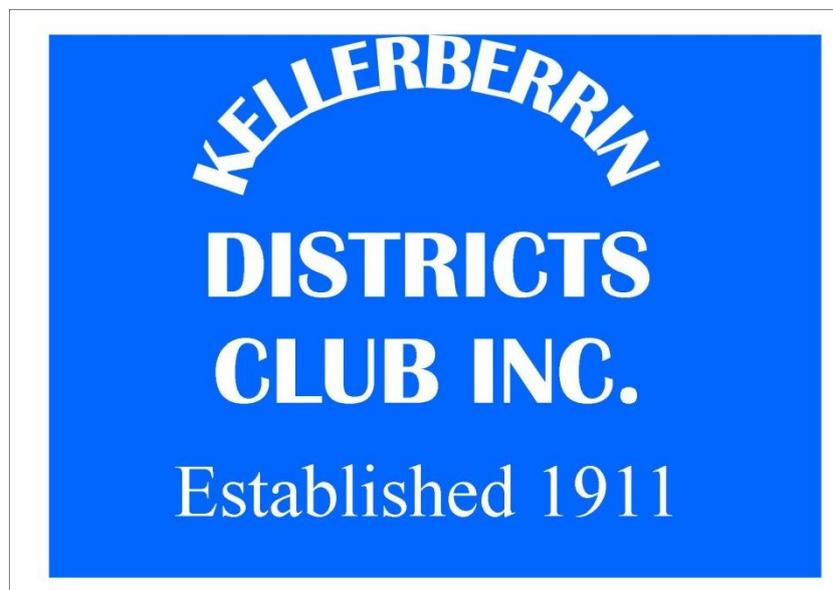


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# *KELLERBERRIN & DISTRICTS CLUB INC.*

## *POLICY MANUAL*

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*Revised February 2018*

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*The Policies contained in this Manual are subject to revision and alteration at the discretion of the Management Committee. They are governed by and shall be read in conjunction with the Constitution and By-laws of the Kellerberrin & Districts Club Inc.*

## What are Policies and Procedures?

Policies and Procedures are not the same. They have different purposes and are at different levels of details.

A **Policy** is a statement that clearly and unambiguously sets out an organisation's guiding principles and views about a particular matter.

It is a set of principles that provide a definite direction for the organisation. Policies assist in defining the intended aim of the organisation.

A **Procedure/Practice** is a clear step by step method for implementing an organisation's policy or responsibility.

Procedures describe in detail a logical sequence of activities or processes that are to be followed to complete a task or function in a correct and consistent manner.

Procedures can be described in the form of:

- Written steps of the process
- Flowcharts
- Checklists

**Note:** For most policies a procedure that supports the policy will need to be created but a policy is an overview and is not required for every action or issue. For example, a separate "No Smoking" policy is not necessary when an organisation has the no smoking statement in their Workplace Safety Policy as well as in their employment and induction processes.

## Why Have Policy?

So people working in an organisation can have a framework for actions that help them get on with the job they need to do.

So people in the organisation don't have to keep on discussing the same issues every time they arise – one well thought out decision can be applied to many similar cases for efficiency.

Reduces the organisational risk through mandating compliance.

So legal and other requirements can be met and as a quality improvement tool.

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*POLICY NUMBER: 1.1*

*POLICY SUBJECT: Payment of Accounts*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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#### **Purpose**

1. To ensure required authority is given for payment of accounts.
2. To ensure preferred payment methods are established.
3. To ensure 2 signatories for cheques
4. To ensure Committee is given advice of account payments.

#### **Policy**

1. That all payments be approved by the Manager or in their absence, the Secretary, provided that:  
  
The authority is limited to an individual amount of up to \$50,000 per payment (cheque or EFT), excluding investments. Any payments over this amount are referred to the Committee for approval.
2. That payment of all accounts presented are made by the preferred method of payment, being cheque, electronic funds transfers (EFT) or credit card.
3. All cheques must have two signatures, being any two of the three approved signatories (President, Vice President, and Secretary).
4. All accounts are presented to the next Committee for acknowledgement.

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*POLICY NUMBER:*            1.2

*POLICY SUBJECT:*            *Asset Register*

*DATE OF ADOPTION:*        20<sup>th</sup> December, 2017

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**Purpose**

To ensure that all assets are accounted for and depreciated annually.

**Policy**

That all capital items purchased over \$1,000 be recorded in the Kellerberrin & Districts Club's Asset Register and depreciated annually.

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*POLICY NUMBER: 1.3*

*POLICY SUBJECT: Authority to Purchase*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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**Purpose**

To ensure required authority is given to management for day to day purchases.

**Policy**

That the Manager be authorised to spend up to \$2,000 on any day to day running expenses excluding stock and utilities.

All stock purchases are to be authorized by the Manager or the Secretary.

Any other extraordinary items to be referred to the President and/or Vice President.

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*POLICY NUMBER: 1.4*

*POLICY SUBJECT: Budget Preparation*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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**Purpose**

To ensure Committee is satisfactorily prepared to adopt the forthcoming Annual Budget as soon as possible after 30 June each year.

**Policy**

Prior to the end of June each year, a draft budget document with anticipated end of year figures will be presented to Committee for approval.

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**POLICY NUMBER:** 1.5

**POLICY SUBJECT:** Chits/Debt Recovery

**DATE OF ADOPTION:** 20<sup>th</sup> December, 2017

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### **Purpose**

To ensure prompt and regulated recovery from Debtors.

### **Policy**

For the convenience of members, a chit system may be made available, which members requiring credit can book up, the limit of such credit shall be fixed by the Manager and/or Committee.

Only Full Members may have access to chit book facilities and members requesting credit will be at the discretion of the Manager and/or Committee.

All monies owing and payable by any member of the Club may be recoverable by action in any court of law against such member including cost of recovery. The following action is to be undertaken in the recovery of outstanding debtors:

1. Original accounts to be forwarded to debtor at the end of each month.
2. If chits are not paid by the 15<sup>th</sup> of the next month, credit will be suspended until the account is paid in full
3. First reminder to be forwarded if accounts are not paid in full within 30 days
4. Second reminder to be forwarded if accounts are not paid in full within 60 days, along with a letter outlining the Committee's decision on outstanding accounts.
5. Once an account is outstanding for 90 days, a letter to be sent advising that their membership has been suspended until the account is paid in full, and that further credit will be denied.
6. At 120 days overdue, a letter stating that if the account is not paid within 7 days, legal action may be taken to recover the debt.
7. Following the letter for legal action, if not paid within that 7 days, refer account to the Committee for direction on further action.
8. Committee may consider writing off the debt after all reasonable steps have been taken to recover the monies, or proceed with legal action.

Payment arrangements for outstanding debts can be arranged between the Manager and Member.

- If a member enters into a payment arrangement for outstanding debts, the Manager may lift the membership suspension provided the member does not default on their payment arrangement. A letter to be forwarded outlining the arrangement and copy signed by member to be retained.
- If a payment arrangement is in default, membership suspension will reapply and the Manager will contact the Member.
- Once a payment arrangement is in default, a letter be sent requesting the account be paid in full within 7 days or legal action may be taken.
- Refer point 7.

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**POLICY NUMBER:** 1.6

**POLICY SUBJECT:** Corporate Credit Card

**DATE OF ADOPTION:** 15<sup>th</sup> February, 2018

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### **Purpose**

This policy states the purpose and procedures for the use of Credit Cards issued to authorized staff and in alignment with other policies.

### **Policy**

#### **Card Holders & Limits**

|           |          |
|-----------|----------|
| Manager   | \$10,000 |
| Secretary | \$ 5,000 |

#### **Card Limit Increase**

- To be approved by the President and communicated to the Committee.

#### **Cardholder Responsibilities**

- Keep your card secure, notify the Bank and President immediately if lost or stolen
- Never pay for personal transactions with your card
- Cash withdrawals are strictly prohibited
- Personal use must be reported to the President immediately and necessary paperwork completed to rectify

#### **Statement of Credit Card**

- Original receipts must be stapled to the Credit Card statement
- A statutory declaration form must be completed for missing receipts

#### **Personal Purchasing Cards**

- Corporate card holders for the Kellerberrin & Districts Club are not to use their own personal cards to purchase items for the club.
- Approval must be sought by the President to purchase items not on the corporate credit card where reimbursement is sought.

#### **Card Returns**

- Staff will surrender their Kellerberrin & Districts Club corporate credit card upon:
  - Termination of employment
  - When directed by the President or Committee

All expired Kellerberrin & Districts Club corporate credit cards are to be destroyed by the Manager/Secretary upon receipt of a new or replacement card.

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*POLICY NUMBER: 1.7*

*POLICY SUBJECT: Donations/Sponsorships*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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**Purpose**

To ensure required authority is given to management for donations/sponsorship requests.

**Policy**

Two sponsorship rounds will be held each year. Winter sponsorship to close 31<sup>st</sup> March and Summer sponsorship to close 31<sup>st</sup> October. Forms to be sent out to all Clubs at the beginning of March and October each year.

Once closed, the Manager to collate all submissions and create a list of recommendations to be presented to the next Committee Meeting.

Manager and/or Committee reserve the right to request further information from a requesting Club.

Any requests for sponsorships or donations outside of these rounds are to be declined.

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*POLICY NUMBER: 1.8*

*POLICY SUBJECT: Employee Gratuity*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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**Purpose**

To give recognition to valued employees ceasing employment at the Kellerberrin & Districts Club.

**Policy**

It should be noted that an employee would not be considered to receive recognition by way of a gratuity payment and/or gift unless that person has given loyal and dedicated service for a period of employment.

Should a gratuity be considered, the Committee would take into consideration the service record of the employee, in particular the number of days of entitled sick leave the employee has not used. Particular attention should be paid to the employees' attitude towards the Committee's/Club's objectives and the willingness to contribute towards those objectives without necessarily expecting recognition or reward.

The Committee will consider employee recognition at the completion of employment.

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*POLICY NUMBER: 1.9*

*POLICY SUBJECT: Local Purchasing/Quotes*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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**Purpose**

To ensure the Kellerberrin & Districts Club supports the local community.

**Policy**

The policy be to allow preference to local suppliers for the benefit of the whole community.

For all major expenses, at least 2 quotes, preferably 3, be obtained.

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*POLICY NUMBER: 1.10*

*POLICY SUBJECT: Management*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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**Purpose**

To ensure the smooth running of the Kellerberrin & Districts Club.

**Policy**

The Manager be authorised to deal with all staff situations and the day to day running of the Club.

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*POLICY NUMBER: 1.11*

*POLICY SUBJECT: Public Complaints Regarding Employees*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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**Purpose**

To provide guidelines for the receipt and resolution of any complaints relating to staff.

**Policy**

That the complaint, or allegation, be set out in writing, and presented to the Manager who will forward a copy to the Committee President.

That the staff member/s who is subject to the complaint will be advised of the complaint and will be permitted to formally document his/her response to the allegations.

In the first instance the complaint will be considered by the President who may, if the matter cannot be resolved satisfactorily, refer the complaint to the Committee for final determination by the Committee.

If the employee wishes, he/she may be represented by an advocate of his/her union or an independent representative at either a meeting with the President and/or Committee.

If the complaint relates to the Manager, the complaint will be addressed to the President who will discuss the complaint with the Manager and if necessary refer the matter to the Committee.

In the event of a criminal complaint, this process will be expedited as soon as possible via call, email or special committee meeting for determination by the Committee to direct the President.

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*POLICY NUMBER: 1.12*

*POLICY SUBJECT: Retirement*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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**Purpose**

To ensure consistency with retirement functions.

**Policy**

Any employee, who is retiring from employment with the Kellerberrin & Districts Club may be provided with a retirement gift at the Kellerberrin & Districts Club's discretion.

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**POLICY NUMBER:** 1.13

**POLICY SUBJECT:** Code of Conduct – Committee

**DATE OF ADOPTION:** 20<sup>th</sup> December, 2017

### **Purpose**

To ensure all Committee are aware of their responsibilities whilst elected to the Committee of the Kellerberrin & Districts Club.

### **Policy**

All Committee are to receive two copies of the Code of Conduct at the start of their term. One copy is to be signed and returned to the Secretary.

The Code of Conduct to read:

As a Committee Member, I agree to:

- Act honestly, in good faith and in the best interests of the Kellerberrin & Districts Club Inc as a whole
- Use due care and diligence in fulfilling the functions of my position on the Management Committee of Kellerberrin & Districts Club Inc and exercising powers attached to that position
- Have regard to the interests of all stakeholders in the organization
- Not make improper use of information acquired as a Committee Member
- Not take advantage of being in the position of Committee Member
- Not allow personal interests or the interest of any associated person to conflict with the interest of the organization
- Not to engage in conduct likely to bring discredit to the organization
- Not to misuse confidential information received as a Committee Member in the course of exercising my duties

As a Committee Member, I understand that;

- Confidential information remains the property of the organization from which it was obtained and it is improper to disclose it or allow it to be disclosed, unless that disclosure has been authorized by that company, or the person from whom the information is provided, or is required by law.

Any breach of this policy is to be reported to the President and Committee for information and action if deemed necessary.

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*POLICY NUMBER: 1.14*

*POLICY SUBJECT: Annual General Meeting*

*DATE OF ADOPTION: 20<sup>th</sup> December, 2017*

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**Purpose**

To ensure all future AGM's are conducted in the best interests of the Club and its Members.

**Policy**

That all future AGM's be held in the Cottle Room on a Wednesday night.

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*POLICY NUMBER: 2.1*

*POLICY SUBJECT: Code of Conduct - Staff*

*DATE OF ADOPTION: 19<sup>th</sup> August, 2015*

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### **Purpose**

To ensure all staff are aware of their responsibilities whilst employed by the Kellerberrin & Districts Club.

### **Policy**

All staff are to receive two copies of the Code of Conduct at the start of their employment. One copy is to be signed and returned to the Secretary.

The Code of Conduct to read:

#### **KELLERBERRIN & DISTRICTS CLUB INC.**

#### **CODE OF CONDUCT & BEST PRACTICE POLICY**

The following Code of Conduct and Best Practice Policy adopted by the Kellerberrin & Districts Club Inc. applies to all staff employed by the Committee. It is designed to clearly define the manner in which all employees are to conduct themselves in the course of engaging in business on behalf of the Kellerberrin & Districts Club Inc (hereinafter referred to as the "Club"). All business affairs of the Club shall be conducted legally, ethically and with strict observance of the highest standards of integrity and propriety.

The Code of Conduct and Best Practice Policy is available to all employees and this is not expected to be breached, setting down standards of behaviour which - if not followed - may attract a penalty ranging from counselling to dismissal.

Employees are required to be aware of and adhere to the following;

#### **CLUB LAYOUT**

Employees need to be familiar with the layout of the club including entrances, exits, administration, amenities, floor area, store rooms etc, plus emergency points and evacuation procedures.

#### **WORK HOURS**

The Manager will advise you of your work roster in advance however it may be necessary to be flexible depending upon priorities. You must start work on time, other staff members rely on your punctuality. You are asked to record your work hours on the time sheets provided, from the time you start your shift to the time you finish. You are expected to keep up a good attendance record. Should you need to change your shifts for any reason, it is your responsibility to ensure the Manager is informed.

## **WAGES**

The wages week commences on Thursday and finishes Wednesday. All pays are processed on Thursdays. You will be paid according to the hours recorded on your timesheet and the wage rate according to your position. Any concerns regarding wages are to be directed to the Club Secretary. The Club is responsible for the payment of superannuation as at the current government percentage rate of the ordinary gross payments made to an employee. This can be to the employees preferred fund (government authorised) or to the designated club provider.

## **DRESS CODE/PERSONAL PRESENTATION**

### **Uniforms**

All employees shall be supplied with a uniform (tops) that must be worn at all times when work is being performed for the Club. The number of uniforms (tops) supplied shall vary depending on the employee's employment status. For instance, full-time employees shall receive three uniforms each (top), part-time and casual employees shall receive two uniforms each (tops).

Employees are required to sign a uniform receipt which lists the item/s provided and their value. On ceasing employment with the Club, employees must return all items identified on the receipt within seven (7) days of their last day of work.

If an employee fails to return the uniform, the Club will deduct the value stated on the receipt from the employee's final wages payment.

### **Hair and Hands**

Employees must ensure that your hair is clean and kept away from your face. This is particularly important for employees in food safety positions.

Males – if hair is long, it must be tied back using a hair elastic or hair pins, or if hair is short, styled and presented in a neat and tidy manner and must not hang in front of the face. Beards and moustaches must be well groomed and trimmed regularly.

Females – if hair is long, it must be styled and presented in a neat and tidy manner. Hair must be tied using a hair elastic or hair pins and must not hang in front of the face.

All employees must present to work with neat, tidy and clean hands.

### **Shoes**

All employees (irrespective of gender) must wear closed shoes to work. Sandals, thongs, stiletto's, high heels, etc are not acceptable. Employees will not be permitted to commence work until they are wearing the correct shoes as described in this policy.

### **Personal Hygiene**

All employees are reminded about the importance of personal hygiene. Please ensure that you present for work clean, pleasant smelling, with fresh breath, etc.

## **WORKING HOURS/PRODUCTIVITY**

The bar area must be kept clean, tidy and organised at all times. It is important that you are consistently productive during your shift. Concentration, neatness, accuracy, safe completion and promptness of tasks will enhance your productivity level. You are required to develop good time management skills to complete the required work each shift.

## **TEAMWORK**

Teamwork is vital to the successful operation of the Club. You are expected to work as a member of a team that:

- Has a shared understanding and purpose
- Works to set ground rules and procedures
- Is committed, loyal and respectful of each other

If there is a problem that may affect your ability to do your job, discuss this with the Manager.

The Club expects and insists upon complete honesty from all employees. Stealing, the use of foul/abusive language, possession of drugs (other than those prescribed by a Doctor), the drinking of alcohol, and fighting or physical violence will not be tolerated within Club premises. Stealing, drugs/alcohol use, and physical violence are serious misconducts which may warrant an instant dismissal.

Smoking is not permitted in the Club, only in the designated Smoking area in the beer garden.

Staff are entitled to a 5 min break every two hours, however discretion/initiative is to be used when taking a break i.e. don't leave when there are patrons at the bar.

## **WORKPLACE**

The Club will provide a safe, healthy and productive working environment. All fixtures and fittings, plant, equipment and furniture belonging to the Club are to be treated with respect. Occupational/Workplace Health and Safety guidelines are to be followed at all times. Accidents must be reported immediately. An incident report register must be maintained at all times. Basic first aid kits are provided.

Manager/Secretary to be advised if First Aid Kit is lacking in supplies.

## **CONFIDENTIALITY/CONDUCT/CUSTOMER SERVICE**

Club assets including goods, money, computers, telephones or the service of other Club employees must not be used for personal gain. Club property is not to be removed from the premises without authorisation. If removal is necessary, then approval must be given by the Manager.

Unauthorised disclosure of Club information, including the misuse of intellectual property belonging to the Club is prohibited. All information relating to the Club's business obtained by employees in the course of their employment is to be considered confidential unless the Club has officially made such information public knowledge. If an employee is uncertain whether something is confidential then they should presume that it is. Confidential information includes documents prepared for internal use; commercially sensitive documents relating to sales, products or merchandising; personal records and

other information relating to internal procedures, processes and systems; or information obtained verbally whether in formal meetings, during discussions or in any other way except if required by law.

Employees will deliver exceptional value and service to all customers and other employees by conducting themselves with integrity. Any suggestions, problems or complaints should be addressed to the Manager. If you are unable to assist with a customer enquiry or complaint then the Manager must be called immediately or a message left in the Staff Communication Book. Be polite and courteous and do not argue with the customer.

### **STAFF PURCHASES**

Staff are not to serve themselves, please get another staff member or Committee person to serve you.

### **DISCRIMINATION**

The Club is committed to providing all employees with equal opportunity as described under the "Discrimination & Harassment" policy. Discrimination, harassment or bullying on race, colour, religion, gender, age, marital status, disability or other factors unrelated to legitimate business interests will not be tolerated. Problems or complaints concerning other staff members must be directed to the Manager or the Committee's President. Discussing any of the above issues with fellow staff members may be deemed to be disrespectful and considered to be a breach of the Code of Conduct.

### **CLUB POLICIES**

All employees are to familiarise themselves and abide by the Staff Section of the Club's Policy Manual.

### **EMPLOYEE ACCEPTANCE**

I have read and understand the contents of the Kellerberrin & Districts Club Inc "Code of Conduct and Best Practice" policy.

### **DISPUTES**

All staff must follow the Club Constitution, By-laws and Policy Manual to handle any disputes with another member, Management Committee of the Club or Staff.

Any breach of this policy is to be reported to the Committee for information and action if deemed necessary.

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**POLICY NUMBER:** 2.2

**POLICY SUBJECT:** Staff Complaints/Grievance

**DATE OF ADOPTION:** 19<sup>th</sup> August, 2015

### **Purpose**

To ensure all complaints, grievances will be treated confidentially and resolved promptly.

### **Policy**

Wherever possible, the handling of complaints and resolution of such will be at the workplace where they occurred. Care will be taken to ensure that neither the complainant nor the alleged respondent are victimised.

It is recognised that cases of sexual harassment, bullying or discrimination may occur between supervisor and employee and as such, alternative methods of raising complaints are provided by this procedure.

If a staff member has a complaint of harassment, bullying or discrimination arising out of an incident or perceived incident with the Manager then the staff member may approach the President if the staff member feels that he or she cannot speak to the Manager without fear of further action.

If a staff member or an elected member has a complaint of harassment, bullying or discrimination arising out of an incident or incidents with the President or another elected member then the staff member or elected member may approach the Manager if the staff member or elected member feels that he or she cannot speak to the President without fear of further action.

A complaint may be lodged with any of the following persons;

- Kellerberrin & Districts Club Manager
- President of the Committee of the Kellerberrin & Districts Club

In all cases of staff complaints, the President will be notified and updated until the matter is resolved, unless the complaint is against the President, in which case the Vice President will be notified.

The person receiving a complaint will: -

- Decide in consultation with the complainant, whether the matter can be resolved at this level or whether it should be referred to a more senior level of management.
- Assure the complainant that all details of the complaint will be treated confidentially and allow the person to decide on procedure.
- Prepare a confidential report on the nature of the complaint and ensure follow up reports are provided until the matter is resolved.
- Ensure no information regarding the complaint is discussed outside this procedure.

The person handling the complaint, whether it is the person who received the complaint or a more senior person will, with the approval of the complainant;

- As soon as possible, advise the alleged respondent of the nature of the complaint and provide an opportunity for the person to comment. Where appropriate the alleged respondent should be invited to discontinue any perceived unwelcome behaviour.
- Advise the alleged respondent of the right to contact their union for advice and representation.
- Advise the alleged respondent that no disciplinary action will be taken without the person being given the opportunity to be heard.

The person handling the complaint will keep simple, brief notes of the facts of the interviews held with both the complainant and the alleged respondent.

If it is not possible to resolve the complaint simply by discussion with the complainant and the alleged respondent, the matter will be investigated and where the complainant or the alleged respondent is a member of a union, the union may be invited to be party to the investigation.

All documentation relating to the complaint will remain confidential and will not be produced or made available for inspection, except on the order of a Court or a request from the Commission of Equal Opportunity.

During the period of investigation of a case of serious complaint or grievance, if requested by either party or by management, alternative working arrangements may be made.

If, following investigation a complaint is judged to have foundation:-

- Appropriate remedial action will be taken including where appropriate disciplinary/counselling action appropriate to the circumstances and/or seriousness of the matter.
- A record of the details of the disciplinary action will remain on the employee's personal file for a period of 12months, whereupon the record will be destroyed unless otherwise decided by the Manager and President.

If, following investigation, a complaint is judged to have no foundation, the complainant will be counselled and if it is considered that the complaint was made frivolously or maliciously, disciplinary action may be taken against the complainant.

Continued reference to a complaint and its aftermath could be considered as either a continuing or new incident of harassment, bullying or discrimination.

### Steps for Investigation

Check if there are any previous complaints from this person

Contact the complainant to;

- Clarify the complaint
- Clarify the outcome sought
- Check whether they need support of any kind – whether they have poor sign, hearing or a language difficulty and what they need to understand the discussion properly.
- Explain the investigation procedure

The investigating officer is to brief himself/herself on the relevant legal and administrative background of the complaint.

Assess whether the complaint procedure is the most appropriate way of handling the complaint. If not discuss alternatives with the complainant (i.e. appeals to tribunal, legal action or Police).

Consider whether the complaint could be resolved without further investigation.

If the complaint is about proposed action by the Committee of the Kellerberrin & Districts Club consider whether the action should be deferred while the complaint is investigated.

Obtain all relevant documents (ensuring you see the originals, or certified copies). They may include files, logbooks and timesheets. Get copies of all the documents reasonably required.

Establish the relevant sequence of events from the files and also the names of the officers/members most directly involved in the complaint.

Prepare a line of questioning for each person to be interviewed;

- Use open, not leading questions
- Don't express opinions in words or by your body language
- Ask single, not multiple questions

Arrange the order of interviews so that where you need to establish normal procedures, you do this first from the most senior officers and end with the officers most directly involved in the complaint.

Inform those to be interviewed that they can be accompanied by a friend or union representative, provided the friend is not in a supervisory position over the interviewee. Explain the complaint clearly to them.

Consider whether you need a witness for a particularly difficult interview.

Interviews should be conducted in an informal and relaxed manner, but persist in your questions if necessary. Don't be afraid to ask the same question more than once. Make notes of answers or tape the interviews whichever is most appropriate.

Try to separate hearsay evidence from fact by asking interviewees how they know a particular fact.

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**POLICY NUMBER:** 2.3

**POLICY SUBJECT:** Confidential Information

**DATE OF ADOPTION:** 19<sup>th</sup> August, 2015

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### **Purpose**

The objective of this policy is to ensure that all employees are aware of their obligations to treat all information they may access, or become privy to, during their employment as confidential.

### **Policy**

“Information” as expressed in this policy, whether written or verbal, is defined as, but not limited to:

- Minutes of meetings; for example, board meetings, staff meetings, counselling and disciplinary meetings, etc.
- All documents (current and historical) that relate to general business and commercial matters, accounting, finance, employment, gaming, liquor etc.
- All documents (current and historical) that relate to members and guests
- Any other piece of information that staff (including managers) may access, or become privy to, during the course of their employment with the Club.

*Note: Employees who are unsure about whether certain information is confidential must seek clarification from the Manager or Secretary, and until then, consider the information confidential.*

### **Breach of Policy**

The Club has an obligation to consistently apply and enforce this policy. Likewise, staff must comply with this policy.

Any employee who breaches this policy shall be subject to counselling and/or disciplinary action, which may include termination of employment.

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*POLICY NUMBER:* 2.4

*POLICY SUBJECT:* Customer Service Charter

*DATE OF ADOPTION:* 19<sup>th</sup> August, 2015

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#### **Purpose**

To demonstrate our commitment to our customers by setting and providing service standards.

#### **Policy**

##### Standards of Service;

- We will acknowledge you, introduce ourselves and treat you with professional courtesy and respect;
- When you telephone us, we will attend to your call promptly;
- Wherever it is possible we will give you an estimate of the time it will take for us to attend to an issue; and
- When you have a complaint, we will try to resolve it on the spot. If the complaint cannot be immediately resolved we will assist you to use the Kellerberrin & Districts Club's Complaints Procedure.

The Kellerberrin & Districts Club will be progressively reviewing and improving forms, systems and procedures from a customer's perspective and the Kellerberrin & Districts Club will make the development of positive customer service attitudes part of the performance review program of all staff.

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**POLICY NUMBER:** 2.5

**POLICY SUBJECT:** *Drugs & Alcohol*

**DATE OF ADOPTION:** 19<sup>th</sup> August, 2015

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### **Purpose**

To ensure a safe workplace, free from the effects of drugs and alcohol. The policy is directed towards the welfare of the individual and safety and health of other people.

### **Policy**

1. a. This policy applies to all personnel at the workplace, including staff, volunteers, contractors and Committee members;
- b. Persons under the influence of a drug or alcohol in the workplace pose a serious safety and health risk not only to themselves, but also to all those who they work with and including customers.
- c. If the Manager or Supervisor has justifiable cause to believe an employee is under the influence of alcohol or drugs, the Manager (or Supervisor) may have the employee removed from the workplace and may initiate any reasonable action considered necessary. Suitable arrangements should be made by the Manager (or Supervisor) to ensure the person gets home safely.
- d. If it is believed that the use of drugs or alcohol renders risk to the health or safety of the employee, co-workers or the public, the Manager reserves the right to remove the employee from duty pending an urgent medical examination to determine fitness for duty.

#### 2. Drug and Alcohol Testing

Drug and/or alcohol testing in the workplace may be carried out if a perceived risk exists for the employee, co-workers or public. Testing is limited to the following circumstances;

- a. Where an employee's impairment by drugs and/or alcohol poses a perceived and/or demonstrable safety risk to the employee or to other people; or
- b. Where there is reasonable cause to believe that the employee to be tested may be impaired by drugs and/or alcohol; or
- c. Where a drug and/or alcohol test can identify the presence of a drug and/or alcohol at concentrations which may cause impairment.

Notwithstanding any of the above, the Manager or Committee may choose to conduct random testing at any time.

Drug and/or alcohol testing shall be conducted by independent persons with required qualifications to conduct the relevant test.

3. Procedure for dealing with Drug and Alcohol Use

1. a. Discussion between the employee and immediate Supervisor.
- b. Discussion between the employee, Manager, Committee and representative (optional); and
- c. Disciplinary action

Stage One

2. a. The employee and immediate supervisor should participate in Stage One, although the employee may request a representative to be present. An observer should be present if an employee representative attends;
- b. This first discussion should be presented as a counselling session. Procedural fairness must be observed and the Manager must clearly state the performance related reasons for the interview and the employee must be given the opportunity to respond. The Manager must clearly state what standards of performance are required;
- c. The Manager should offer assistance by encouraging the employee to participate in professional counselling sessions, although the employee is not obliged to accept;
- d. A timeframe for review should be established. The employee should be informed of expected changes, ongoing performance monitoring by the supervisor and the compulsory interview at the end of the review period.
- e. The employee should be made aware of possible consequences if there is no significant improvement.
- f. The supervisor should prepare a brief summary of the interview and give two (2) copies to the employee. After reading the summary, the employee should sign one (1) of the copies and return it to the Manager. This copy should be placed on the employees personnel file; and
- g. The review should be held at the prescribed time. The points discussed should respond exactly to those raised at the first interview; improvements should be acknowledged. Continuing problems, such as continued decline in performance, and any new performance based problems should be identified and discussed. The supervisor should again prepare a summary of the interview.

3. Stage Two

If there is still no improvement in the employee's performance a second meeting should be held using the same procedure as the first, although the employee should be made

fully aware of the possible consequences if there is no significant improvement and that this represents a final warning.

4. Stage Three

Conduct by an employee while under the influence of alcohol or drugs is likely to be subject to disciplinary action.

4. Social Occasions

The Manager may approve the consumption of alcohol at a Kellerberrin & Districts Club function for staff under some circumstances. i.e. official staff functions, regardless of the location of the function. The Kellerberrin & Districts Club has a responsible host attitude and on such occasions, a range of drinks including low and non alcoholic drinks will be provided along with a proportionate level of snack type foods. Employees are encouraged to organise alternative transport prior to the function to avoid the possibility of their driving under the influence.

5. Prescription or Over the Counter Drugs

1. Prescription or 'over the counter' drugs can be used for a wide range of reasons however it is also known that use of prescription or 'over the counter' drugs may impair a person's ability to perform safely or efficiently.
2. There are several types of drugs that may impair performance, including;
  - a. Hypnotics and sedatives
  - b. Antidepressants
  - c. Antihistamines
  - d. Stimulants and appetite suppressants; and
  - e. Analgesics/Codeine
3. Employees taking prescribed drugs should obtain written advice from their doctor as to the effects of the drug that may be relevant to their job performance. They should also advise their Manager that they are taking a medication which, on the advice of their medical practitioner, is likely to affect their job performance.
4. It is important to note that the employee has a responsibility to perform at a safe standard while at work. If prescription medication is impairing an employee's safe standard of work, the employee has a responsibility to take time off work.
5. Any employee of the Kellerberrin & Districts Club who is interested in receiving counselling services may seek advice from the Manager.
6. All matters pertaining to this policy will be treated with the utmost confidentiality.

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*POLICY NUMBER: 2.6*

*POLICY SUBJECT: Emergency Services Leave*

*DATE OF ADOPTION: 19<sup>th</sup> August, 2015*

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#### **Purpose**

To recognise and adopt procedures for the important community role performed by staff who volunteer for Emergency Services Organisations.

#### **Policy**

The Kellerberrin & Districts Club Committee will allow staff who are registered volunteer members for an Emergency Service to respond to official emergency situations during normal working hours and when approval has been given by the Manager.

Employees of the Kellerberrin & Districts Cub who are registered Emergency Service Members shall be allowed paid leave to attend emergencies during ordinary working hours. Attendance outside the ordinary working hours shall be considered at volunteer cost.

The paid leave provision, pursuant to above, are conditional upon the employee providing the Committee with a prior written undertaking that they, their beneficiaries or agents, will not claim against the Committee for any personal injury sustained and/or property damage/loss occurring from the time of being released from, and returning to, Kellerberrin & Districts Club duties.

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**POLICY NUMBER:** 2.7

**POLICY SUBJECT:** *Employee Bag Search & Club Property*

**DATE OF ADOPTION:** 19<sup>th</sup> August, 2015

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### **Purpose**

The objective of this policy is to ensure that all employees are aware that:

- property, materials and items owned by the Club are not taken away from the Club without permission; and
- illegal or dangerous items are not to be brought onto Club premises. For example, prohibited drugs, weapons and stolen goods, etc.

### **Policy**

The Club reserves the right to search an employee's bag(s), with or without permission, because of:

- suspicion of dishonesty, theft; or,
- any other reason related to the health, safety or security of employees, members and their guests at the Club.

Employees are not permitted to remove or consume any items of Club property, for example, food or beverages, without payment or the express approval of Club Management.

The Club may comply with the following procedure when searching an employee's bag or locker:

- The employee shall be asked to remain on the Club's premises by a duty manager;
- The employee shall be asked to voluntarily reveal the items in their bag;
- If the employee refuses, the duty manager will contact the Manager. The employee must remain on the Club's premises until the Manager arrives;
- The Manager shall ask the employee to voluntarily reveal the items in their bag;
- If the employee refuses, the Manager may contact the WA Police Service to assist in the matter;
- The employee must remain on the Club's premises until the WA Police Service arrives to conduct the bag search.

Any employee who is aware of the unauthorised removal of any Club property, or believes that this is occurring, is required to report this to the Manager. If an employee believes that the Manager has removed Club property without authorisation, the employee is required to report this through to the President of the Committee.

## **Breach of Policy**

The Club has an obligation to consistently apply and enforce this policy. Likewise, employees must comply with this policy.

Any employee who breaches this policy shall be subject to counselling and/or disciplinary action, which may include termination of employment.

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**POLICY NUMBER:** 2.8

**POLICY SUBJECT:** *Equal Employment Opportunity*

**DATE OF ADOPTION:** 19<sup>th</sup> August, 2015

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### **Purpose**

To ensure every person shall have equal opportunity, training and advancement. The criteria for providing such opportunities will be based on the principle of merit.

### **Policy**

The Kellerberrin & Districts Club is committed to maintaining and promoting an equal opportunity program whereby the objective is to ensure that none of the grounds that are recognised as being discriminatory under the Equal Opportunity Act are contravened by Committee members, Management or any employee of, or contractor, engaged by the Kellerberrin & Districts Club.

No discrimination shall take place as per outlined in the Equal Opportunity Act 1984 which includes, but not limited to;

- Gender
- Marital status
- Pregnancy
- Race
- Disability
- Age
- Religious conviction
- Political conviction
- Sexual orientation
- Family responsibility or family status

All offers of employment with the Kellerberrin & Districts Club will be directed towards providing equal opportunity to prospective employees provided their relevant experiences, skills and ability meet the requirements of engagement.

All promotion opportunities will be directed towards providing equal opportunity to all employees provided their relevant experiences, skills and ability meet the requirements for such promotion.

An employee who feels they have been discriminated against is encouraged to make a complaint in accordance with the Kellerberrin & Districts Club complaints/grievance procedure as detailed in its policy.

The Manager and staff are responsible for ensuring that this policy and provisions contained within the Equal Opportunity Act 1984 are adhered to.

## **Breach of Policy**

The Club has an obligation to consistently apply and enforce this policy. Likewise, employees must comply with this policy.

Any employee who breaches this policy shall be subject to counselling and/or disciplinary action, which may include termination of employment.

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**POLICY NUMBER:** 2.9

**POLICY SUBJECT:** *Internet and Email Usage*

**DATE OF ADOPTION:** 19<sup>th</sup> August, 2015

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### **Purpose**

This policy outlines the Kellerberrin & Districts Club's position regarding the use of the Internet and Email in the workplace. Its purpose is to protect both the Kellerberrin & District Club and employees from action unintended or otherwise that may result from inappropriate use of the Internet and Email.

### **Policy**

#### Authorised Users

Employees authorised by the Kellerberrin & Districts Club to use the Internet and Email facilities provided, to allow them to perform their work, this includes the following personnel:

- Manager & Secretary
- Committee

Other staff may request access to use Internet and Email facilities, for business purposes, subject to approval by the Manager.

#### Reasonable Grounds

A common-sense approach is to be used as to the amount of Internet and Email traffic, storage and processing a person is allowed to use in their own time.

#### Unauthorised Employee

Includes any employee that has not been granted permission by the Kellerberrin & Districts Club to use, or have access to, the Internet and Email.

#### Policy

The Internet and Email are corporate business tools provided to authorized users. The purpose of such tools is to assist in research, training and communication as well as provide better access to information. This includes acting in a professional manner when using such tools.

Authorised users may access the Internet in their own time for appropriate private use on reasonable grounds. This does not include;

- Private business transactions or promotion of private business activities
- Private advertising on the Internet
- Personal Web Home Pages

- Any political purpose

Inappropriate use of this technology including access by unauthorised employees is viewed as a serious disciplinary issue. This includes accessing material considered objectionable or restricted under the WA Censorship Act 1996, e.g. indecent material. Other inappropriate access includes derogatory or radically intolerant web sites or material.

Where employees receive an Email that is inappropriate, it is their obligation to immediately delete its contents and any attachments. They must then advise the sender of its inappropriateness and instruct them not to send such messages again.

Authorised users are also required to use appropriate virus software to ensure that the Kellerberrin & Districts Club computing equipment and work performed on its computers are protected from viruses. The Kellerberrin & Districts Club will make virus protection software available for this purpose.

In the situation where the Kellerberrin & Districts Club is satisfied that there has been a breach of this policy, the following action may be taken;

- Warning; and/or
- Suspension of access privileges; and/or
- Termination; and/or
- Prosecution

#### Application of Policy

Authorised users are responsible for ensuring that their use of the Internet and Email is appropriate and consistent with ethical conduct under this policy and in accordance with the Policy and Code's of Conduct as appropriate.

The Kellerberrin & Districts Club may monitor usage of its Internet and Email facilities. There can be no expectation of personal privacy in the use of the Kellerberrin & Districts Club's Internet and or Email facilities.

The Kellerberrin & Districts Club will remind employees of this policy on a regular basis through using the induction process, informal meetings and/or workplace seminars.

The Manager is responsible for implementing this policy.

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*POLICY NUMBER: 2.10*

*POLICY SUBJECT: Annual Leave*

*DATE OF ADOPTION: 19<sup>th</sup> August, 2015*

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#### **Purpose**

The objective of this policy is to ensure that all employees are aware of their rights and obligations with regards to annual leave together with the procedures to follow when accessing this entitlement.

#### **Policy**

1. The Manager and Secretary may not take Annual Leave entitlements at the same time unless authorized by the Committee.
2. When the Manager is on Annual Leave, the Secretary or other Approved Manager as suggested by the Manager, may be appointed as Acting Manager subject to Committee Approval.
3. The Club may direct an employee to take annual leave by giving at least four (4) weeks' notice in the following circumstances:
  - (a) as part of a close-down of its operations; or
  - (b) where more than eight weeks' leave is accrued.
4. Employees who apply for annual leave must:
  - Complete a Leave Request form;
  - Submit the completed Leave Request form to the Manager.

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*POLICY NUMBER: 2.11*

*POLICY SUBJECT: Social Media*

*DATE OF ADOPTION: 19<sup>th</sup> August, 2015*

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### **Purpose**

The objectives of this policy are to:

- protect the Club's reputation from being brought into disrepute through the use of social media by its employees; and
- protect the Club's employees from bullying, harassment or discrimination through the use of social media by co-workers.

### **Policy**

This policy applies to all employees who use social media and covers all forms of social media, including, but not limited to:

- Social networking websites e.g. Facebook, Twitter, MySpace, etc.
- Video and photo sharing websites e.g. YouTube, Flickr, etc.
- Weblogs, including corporate blogs, personal blogs or blogs hosted by traditional media publications.
- Forums and discussion boards e.g. Whirlpool, Yahoo! Groups or Google Groups, etc.
- Any other website that allows individual users or companies to use publishing tools.

Authorized users as specified in Policy 2.10 may use social media for the promotion and enhancement of Kellerberrin & District Club business, subject to the guidelines of Policies 2.10 and 2.17.

As social media is generally accessed via mobile phone or tablet device, use of such devices shall be also in accordance with relevant Standard Operating Procedures and relevant Codes of Conduct.

Social media it is not to be used in a manner that brings the Club's reputation into disrepute or harms the Club's commercial interests. This includes making comments, written or otherwise, that are slanderous or defamatory about the Club, its services, its employees, its members or guests, or its competitors or about the Club's other business-related activities.

Social media is not to be used in a manner that constitutes bullying, harassment or discrimination of a co-worker (refer to the Club's bullying, harassment and discrimination policies).

### **Breach of Policy**

The Club has an obligation to consistently apply and enforce this policy. Likewise, employees must comply with this policy.

Any employee who breaches this policy shall be subject to counselling and/or disciplinary action, which may include termination of employment.

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*POLICY NUMBER: 2.12*

*POLICY SUBJECT: Staff Gambling*

*DATE OF ADOPTION: 19<sup>th</sup> August, 2015*

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### **Purpose**

The Club cares about the physical, mental and financial health of its employees. The main objectives of this policy are:

To foster a healthy environment for people who could be at risk of developing gambling problems or are recovering from gambling addictions;

To assure patrons and guests that the gambling operations of the Club are conducted in a fair and equitable manner; and

To ensure the Club complies with its legal obligations.

### **Policy**

Employees are not permitted to participate in any form of gambling on the Club's premises, either whilst on duty or during meal breaks, regardless of whether employees are members of the Club or not.

Forms of gambling include, but are not limited to, poker machines, card machines, online gambling, TAB, Bingo Tickets and Keno.

The Club strongly encourages any employee who feels that gambling is becoming a problem for them to access a confidential counselling assistance.

TAB rules state that employees cannot use the TAB 30 minutes before and 30 minutes after shift.

### **Breach of Policy**

The Club has an obligation to consistently apply and enforce this policy. Likewise, staff must comply with this policy.

Any employee who breaches this policy shall be subject to counselling and/or disciplinary action, which may include termination of employment.

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*POLICY NUMBER: 2.13*

*POLICY SUBJECT: Legislation & Awards*

*DATE OF ADOPTION: 15<sup>th</sup> November 2017*

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#### **Purpose**

To uphold and adhere to Legislations, Awards, Government Acts and Regulations as amended from time to time.

#### **Policy**

The Kellerberrin & Districts Club shall abide by any Legislation, Awards, Government Acts and Regulations as required for the conduct of Kellerberrin & Districts Club business.

These may include but are not limited to:

Occupational Health and Safety Act 1984 (and Regulations)

Equal Opportunity Act 1984

Registered Clubs Award 2010

Liquor Control Act 1988

Fair Work Act 2009

Superannuation Guarantee Act

Surveillance Devices Act

Privacy Act