Anzac Day
- Western Australia Day
- Queen's Birthday
- Christmas Day
- Boxing Day

NAIDOC Day

Employees are provided with one day paid leave for NAIDOC day.





WORK STANDARDS AND PERFORMANCE

Code of Conduct

The BRAMS Code of Conduct is a statement of our vision and values that underpins our decisions, actions and behaviours. The Code provides clear guidelines to directors and employees, so that there is common understanding of the values and expected standards of behaviour for all. Our values provide a framework that guides the way we interact with each other, our clients, stakeholders, suppliers and the community.

Breaches of the Code of Conduct

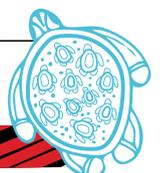
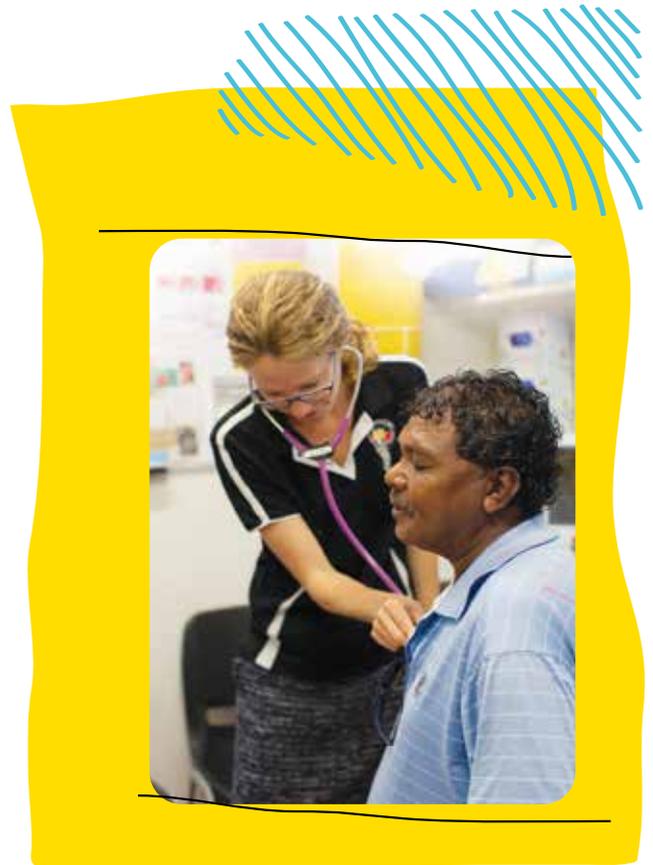
Any breaches of the Code of Conduct will be dealt with and may result in disciplinary action including termination of employment as per the BRAMS Disciplinary Action Policy and Procedure.

Performance Review and Development

Managers and employees meet annually to review performance development and to review current performance and create a Performance and Development Plan. The annual meeting should be a collaborative process for both the Manager and employee sharing responsibility for input and documented results.

The key indicators are:

- **Key Responsibilities:** Selected from the position description for the role and provide a summary of the key duties of the role or what the role is responsible for.
- **Code of Conduct:** Expectations of all roles across the organisation.
- **Professional Role Development/Growth Plan:** Support future planning and development opportunities/goals of the employee.





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LEARNING AND DEVELOPMENT



Learning and Development Framework

Efficient and effective achievement of organisational outcomes by BRAMS depends on the capabilities of their people. Capability building, which is central to organisational performance, requires a systematic management approach to learning and development as an integral part of workforce planning.

Learning and development encompasses a wide range of activities designed to improve the capabilities of people. Capabilities comprise not only of the technical skills and knowledge people have, but also their attributes, attitudes and behaviours.

Learning and development activities can be designed to deliver specific skills in a short period of time to meet an immediate need, or designed to achieve broader requirements over a longer period. Activities to enable people to acquire new capabilities can include on the job training, development opportunities, such as special projects, conferences, secondments and mentoring, as well as formal classroom training.

The BRAMS Learning and Development Framework is outlined.

Employee Training and Study Leave

It is recognised that in order to increase efficiency and productivity of employees a commitment to training and skills development is required.

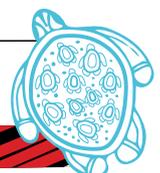
BRAMS is committed to:

- developing a more highly skilled and flexible workforce;
- providing employees with career opportunities through appropriate training to acquire additional skills; and
- removing barriers to the use of skills required. Conference, training and study leave.
- seminars, and /or tutorials in courses of study relevant to their work. This leave is not cumulative.

A request to attend training must first be discussed with your manager and then followed by a written request from the employee to the manager. Final approval will be confirmed from the Chief Executive Officer (CEO).

To enable assessment of the request for education assistance, the employee is to provide the following documentation to their line manager:

- Complete course outline;
- Cost to undertake course; and
- Statement of benefits to BRAMS and the employee.
- Approval will be subject to the following criteria:
- Application of the skills/knowledge in the workplace;
- Relevance of the course to the employee's likely career direction;
- Employee's work history and performance;
- Aptitude for course study; and
- Extent of previous company support of tertiary studies.





Conference Attendance

Staff **must not** accept invitations to attend or present at conferences from external agencies without first completing the BRAMS application process as outlined below.

Staff must complete both the selection criteria and expression of interest forms (see below), and submits all forms to their line manager. Attendees will be chosen by a selection panel of BRAMS Executive Team, usually the panel will consist of the appropriate line manager and 2-3 others. Staff will be notified of panel decision within 14 days of receipt of application.

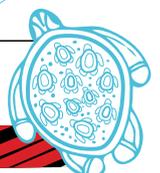
Staff wishing to attend conferences must ensure that they complete the BRAMS application process in a timely manner, allowing time for the selection process (up to 14 days) and ensuring that BRAMS are able to take advantage of 'early bird' booking opportunities, accommodation and flight deals.

If you are intending to present at a conference (either verbally or written) you must seek approval from your senior manager of both the abstract and the presentation prior to submission.

Staff are also required to identify an appropriate Aboriginal staff member who should also be available to attend the conference and assist with the preparation of abstracts and presentation at conference.

Staff who are self-funding conference attendance in their own time and who are **NOT** presenting at the conference will be exempt from this process.

Staff who are directed to attend a conference by their manager to promote BRAMS brand such as undertaking recruitment activities will be exempt from this process.





SAFEGUARDS

IT and Computer Usage

Use of computer equipment

In order to control the use of BRAMS computer equipment and reduce the risk of contamination, the following rules will apply:

- the introduction of new software must first of all be checked and authorised by management before general use will be permitted;
- only authorised staff are permitted access to BRAMS computer equipment;
- only software that is used for business applications may be used on BRAMS computer equipment; and
- no software may be brought onto or taken from BRAMS premises without prior authorisation.

Internet

Authorised staff are encouraged to make use of the internet as part of their professional activities.

BRAMS will not tolerate the use of the internet at work for unofficial or inappropriate purposes, including:

- accessing websites which put BRAMS at risk of viruses, compromising copyright or intellectual property rights;
- using social media in breach of BRAMS social media policy;
- connecting, posting or downloading any information unrelated to their employment and, in particular, pornographic or other offensive material; and
- engaging in computer hacking and other related activities, or attempting to disable or compromise the security of information contained on BRAMS computers.

You are reminded that these activities may constitute a criminal offence.

Email

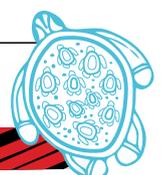
The use of the work email system is encouraged as its appropriate use facilitates efficiency. Used correctly, it is a facility that is of assistance to BRAMS. However, inappropriate use causes a number of problems, including distractions, time wasting and legal claims. Unauthorised or inappropriate use of work email may result in disciplinary action up to and including summary dismissal.

Work email is available for communication and matters directly concerned with the legitimate business of BRAMS. Employees using work email should:

- comply with BRAMS communication standards;
- only send emails to those to whom they are relevant;
- not use email as a substitute for face-to-face communication or telephone contact;
- not send inflammatory emails (i.e. emails that are abusive);
- be aware that hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
- if the email is confidential, ensure that the necessary steps are taken to protect confidentiality; and be aware that offers or contracts transmitted by email are as legally binding on the Employer as those sent on paper.

BRAMS will not tolerate the use of work email for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment;
- personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
- on-line gambling;
- accessing or transmitting pornography;
- social media;
- transmitting copyright information and/or any software available to the user; or
- posting confidential information about other employees, the Employer or its clients or suppliers.





Monitoring

BRAMS considers any and all data created, stored or transmitted upon the systems as work product and, as such, expressly reserves the right to monitor and review any data upon the systems, including your usage and history, on an intermittent basis without notice. In addition to this, BRAMS has the right to protect its business interests and confidentiality.

This includes the right to survey, audit and/or monitor its systems, including but not limited to:

- monitoring sites users visit on the internet;
- monitoring time spent on the internet;
- reviewing material downloaded or uploaded; and
- reviewing emails sent and received.

Information Systems

Passwords issued to staff must be kept confidential and disclosure of the password access code to other staff members, family, friends, or unauthorised persons is strictly prohibited.

Staff required to log into a computer system must use their own individual security password access code. The use of borrowed or another staff member's security password access code to log in is strictly prohibited. It is the responsibility of all staff to exit out of the system upon completion of their task.

Social Media

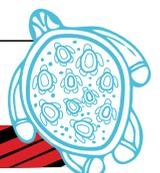
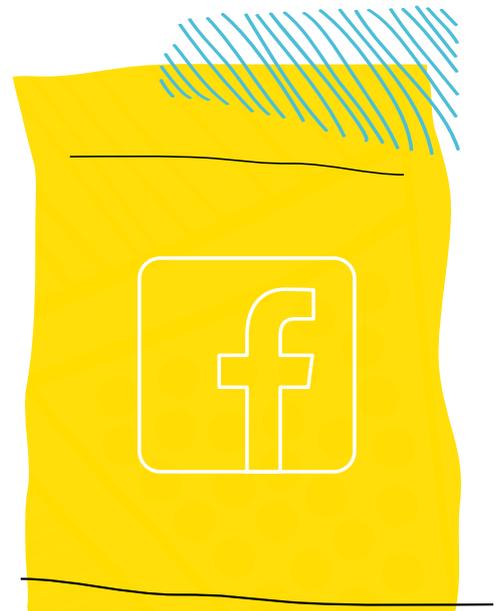
Any work-related issue or material that could identify an individual who is a client or work colleague, which could adversely affect BRAMS, a client/client or BRAMS relationship with any client must not be placed on any social networking site. This means that, unless otherwise authorised, work related matters must not be placed on any such site at any time either during or outside of working hours and this includes access via any mobile computer equipment, including mobile phone or PDA.

Fraud and Corruption Control

BRAMS has a fraud and corruption control policy to facilitate the development of controls that will aid in the detection and prevention of fraud against BRAMS. All employees are responsible for the detection and prevention of fraud and corruption.

Fraud is described as dishonest activity that causes actual or potential financial loss to any person or entity.

Corruption is described as, abuse of a position of trust, acts contrary to the best interests of an organisation to gain an advantage for themselves or another. If you become aware of fraud or corruption, you have a responsibility to report this to your manager.





HEALTH, SAFETY AND WELLBEING

Safety

You are entitled to a safe workplace. The health and safety of all employees, contractors and visitors are the highest priority and cannot be compromised.

You must not take any action that could threaten the health or safety of yourself, other employees, clients/ clients or members of the public. At all times you must comply with any and all state and federal work health and safety laws and hygiene regulations. If you have any concerns about safety or hygiene in the workplace you should raise them directly with management without delay.

You should report all accidents and injuries at work, no matter how minor, via BRAMS incident reporting procedure. You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

Refreshment

BRAMS provides refreshment making facilities for your use, which must be kept clean and tidy at all times.

No Smoking Policy

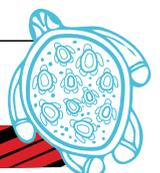
Smoking on the premises or in BRAMS vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks. If working off-site, you must adhere to all relevant site specific policies and procedures regarding smoking.

Hygiene

Any exposed cut or burn must be covered with a first aid dressing. If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

Manual Handling

You are required to advise us of any condition which may make you more vulnerable to injury during manual handling.





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STAFF WELLBEING

Employee Assistance Program

The Employee Assistance Program (EAP) provides free confidential counselling for employees. The EAP provides online resources on a range of issues impacting individuals, including financial support, relaxation and sleep techniques, and workplace conflict resolution methods.

Your manager can provide you with the contact details of the EAP provider.

Employee of the Month

The Employee of the Month Program recognises one employee each month (excluding Senior Managers). Nominations are based on outstanding service delivery, promoting a pleasant working environment, dependability and/or innovation during the calendar month for which the award is to be given.

The winners of employee of the month receive:

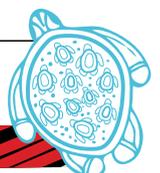
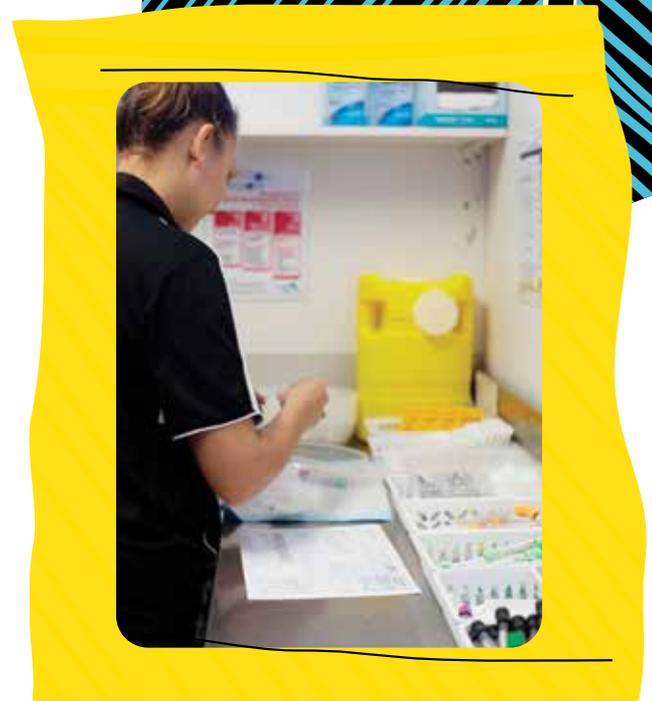
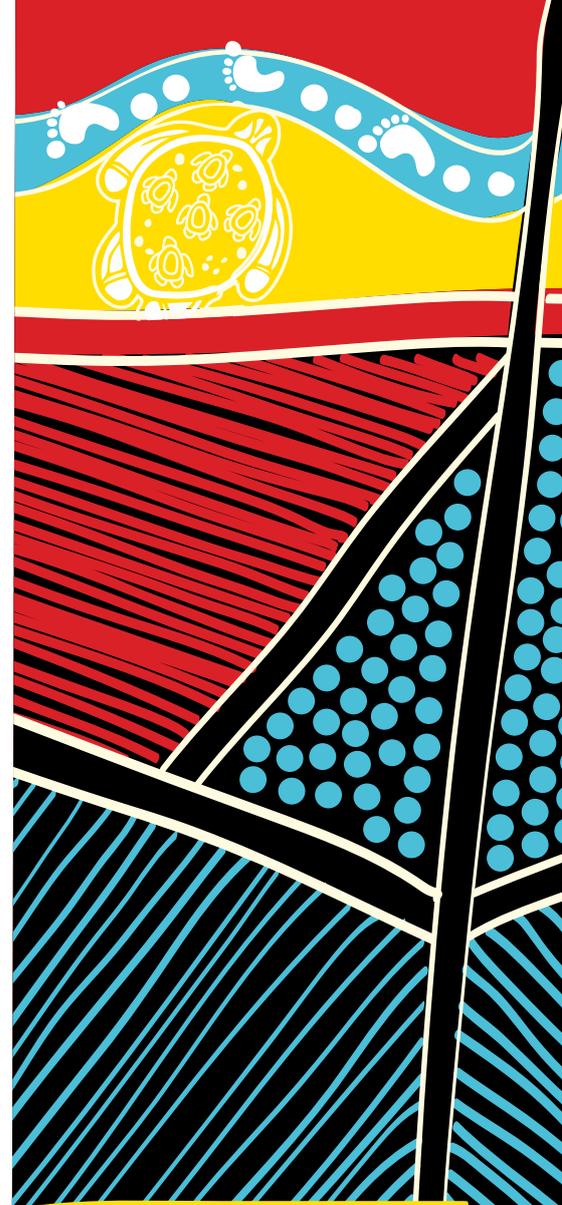
- Recognition in the BRAMS Newsletter
- Award will be displayed in reception; and
- A \$100 gift voucher.

Wellbeing Day

BRAMS will facilitate an annual employee wellbeing day. The wellbeing day is designed to assist our staff in many different ways from building resilience to dealing with stress and boosting mental health. A planning committee will be established to coordinate the wellbeing day.

Annual Airfare

Employees are provided with an annual airfare from Broome to Perth (return) paid as cash in lieu (taxable) on completion of each twelve months' full-time continuous employment.





GENERAL TERMS AND PROCEDURES

Meal Breaks

Between the fourth and sixth hour from the commencement of duty an employee shall take an unpaid meal break of a maximum of one hour.

Rest Pauses

Every employee is entitled to a paid rest pause of 15 minutes duration in BRAMS time in the first and second half of the working day. Such rest pauses must be taken at such times as will not interfere with the continuity of work where the continuity is necessary.

Changes in Personal Details

You must notify the Employer of any change of name, address, telephone number, etc., so that we can maintain accurate records.

Conflict of Interest

You may not be involved, employed or engaged in any activity which may be or is likely to create a conflict of interest. You must complete a Conflict of Interest Form on commencement of employment and update it on an annual basis.

Mobile Phones and Other Devices

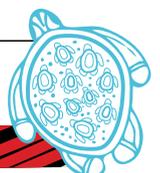
BRAMS mobile phones, laptops and other tablet devices are to be used for business purposes and incidental reasonable personal use. Any unauthorised personal use may be repayable by you and may result in disciplinary action up to and including dismissal.

BRAMS reserves the right to deduct the appropriate sums from your salary in the event that repayments are not made. Personal mobile phones, mp3 players and other personal devices should not be used during work time, other than in emergencies.

Behaviour at Work

You should behave with civility towards fellow employees, clients and members of public, whilst at work. Rudeness will not be permitted. Objectionable or insulting behaviour or bad language may result in disciplinary action up to and including dismissal.

You should use your best endeavours to promote the interests of BRAMS and shall, during normal working hours, devote the whole of your time, attention and abilities to BRAMS and its affairs.





Broome
Regional Aboriginal
Medical Service

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