Employee Handbook and Standards of Work Disclaimer

This Employee Handbook and Standards of Work document is provided as a guide and is not to be considered a contract. The terms and procedures appearing in this handbook are not binding on the company and are subject to unilateral change at the management’s discretion.

The employer reserves the right to modify, amend, add, or delete any policies, procedures, or other statements made in this Employee Handbook and Standards of Work. Business conditions, federal and state law, and organisational needs are constantly in flux and may require that portions of the handbook be re-written.
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WELCOME

We would like to confirm your employment with our Company. We pride ourselves on selecting the best candidates and congratulate you on being the best. We believe all of our employees play a unique role in our future. Your role will be to act as a representative and ambassador of our company, projecting a professional image at all times.

We look forward to working together as a close and strong team, sharing the enthusiasm and excitement of being part of our Company and sustaining our reputation as the best in the industry.

It is a requirement that you have an understanding of all company policies and procedures. The pages that follow will allow you to develop an understanding of these. Please don't hesitate to ask your Manager if you have any questions relating to the material in this manual.

Paradise Resort – MISSION STATEMENT

To offer the experience of a resort that both staff and customers can embrace with enthusiasm as being the best all round family fun resort bringing a smile to all our faces and ensuring positive family values and memories of a lifetime.

To strive to ensure that we are the preferred place of employment and holiday destination not only on the Gold Coast but within Australia where every day is filled with making new friends, bonding with family members or being part of our positively motivated team whilst having fun and laughter along the way.

To deliver a quality product that is perceived as value for money by our guests whilst continually looking for opportunities to improve the guest experience along with a sense of belonging to our staff and the profitability to our owners.
GENERAL INFORMATION

Employment Agreement

All successful candidates will receive an employee starter kit prior to commencement including your contract of employment, job description, tax file declaration, superannuation forms, and key employment policies. In addition you will be required to provide proof of your residency or visa status. Your contract of employment will outline details such as your position, commencement date and level of pay or salary. It is important you understand your contract of employment; your Department Head or Human Resources are available to answer any questions. You will also be provided with a copy of this document.

The minimum terms and conditions affecting your employment are outlined in the Award or Agreement as detailed in your employment contract. The award under which the company operates is the Hospitality Industry (General) Award 2010.

A copy of your Award is available from your Department Head or the Human Resources department. You are encouraged to become familiar with the Award under which you are employed.

In addition to the Award and because we are under the federal jurisdiction, we are covered by the Fair Work Australia Act 2009. In relation to long service leave, we are still governed by state law.

Employment Records

When you commence employment you are expected to provide current personal information, such as full name, address, phone number, bank details etc. It is important these details are current at all times. If you change any of these details please notify the Human Resources department immediately in writing. It is not sufficient to change your details with your department or via an employee website as this will not update Human Resource systems.

Lockers

On commencement of employment, employees may be assigned a locker for storage of clothing, personal effects and/or items relating to employment. Food is not to be stored in lockers.

Shoes that are not in use are to be kept in your locker or taken home.

NOTE: Please do not store things on top of your locker or keep valuable items in your locker as the Company will not be held responsible for any loss of items through theft and/or damage to the lockers.

Management may conduct routine inspections at any time and reserve the right, if required, to search any employee’s locker, or bags being taken from the premises. Inspections are conducted with a minimum of two persons present.

Staff Bathrooms & Change Rooms

Where available, employees are only to use the designated staff bathrooms & change rooms. Employees are not to use guest bathrooms. Please remember that these areas are cleaned and maintained by your fellow staff members, please help them to keep these areas clean and tidy.

Lost Property

Any article/item found belonging to either a guest or fellow employee must be handed in as outlined in the Resort Lost Property procedure. Under no circumstances should anything other than your personal belongings be taken off the premises. Failure to follow this procedure will constitute theft and may result in dismissal. The article/item will be logged in the lost property log and if it remains unclaimed for a period of three (3) months, the article/item will be given to the finder.

Hello Zone

The company prides itself on the warm friendly environment we create as a team. The easiest way to keep this is to be nice! Whenever you come within three metres of another employee or customer, say "Hi" and give them a smile 😊 Always remember to be polite and courteous.
Meal Breaks

If you stay on the premises for meal breaks, you are only able to eat in the allocated area – The Staff Canteen. You are not permitted to eat meals or snack food – including CHEWING GUM in any areas of the workplace or at any other time during a designated shift, this includes the smoking area.

Qualifying Period

As detailed in your Employment Contract, all employees who commence with the company have a 6 month qualifying period. This qualifying period gives you an opportunity to decide if your new position is right for you, and it also gives the company the opportunity to monitor your performance, such as competency, interpersonal skills, grooming and presentation and general commitment to your position. At the end of this qualifying period, your supervisor/manager will complete a performance evaluation to advise you of your progress.

It is important to note, it is not considered an "unfair dismissal" if the company does part ways with an employee whilst on their qualifying period.

Punctuality

All staff members are required to be on the premises at least 5 minutes prior to commencement of your shift so you are at your area of work (eg. desk) and fully prepared at the rostered start time. Uniformed staff are not to sign onto time target, until they are in uniform. Being regularly late to work will lead to disciplinary action.

It is expected that no employee will arrive or remain at the venue for longer than 30 minutes before or after a shift starts or finishes. Employees are not to linger or be on the premises on rostered days off unless previous authorisation has been obtained.

Performance Review and Development

In addition to your initial 6-month qualifying performance review, you will be required to participate in performance and development reviews annually.

Open Door Policy

We are committed to an Open Door policy. You are encouraged to discuss problems, complaints, new ideas, needs or any other requests with those in supervisory or management positions. As well as your department supervisor/manager, Human Resources are available to discuss problems/needs by appointment. The General Manager is also available to speak with at any time.

Internal Job Posting

Any vacancies within our property are advertised internally, as the company does like to promote from within. If you see a position advertised and you are interested in finding out more information or applying for the position, please see Human Resources for more information.

Staff Empowerment

As professionals in the hospitality industry, all employees have the opportunity to make each guest's visit an extraordinary experience, ensuring they return. We encourage each and every one of you to take this step and allow us to make every guest's visit exceptional.

You can all do this by Stopping, Listening, Learning and Speaking (S.L.L.S). This will enable you to anticipate the guest's needs before they do. Take the time to find out why they are visiting your establishment and try to establish ways you could make it a stay to remember.

Personal Phone Calls and Visits

If you need to use a phone, please do so during your breaks or meal period. Please ask your family and friends to avoid phoning while you are on duty unless it is an emergency. Mobile phones are not to be kept within staff access during the shift except with management approval. Any staff member found using their mobile phone while on shift will face disciplinary action.
Family Working Together

Approval from the General Manager must be sought if a family member of any existing employee wishes to seek employment at the Resort. In areas where either party is or will be responsible for management of company finances or working in a supervisory/managerial role, approval may not be considered.

Friends

Your friends are welcome to patronise the business however this should not distract you from your job. You should give your friends equal attention as you do with any other customer. Staff should never enter guest rooms unless strictly for work purposes.

Medicals

The Company reserves the right to request you undergo a medical examination prior to, during or upon termination of employment. This includes drug or alcohol screening if required. This will be at the expense of the organisation.

Drinks Policy

Company policy allows staff free tea/coffee immediately before and after their shift and during breaks. See your direct managers regarding what beverages may be consumed during shift. At no time is any staff member not working in the bar or drink dispensing area permitted to help themselves to drinks.

Unless previously arranged with management (and only on special occasions or for training), staff are not allowed to drink any form of alcohol in the Resort. This also applies to rostered days off.

Influence of Alcohol or Non-Prescriptive Drugs

Consumption or use of alcohol, drugs or any other substances that may affect an employee’s ability to perform work in a safe and efficient manner is not permitted at the workplace. Employees taking prescription or over the counter medications that may impair performance are to advise their manager who will treat the information in strict confidence. Employees or other persons who are observed to be in breach of this policy will be subject to the employer’s disciplinary policy and, depending on the circumstances, their behaviour may be treated as serious misconduct, justifying summary dismissal. Employees deemed to be in breach of this policy will be cautioned and removed from the workplace immediately. Smoking is only allowed on authorised breaks in designated areas.

In cases where it is suspected that an employee is under the influence of drugs or alcohol, the employee may be sent to a medical practitioner for a medical examination.

Social Networking Sites

The use of the company computers are not permitted for personal internet/email activity or for personal social networking activity such as Facebook. Employees accessing social networking facilities, outside of working hours, are reminded that they have a responsibility of privacy and confidentiality towards their employer.

Conversely, your employer may elect to utilise a social networking facility for the promotion and marketing of the Company and may seek to involve employees in that promotion. Any promotion and/or marketing to the Company through social networking facilities must be approved by management, in advance.

Under no circumstances (unless relating to a specific authorised Company link) is the name of the employer or any work related issues (such as those involving co-workers, guests or any other operational issues) to be discussed on any networking/messenger websites. The confidentiality of individuals’ personal and/or sensitive information is to be maintained at all times. This extends to the collection and management of information regarding individuals.

It is against policy for social networking sites to be used as a forum for criticism of the company, guests, managers, supervisors and co-workers. Photos of staff members at the Resort or in uniform are not to be posted on the internet unless consent is given by the Management Team. The only exception to this rule is Fancy Dress Friday’s or Special occasions, provided the employee is dressed appropriately for a children/family friendly environment and if consent has been given by the Management Team.

Further to the above, the following actions are prohibited on these sites

- Discussing guests or staff on any "walls", groups, or forums.
- Discussing any matters pertaining to peoples employment conditions etc.
- Discussing any employee within the company in any way that could be construed as harassment or bullying.
• Discussing private or confidential information about the employer.
• Creation of groups that relate to any part of the business Operations.

Absence from Work (Reporting)

If you are not able to attend a shift due to illness you are expected to phone your Supervisor a minimum of 2 hours prior to the commencement time of your rostered shift. If you are unable to work a rostered shift for an acceptable reason, you must give the Company a minimum of one day’s notice of your inability to work that shift. You have been employed based on the availability outlined on your application of employment. The company requests that you update your unavailability via the time target system and notify them of any permanent unavailability in writing. You acknowledge that if a change in your availability does not suit the operational demands of the business, the company may terminate or change the conditions of your employment.

You are personally responsible for speaking to your Supervisor or Department Head. Please do not have a friend or relative phone on your behalf. If your Supervisor is not available, please speak to a Duty Manager. In some cases a medical certificate may be required.

This policy also applies to any social outings, events and training that an employee has RSVP’d to, or been rostered to attend. If that employee fails to give this notice they will be required to reimburse the company for the cost of the ticket to the event.

Text messaging (SMS) is not an acceptable form of notification.

Theft

Any employee who steals from the premises will be instantly dismissed and charged. Irrespective of value, stealing has a serious effect on the operation of a business. Unauthorised use of company telephones is regarded as theft, as is giving away of free drinks, food or any other property inventory.

Cash Handling

All over-rings and refunds must be documented by the appropriate staff member and signed by the Duty Manager. Only staff on duty are to operate the cash register and only authorised staff are to issue change from the cash draw. No cheques are to be cashed. Any money found dropped on the floor or left in coin trays must be either given to the shift cashier, who should then report it to the manager on shift, or handed directly to the Duty Manager.

Two Way Radios

If two way radios are in use, conversations should be kept short and to the point. A number of people use the air waves; be respectful of other people’s conversations by waiting until they have finished. Personal conversations, lengthy discussions and all sensitive issues must be done via phone as guests can easily overhear. No swearing or slang words should be used when communicating and the volume should be at an acceptable level. Out of courtesy for your fellow workers, please switch off the two way radios in the staff room.

Media, Guest Privacy & Confidentiality

No staff member shall disclose to patrons or any other person matters specifically related to the internal operations of the business, such as takings, expenses, personnel details and so on.

Only designated spokespersons of the company may talk to the media. Should you be confronted by the media, be polite and friendly, find out who they are and where they are from, advise them someone will be with them shortly, then quickly pass this message to your Manager.

It is also mandatory you never reveal the name or any information about any guest who is staying or visiting at any of our properties to the media. You should immediately report any suspicious or unusual questions or activity to the Duty Manager.

Receiving Deliveries

When you sign a delivery docket, you are saying that you have received the stock, counted or weighed it and taken responsibility for it. As such, before signing any delivery dockets:
  o Check it against orders.
  o Check quality and quantity/volume.
  o Check temperature for refrigerated or frozen goods.
    ▪ Frozen goods must be less than –18 degrees Celsius.
    ▪ Refrigerated goods must be between 0 and 4 degrees Celsius
If you encounter an error on the invoice, write a brief note on the supplier invoice and contact the supplier to follow up.

**Supervisor Instructions**

The company requires all employees to follow instructions (as long as they are safe) provided by Supervisors for all work related matters and procedures. Continued resistance will result in disciplinary action. It is part of your job description to perform any duties and reasonable request within your range of competence as required by your manager(s).

**Abandonment of Employment**

If you fail to report to work without contacting your Supervisor/Manager or the Duty Manager for two (2) consecutive shifts, you can be dismissed. Please do not call Human Resources if you cannot attend a shift.

**Exit Survey**

All employees are given the opportunity to complete an exit survey. Upon request employees may also undertake an exit interview with Human Resources.

**EMPLOYMENT CONDITIONS**

**Getting Paid**

Employees are paid on a weekly basis. The pay week commences on Monday and finishes on the following Sunday. Your pay is processed electronically and will be deposited into your nominated account(s) as outlined in your Employment Contract.

Please note – there are exceptions due to public holidays and technical difficulties so allow at least one extra day if you have automatic deductions from your bank account.

You will receive a payslip each week detailing your wages, hours worked, penalties paid, any deductions (i.e. car parking, certificates etc.) as well as your annual leave entitlement and superannuation contribution. Please take a look at your payslip each week and if you have any queries please speak to your Department Manager who will direct you regarding the process to follow.

**Time Target**

The Resort uses a program called ‘Time Target’ as the system for verifying employee attendance, timekeeping, payroll and rostering.

Time Target is a software system that uses ID card scanning technology to identify employees for varying attendance, timekeeping and payroll purposes. You will be supplied with an ID card upon commencement of employment.

This ID card is your ‘Employee Identification’ and as such should be treated with the same care and respect that you would give your own passport or driver’s license. It is a requirement of your role that you have your ID card on you at all times for each work shift.

Employees will need to scan on and off at the start and end of every shift, for breaks and if you change departments or roles during your shift. You must keep an accurate record of your working hours, falsifying your clock in/out time is dishonest and may lead to termination of your employment.

Weekly rosters will be accessible via Time Target Kiosks.

Leave requests are to be made through Time Target; this must be done prior to rosters being written. This is a request only and will be actioned accordingly by management. For full time and permanent part time staff a Personal Action Sheet will also be required for annual, unpaid and sick leave once approved. This needs to be signed by your Supervisor/Manager and forwarded to the Payroll Officer prior to the payroll being processed.

NOTE: Time Target is used as a communication tool with regular messages posted. It is a requirement of employment that all messages are read and to seek clarification on any message as it is required.
Public Holidays

The hospitality industry operates 24 hours a day, 7 days a week, 365 days a year, which may mean that you will be required to work on a public holiday or any other day of significance to you. Public holiday dates vary from year to year so please see Human Resources or Payroll for information regarding these dates.

Days off

Permanent employees days off are outlined in ‘Part 5’ of the Award. It is company policy that casual employees have a minimum of one day off per rostered week. If you are working in more than one department please ensure your Department Head is aware of your work hours for the week in order to comply with this policy.

Leave Entitlements

Annual Leave
Annual leave accrues on a weekly basis for all part-time and full-time employees. A full-time employee will accrue 152 hours (based on a 38 hr week) annual leave for each completed year of service. Part-time employees accrue annual leave on a pro-rata basis, therefore, your annual leave accrual will depend on the hours you work each week.

Annual leave due should be taken at times mutually convenient to the employer and employee, or with a minimum of 14 days notice, in writing, from the employer. All employees who are intending to take annual leave are to submit an application (Personnel Action Sheet) to their Department Manager at least 14 days prior to the dates required for leave.

Personal Leave
Employees, other than casuals, are entitled to personal leave however there are conditions for the payment of such leave. Personal leave accrues on a weekly basis for all part-time and full-time employees. A full-time employee will accrue 76 hours (based on a 38 hr week) personal leave for each completed year of service. Part-time employees accrue personal leave on a pro-rata basis, therefore, your personal leave accrual will depend on the hours you work each week. Personal leave can be used for the following situations:

Sick Leave
Employees, other than casuals, are entitled to paid sick leave for absence due to personal illness or injury. Before taking sick leave, you must give your Department Manager or a Duty Manager at least two hours notice before your rostered starting time.

All employees (including Casuals) will be required to provide a medical certificate if:

1. You have sick leave before or after an RDO or other types of leave.
2. If you are absent from work for more than two consecutive days or if requested by your Manager.

The medical certificate must detail the nature of the injury or illness and how long you expect to be absent from work. Permanent employees will not be paid sick leave if they do not provide the medical certificate under these circumstances.

Carer’s Leave
Employees, other than casuals, are entitled to use up to 10 days personal leave each year to care for immediate family or household members (*) who are sick and require care and support if the employee is responsible for the care and support of the person concerned. Before taking carer’s leave, you must give your Department Manager or Duty Manager at least two hours notice before your rostered starting time. To be paid for carer’s leave you must provide a medical certificate or statutory declaration stating the illness/injury of the person concerned and that the illness does require care by another person.

Compassionate Leave
Employees, other than casuals, are entitled to a period of 2 days paid compassionate leave for the purposes of spending time with a member of the employee’s immediate family or household who:

- Has a personal illness, or injury, that poses a serious threat to his or her life; or
- Dies.

Casuals are entitled to 2 days unpaid leave.
Before taking compassionate leave, you must give your Department Manager or Duty Manager at least two hours notice before your rostered starting time. The employer has the right to request the employee to provide satisfactory evidence of the death.

NOTE: (*) Immediate family includes:
- Spouse, (former and current), child (including adopted, step, ex-nuptial or adult child), parent, grandparent, grandchild or sibling of the employee;
- A child, parent, grandparent, grandchild or sibling of a spouse of the employee.

Household member includes any member of the employee’s household.

Parental Leave:
Full-time, part-time and casual employees are entitled to company unpaid parental leave once they have been employed on a continuous basis for more than twelve months with the company. The most common form of parental leave is maternity leave, however employees may also be entitled to paternity or adoption leave.

Employees are required to give a minimum amount of notice to the company for both commencing and ceasing Parental Leave. The notice requirements are:

1. Notice of intention to take unpaid parental leave - you are required to give at least 10 weeks’ notice:
   a. specifying the intended start and end dates of the leave
   b. stating due date
2. Notice of commencement - at least four weeks before the intended start date you must:
   a. confirm the intended start and end dates (leave must commence a minimum of 6 weeks prior to the due date unless you provide a medical certificate indicating you are fit to continue work)
   b. advise the employer of any changes to the intended start and end date
3. Notice of cessation - at least six weeks prior to the intended end date you must:
   a. confirm the intended start date back to work.

Paid Parental Leave (PPL):
The Company is registered as a business with the Department of Human Services (DHS) so that they can make payment to employees on behalf of the DHS.

Full-time, part-time, casual, seasonal or contracted employees may be eligible for Paid Parental Leave. In order to be eligible an employee must meet the Paid Parental Leave ‘work test’ which specifies that the employee must have:
- worked at least 10 of the 13 months before the birth or adoption of their child, and
- worked for at least 330 hours in that 10 month period (just over 1 day a week), with no more than an 8 week gap between any two consecutive working days.

NOTE: Employees can count periods of paid leave towards the work test but periods of unpaid leave do not count.

The employee must also:
- be the primary carer (usually the mother) of a newborn or recently adopted child
- meet Australian residence requirements from the date the child enters their care until the end of their Paid Parental Leave period
- have met the Paid Parental Leave ‘work test’ before the birth or adoption occurs
- have received an individual adjusted taxable income of $150,000 or less in the financial year before the date of birth or adoption or the date of claim, whichever is earlier
- be on leave or not working, from when they become the child’s primary carer until the end of Paid Parental Leave period, and
- make a claim within 52 weeks of the child’s birth or adoption. To receive the full 18 weeks of Parental Leave Pay, claims must be lodged at least 18 weeks before the child’s first birthday or anniversary of adoption or surrogacy.

Once approved, the Federal Government will fully fund up to 18 weeks of paid parental leave for eligible employees. The weekly rate of pay for all employees on PPL is equal to the adult National Minimum Wage which from 1 July 2014 is $640.90 (based on a 38hr week) or $16.87 per hour. This will be paid weekly into your bank account once approval from FAO has been received. It will be taxed at your marginal tax rate and super is not payable on this amount, as it is a government based payment.

For further information on Parental Leave Pay see Department of Human Services online: [www.humanservices.gov.au](http://www.humanservices.gov.au)

Overtime

There may be occasions when you will be required to work outside of your rostered hours; these hours may be considered as overtime. Full time or regular part time employees will be paid overtime rates or, on agreement of the employee, days in lieu
may be taken. Staff members employed on an annual salary are compensated for a reasonable amount of overtime within this salary and will not receive any additional remuneration. No paid overtime is to be worked, or paid, unless previous authorisation has been given by your supervisor/manager. Please be aware that no overtime will be paid unless your supervisor/manager has initialled your timesheet against the overtime worked.

**Superannuation Contributions**

Employers are obliged, under the Superannuation Guarantee Legislation, to pay superannuation contributions of 9.5% of your normal earnings. This does not include monies earned for overtime. Employees can also elect to make additional contributions to the fund where their employer contributions are paid.

The superannuation default fund is Host Plus Super Fund. You can elect however to have your superannuation contributions paid to the superannuation fund of your choice. However this fund needs to be a complying fund and must be able to receive EFT payments into your account.

Representatives of different superannuation funds visit the venues and are available for consultation. These visits will be advertised. You can also see Human Resources to find out when these visits are scheduled.

**Taxation**

All employees, prior to commencement, must complete a Tax Declaration Form. It is important that the details on this form are completed correctly otherwise you may not pay the correct amount of tax each week, resulting in you receiving a tax bill at the end of the financial year. The payroll department can only tax you correctly if you provide them with the correct tax details.

**Termination of Employment (including Resignation)**

If your employment is to be terminated, it is necessary for either party to give the minimum required notice as per your employment contract and relative Award. If you choose to resign we request you give as much notice as possible to ensure your position can be replaced prior to you leaving. This alleviates added pressure on your fellow team members.

When terminating your employment, you are expected to give your Supervisor/Manager a signed and dated letter stating you are resigning from your position, the date you will be finishing and a forwarding address. This letter will be forwarded to Human Resources. Upon finalisation of your employment, you are to return the following items to Human Resources:

- Any allocated Company Uniforms
- Allocated Locker Key
- Your issued Name badge
- Any Hotel keys or property in your possession.

**Jury Duty**

If you are called upon to attend Jury Duty, please notify your Department Manager immediately. It is also important that you bring a copy of the jury duty notification to the Department Manager who will pass this onto Human Resources.

If an employee other than casual is required to attend for jury service during their ordinary working hours, they will be reimbursed by the employer an amount equal to the difference between the amount paid in respect of their attendance for such jury service and the ‘ordinary pay’ the employee would have been paid if the employee was not absent on jury service. Alternative arrangements can be organised by agreement. See Human Resources for further details and for a description of ‘ordinary pay’.

Once an employee has completed their jury service, they must return to work at the earliest possible opportunity.

**SAFETY AND SECURITY**

**Injuries and Accidents**

It is important, for both your welfare as well as the welfare of other employees and patrons, to report any accident/injury to the Duty Manager, who will complete a written incident report. If you have, or witnessed, an accident or injury whilst you are
working please notify the Duty Manager immediately. Reporting a minor accident could help to avoid a more serious accident/injury, especially if it has occurred due to unsafe conditions or practices. If there is any possibility the victim has injured their back or neck - DO NOT MOVE THEM.

In the event of a guest/employee injury that requires medical attention, please adhere to the Injury and Illness Transportation Policy as follows.

NOTE: If you see or hear something that you feel may endanger an employee or guest but have not yet done so, please alert your manager or the Duty Manager immediately.

**Injury and Illness Transportation Policy**

Under no circumstances is a staff member to transport a guest or a fellow staff member to a medical facility. The only exception to this policy would be at the direction of the General Manager, Operations Manager or Human Resources Manager.

**Guest or employee unconscious or incoherent**

In the event of a guest or a staff member sustaining an injury or illness that results in the injured person being unconscious or unable to make a coherent decision, the Duty Manager or First Aider on duty should telephone an ambulance immediately.

**Guest or employee conscious and coherent**

If the injured person is conscious and coherent the Duty Manager or First Aider on duty should offer to telephone an ambulance. If the injured person refuses ambulance transportation, the Duty Manager or First Aider on duty should offer to telephone a taxi for transportation to a medical facility. Every effort will be made to recover the cost of this transportation from the guest. If the injured person is an employee of the company, the company will pay the cost of the transportation.

**Power Failure**

In the event of a power failure, remain calm and ask other employees as well as guests to stay where they are until further advice from the Duty Manager or Resort management.

**Robberies or Hold-ups**

- Remain calm.
- Never look the assailant in the face; keep your head down.
- Follow the robber’s instructions promptly, no more and no less.
- Do not intervene with or chase the assailant.
- Gain the best possible identification of the assailant.
- Do not touch or move anything the criminal may have handled.
- Report immediately to management.
- Do not discuss the event with anyone else until the police arrive.
- Write a description of the events and assailant as soon as possible.
- Phone 000.

**Security**

The Resort is a large, accessible building and it is every employee’s responsibility to be aware of the security needs of both customers and fellow employees. If you see any suspicious person(s) on, or around the premises, they should be reported immediately to the Duty Manager. Staff are responsible for securely closing all entrances and exits after leaving a work area.

**Electrical Safety**

A hospitality environment presents all kinds of opportunities for injury from electric shock if you are not careful. As such, be aware of the following:

- The power supply is much stronger than the power supplied to your home
- Water and electricity do not mix
- Please be careful before you hose or splash water
- Report frayed or damaged power cables to your supervisor for repair or replacement

**Use of Chemicals**
We use a range of powerful cleaning chemicals to maintain cleanliness and hygiene. Please read the MSDS (Material Safety Data Sheets) and use accordingly. Dilute chemicals to the correct concentration and use all appropriate personal protective equipment (PPE) at all times.

**Slippery Floors and Debris**

The floors in the kitchen and service areas of a hospitality business can become slippery at times. Supervisors and staff are to ensure that slippery floor areas are mopped and degreased regularly. If a spill or debris is found on the floor – DO NOT leave the immediate area to go and retrieve the mop. Instead, ask a fellow staff member to get the sign and mop for you. Ensure you warn patrons and fellow staff to keep clear of the area in the meantime. Correct signage must be placed in any areas of concern, to avoid any incidents. Employees are to wear appropriate nonslip footwear, as outlined in the grooming standards and to move carefully, especially when carrying items.

**Stress and Fatigue**

Our moral and legal responsibility is to provide a safe and healthy work environment and conditions for employees, by taking into account all factors which effect work and the design and arrangement of the work content and tasks. Work activities should be designed and managed to reduce stress & fatigue as far as reasonably practicable.

Please see your Department Head or Human Resources for more details on this policy.

**Working Alone**

There may be circumstances in which an employee may be required to work alone without other employees within visual or hearing distance. If the employee is required to work alone it will be at their manager’s discretion after the situation has been assessed and in consultation with the employee who may complete the required work. The manager must assess the employee’s ability to work safely while alone.

Please see your Department Head or Human Resources for more details on this policy.

**Extreme Temperatures & UV Exposure**

Employees may be subject to extreme temperatures & UV exposure arising from their work activities, work environment and time schedules. Extreme temperatures include both hot and cold conditions. Work activities should be designed and managed to reduce extreme temperatures & UV exposure where reasonably practicable. Personal protective equipment is always available for employees to wear to assist them when working in such conditions.

Please see your Department Head or Human Resources for more details on this policy or to organise consultation regarding this matter.

NOTE: For any employee who works outside, it is a requirement that you wear a hat and sunscreen at all times.

**Fire Emergency Procedures**

The Resort is protected with modern fire protection equipment including smoke and thermal detectors. Fire drills are conducted on a regular basis to ensure employees are trained in evacuation procedures.

For your safety and that of our patrons, please ensure you are familiar with the procedures for evacuating the premises and your responsibilities in emergency situations. It is important, so please make sure you know the location of the closest fire exit in each area of the hotel, as well as the location of fire hose reels, fire extinguishers and fire blankets. Also, please ensure your work area is kept clean and tidy. Do not block corridors, entrances or exits.

**Fire Safety Personnel**

Your Department Manager is responsible for ensuring each person in the department has been trained in the following:

**The procedure to be followed in the event of fire:**
1. Remain calm
2. If one is available, activate the closest fire alarm or dial switch. If one is not, call 000
3. State your name, location, the location of the fire or smoke and the type and size of the fire (ie electrical, fuel or paper)
4. If possible, without endangering yourself, try to put out the fire ensuring you use the proper extinguisher (see method of operation below)
5. If this is not possible, close all doors to the fire area and follow the evacuation procedure
6. If it is safe to do so, wait in an area that is a safe distance from the fire so you are able to direct personnel arriving on the scene to the location of the fire

Things to remember in an emergency:
- Do not use the elevator
- Feel any door you are going to open (with the back of your hand) to see if it is hot. If so do not open the door
- Stay low to the floor and if necessary crawl to avoid smoke
- "Stop, Drop and Roll"
- In a fire, smoke kills 80% of people - more than the actual fire itself

What to do when you hear an alert tone activated:
- Remain calm
- Follow the fire evacuation procedure for your department and/or await instruction from your supervisor
- If guests ask what is happening, let them know there is no need for concern and the alarm is being investigated
- Never say there is a fire

In the event you are instructed to evacuate the premises:
1. Close all doors and windows and turn off all electrical equipment as you leave your area
2. Escort guests from the property as per the evacuation procedures
3. Make your way, via the fire stairs and exits, to the evacuation assembly point
4. Roll call will be taken of all staff to ensure no one is missing
5. Other specific fire instructions are located in the fire evacuation procedures manual located in your department. Please familiarise yourself with your responsibilities in the event of a fire.

What to do when you are in a guest room/ enclosed department that is not your own:

During a fire, before you leave your guestroom:
1. Look at the back of the door for the location of the closest fire exit
2. Take your room key in case the fire or smoke is too heavy and you have to come back
3. Count the number of doors to the fire exit in case the smoke is too heavy to see so you can feel your way
4. Feel the door with the back of your hand to see if it is hot; if so do not open it. The doors in the hotel have a 4 hour burn time before the fire can get through them.

If you get trapped in a guest room:
1. Dial switch from the room telephone and let the operator know you are trapped in a room
2. Fill bathtub or sink with water
3. Wet towels and put along the bottom of the door to prevent smoke from entering
4. Turn off air conditioning to prevent smoke from coming into the room
5. Remain calm until the Fire Brigade arrives

Location and Method of Operation of Fire Fighting Equipment
Each department has firefighting equipment. Please ensure you are familiar with the location of the nearest fire extinguisher in your department. If any of this equipment is ever used it must be reported to Management immediately (once the pin is removed and the trigger depressed, even if only a short burst, the cylinder is rendered inactive and would be useless if required). This equipment is for emergencies only and is never to be used as a toy or irresponsibly.

Selecting the Proper Fire Extinguisher
- **Class A** - Ordinary combustible material (ie paper fires)
- **Class B** - Flammable or combustible liquids (ie oil fires)
- **Class C** – Electrical fires

A fire extinguisher with ABE rating is considered multi-purpose. An example of a multi-purpose extinguisher is Dry Powder.

Fire is usually depicted by the ‘triangle of combustion’. These combustion elements such as air, heat or fuel need to be removed in order to extinguish the fire. The task of fire extinguishers is to remove one or more of these elements, for example, remove air by smothering, remove heat by cooling or remove fuel by starving.

**Water Fire Extinguisher – these fire extinguishers are completely red**

A very efficient and cost effective method to combat certain types of fires, the normal capacity of this type of fire extinguisher is 9 litres. Water acts to reduce the temperature of the burning fuel so it is below its ignition point.
Water extinguishers are efficient and cost effective against Class A fires involving:

- Paper
- Textiles
- Wood
- Plastics
- Rubber

These particular extinguishers are not suitable to be utilised on Class B, (E) or F fires.

**Foam Fire Extinguisher – red with a blue band or label.**

These extinguishers contain a concentrate mixed with water, which produces foam when discharged. The normal capacity of this type of fire extinguisher is 9 litres.

Foam extinguishers are effective against Class A & B fires involving:

- Paper
- Textiles
- Wood
- Plastics and Rubber
- Petrol
- Oil and Paints

Foam provides a blanket covering when utilised on flammable liquid or carbonaceous fires assisting with the exclusion of oxygen and thus reducing the ability of fuel to continue burning.

This fire extinguisher should **not** be used on electrical equipment Class (E) fires.

**Dry Chemical Powder Fire Extinguisher – red with a white band or label**

Dry Chemical Powder fire extinguishers (DCP’s) are the most widely used fire extinguishers, suitable for use on many types of fires. The compact nature of these fire extinguishers, ranging from the 0.9kg domestic model up to the 9kg industrial model, enables them to be utilised in numerous applications.

Dry Chemical Powder extinguishers are effective against fires involving:

- Paper, Textiles, Wood, Plastics and Rubber
- Petrol, Oil and Paints
- LPG, CNG and Acetylene
- Electrically Energised Equipment

The dry powder discharged against a fire has the ability to absorb fuel molecules into the surface thus diminishing the ability of the fire to continue.

Consideration must be given to the location and usage of this product due to the discharge of fine powder. Specific concerns include the restriction of vision for a short period, the infiltration of powder into sensitive equipment and the creation of residue which, when dry, may be able to be vacuumed.

**Wet Chemical Fire Extinguisher – red with an oatmeal coloured band or label**

The normal capacity of this type of fire extinguisher is 7 litres, however Wormald has developed a 3.5 litre Wet Chemical extinguisher with a 1A:4F rating, ideal where space is a restricting feature such as restaurant kitchens.

These extinguishers utilise an aqueous solution discharged in a fine spray to the surface of Class F fires.

The agent reacts with the burning oil, or fat, forming a ‘blanket’ which extinguishes the flame by creating a salifying action and changing the burning liquid into a soap like substance. Once used, as the solution is usually alkaline, it is recommended the surface be cleaned and all residue removed within a reasonable time period.

This product should not be used on Class (E) fires, however it will be effective on Class A fires.

Wet Chemical extinguishers are effective against fires involving:
Cooking Oils and Fat

This product should not be used on electrical equipment fires, however it will be effective on fires involving Paper, Textiles, Wood, Plastics and Rubber.

**Carbon Dioxide (CO\(_2\)) Fire Extinguisher – red with a black band or label**

Carbon Dioxide (CO\(_2\)) fire extinguishers are recommended by Australian Standards as “the preferred extinguishant for use in electronic environments”. The normal capacities of this type of fire extinguisher ranges from 2kg to 5kg.

Carbon dioxide is extracted from the atmosphere, stored at high pressure in the liquid state within a fire extinguisher, for effective usage on Class (E) fires.

Carbon Dioxide extinguishers are effective against fires involving:
- Electrically Energised Equipment
- This extinguisher may also be used on small flammable and combustible liquid Class B fires.

CO\(_2\) is a non-conductive and non-corrosive agent which reduces the oxygen available to support the fire. As carbon dioxide replaces oxygen, the discharge of an extinguisher by personnel within extremely confined spaces is discouraged. Equally, as the agent dissipates easily into the atmosphere, the effect is limited where there is air movement.

**How to Use a Fire Extinguisher**

a. Remove fire extinguisher from mounting
b. Remove safety pin (P)
c. Proceed with extinguisher to fire
d. Stand well back (approx. 3 – 4 metres)
e. Direct at the base of the fire (A)
f. Squeeze lever or strike knob (S)
g. Use a sweeping side to side motion (S)

<table>
<thead>
<tr>
<th>FOLLOW THE PASS CODE</th>
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</thead>
<tbody>
<tr>
<td>P - Pull Pin</td>
</tr>
<tr>
<td>A - Aim at base of fire</td>
</tr>
<tr>
<td>S - Squeeze handle</td>
</tr>
<tr>
<td>S - Sweep from side to side</td>
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**WORKPLACE HEALTH AND SAFETY (WH&S)**

**Obligations**

**Duty of Care**

In the Work Health & Safety Act 2011, reasonably practicable, in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters.

**Work Health & Safety Act 2011**

The Work Health and Safety Act 2011 is a legislative document that details the responsibilities and obligations regarding workplace health and safety in the workplace. Adhering to this legislation ensures there is a Duty of Care within the workplace.

In achieving the objective of the WH&S Act and ensuring WH&S, both the employer and employees are responsible for:
- Promoting and securing the safety and health of people at work
- Protecting people at work against hazards
- Assisting in securing safe and hygienic work environments
- Reducing, eliminating and controlling hazards
- Fostering co-operation and consultation between employers and employees
- Promoting education and community awareness

**Obligations under the WH&S Act**

The following persons have obligations to ensure WH&S:

**Person Conducting the Business or Undertaking (PCBU)**

A PCBU must ensure, so far as is reasonably practicable, the health and safety of workers and other persons.
Reasonably practicable requires a PCBU to take into account and weigh up all relevant matters including:
- The likelihood of the hazard or the risk concerned occurring; and
- The degree of harm that might result from the hazard or the risk; and
- What the person concerned knows, or ought reasonably to know, about:
  • The hazard or the risk; and
  • Ways of eliminating or minimising the risk; and
- Only after considering all the above can a PCBU then consider the cost associated with available ways of
  eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Worker consultation:
- Must consult with workers who carry out work for the PCBU and who are (or are likely to be) directly affected by a health and safety matter

Issue resolution:
- Requires health and safety issues to be resolved in accordance with an agreed procedure, or using the procedure outlined in the regulation
- Provides that a representative of a party to an issue may enter the workplace for the purpose of resolving the issue.
- Unresolved WH&S issues can be referred to the regulator

Officers

Officers are to exercise due diligence: They must take reasonable steps to:
- Acquire knowledge of WH&S matters
- Understand the nature of the operation and associated WHS hazards and risks
- Ensure resources and processes to eliminate or minimise WHS risks
- Ensure processes for receiving, considering and responding to WHS information in a timely way
- Ensure processes and implementation for complying with WHS duties
- Verify compliance

Who is an officer?
- Directors, company secretary, officeholder
- Those involved in making decisions that affect the whole or a substantial part of the business or undertaking
- Those with capacity to affect significantly the organisation’s financial standing
- Those on whose instructions or wishes directors are accustomed to act
- Receivers, administrators, liquidators

Workers

Workers must exercise reasonable care. Workers include:
- An employee; or
- A contractor or subcontractor; or
- An employee of a contractor or subcontractor; or
- An employee of a labour hire company who has been assigned to work in the person’s business or undertaking; or
- An outworker; or
- An apprentice or trainee; or
- A student gaining work experience; or
- A volunteer; or
- A PCBU if the person is an individual who carries out work in that business or undertaking

Work Groups:
- Workers can request formation of work groups;
- Multiple work groups can be established based on the diversity of the work activities, or geography or time
  (i.e. separate work groups for administration and production workers, or for different shifts, or different
  locations within the workplace or within the PCBU)

Election of Health and Safety Representative/s (HSR) for work groups:
- Creates a broader representation of workers within a workplace;
- Each work group can elect a HSR and a deputy HSR;
- HSRS and deputies are entitled to 5 days training within 3 months of election and 1 days training annually

Workers permitted to cease work if exposed to serious risk:
- Codifies existing common law rights
- Workers must notify management and can be redeployed to other suitable duties

Health and Safety Representatives (HSRs) can direct workers to cease work
– After consultation and attempt to resolve the issue
– No need to consult if there is immediate or imminent hazard

Risk Management

The Work Health & Safety Regulation specifies how a duty holder must undertake risk management to fulfil duties arising from the regulations.
The regulation requires a duty holder to:
– Identify hazards;
– Manage the risks by elimination, then minimisation;
– Follow the hierarchy of control measures when minimising risk;
– Maintain implemented control measures; and
– Review implemented control measures.

Training, information and instruction

To ensure compliance with Primary Duty of Care the duty holder must ensure workers receive training, information and instruction that is suitable, adequate and understandable to the needs of the worker and relevant to the nature of the work and risks.

General Working environment

Duty holder to ensure that the following is provided and maintained, as far as reasonably practicable, without risk to a person’s health and safety:
– A means of entry, exit and movement within workplace;
– A work space;
– Floors & surfaces designed, installed and maintained;
– Adequate lighting to enable each person to carry out work, move within workplace and evacuate in an emergency;
– Ventilation;
– Control of risks associated with extremes in temperatures;
– Control of risks associated with essential services; and
– Adequate facilities for workers (include toilets, drinking water, washing and eating facilities)

Consultation

Consultation on health and safety can result in:
• Safer workplaces – because workers have good knowledge of their own job and can assist in identifying hazards, assessing risks and developing ways to control them
• Better decisions about safety – because decisions are based on input and experience from the whole organisation
• Stronger commitment – because workers have been actively involved in the decision making
• Greater cooperation – because employers and workers that talk and listen to each other have a greater understanding of each other’s view

Persons conducting a business or undertaking must consult on:
• Hazards and assessing risks
• Controlling the hazards, or reduce the level of risk
• Welfare facilities (e.g. toilets, first aid, dining rooms)
• Changes that affect workers’ health and safety (e.g. changes to the plant or substances used at the workplace)
• PCBUs must consult on these health and safety matters so far as is reasonably practicable with workers who are (or likely to be) directly affected
• Means you must consult to the extent reasonable in your circumstances
• Depends on various factors including size and structure of the business, nature of work, nature and severity of hazard or risk, work arrangements, characteristics of the workforce

It is a requirement that a PCBU consult with workers about procedures for:
• Consulting with workers
• Making decisions about the control of risks

Who must be consulted?
PCBUs must consult on these health and safety matters so far as is reasonably practicable with workers who are (or likely to be) directly affected
Workers includes:
• Employee
• Contractor or subcontractor
• Employee of a contractor or subcontractor
• Employee of a labour hire company
• Outworker
• Apprentice or trainee
• Work experience student
• Volunteer

What does consultation involve?
• Sharing information with workers
• Giving workers reasonable opportunity to express views and contribute to decision making
• Taking views into account
• Advising workers of the outcome in a timely way

Ways to Consult
• Through health and safety representatives – this is mandatory where HSRs have been elected
• Health and safety committees
• Other ways e.g. regular team meetings, toolbox talks, production meetings, face-to-face discussions and Safety Surveys and Questionnaires.

Points to Remember
It is important to remember that 'Safety is No Accident'. Accidents do not just happen – they are caused. The cause can be corrected if we all:

- Don’t take a chance “just this once”. It may be the time when you or someone else does get injured
- Use special safety equipment whenever it is provided or needed
- Report immediately to your Department Manager or Supervisor, any hazard that might cause an injury/accident
- Report immediately every injury/incident (including near misses) to the Manager on duty, no matter how slight it may appear
- Use common sense safety precautions as you go about your work
- Do not operate any equipment if you have not been deemed competent
- Do not use faulty equipment or damaged tools

It is important to note that workers (meaning all employees) who are found to be not following company procedures will be disciplined. Refer to the disciplinary procedure.

First Aid Boxes
It is important all employees know the locations of a first aid kit, which is equipped to handle any minor incident. Regardless of the severity of the incident, if you need to access the first aid kit or medical treatment please advise your Department Manager or the Duty Manager.

We also have a large number of employees who are trained and certified in Senior First Aid and Advanced Resuscitation. These employees are trained to assist should an incident occur.

What to do After an Accident
If a guest is injured:

- Take care of any injuries first (if you hold Senior First Aid qualifications)
- Never admit liability (e.g. do not say, "sorry, that is the hotel's fault" or "this happened last week")
- Express empathy ("sir/madam, you appear hurt")
- Have someone else get the Duty Manager or tell the guest you will return with the Duty Manager
- Assist the Duty Manager with investigating the accident
- The Duty Manager must complete an Incident Form with the guest

If a co-worker is injured:

- Take care of any injuries first (if you hold Senior First Aid qualifications)
- Have someone else get the Duty Manager or tell the employee you will return with the Duty Manager
- Assist the Duty Manager with investigating the accident
The Duty Manager must complete an Incident Form with the injured employee

If you are injured:

- Let fellow employees (Senior First Aid certified) give treatment as necessary
- Speak to your Supervisor immediately to advise of the incident / injury
- Complete an incident form with the Duty Manager
- If you have a workplace accident and need medical advice you may be entitled to submit a WorkCover claim. If you do see a doctor following an incident at work please contact Human Resources as soon as reasonably practical.

**WORKERS COMPENSATION**

Should you have an accident at work, you may be eligible for worker's compensation. Depending on the state in which you are employed there are documents, accessible via Human Resources, which outline the legislative details of Workers Compensation and Rehabilitation.

The workers Compensation scheme provides benefits for workers who sustain injury in their employment and for dependents if a worker’s injury results in death. As well as these benefits, the scheme encourages improved health and safety performance by employers. This Act outlines the main provisions of the scheme and clearly outlines who is eligible.

If you have an accident/injury whilst in the workplace, you may be eligible for worker’s compensation. To fulfil all reporting requirements, please ensure an incident report is promptly completed with a Manager on duty who has the responsibility to advise Human Resources.

**Rehabilitation and Return to Work**

It is the aim of the Company to provide employees who are injured at work or absent from work as a result of an occupational injury or illness with support to minimise absence from work and speedily reinstate incapacitated employees.

The relevant act outlines the rules and regulations regarding employee rehabilitation, including the necessity to have a qualified Workplace Rehabilitation/Return to Work Coordinator. Your property’s Rehabilitation/Return to Work Coordinator will be advertised within the venue.

The responsibilities of the Rehabilitation/Return to Work Coordinator are:

- Initiating early communication with an injured worker to clarify the nature and severity of the worker’s injury and to compile initial notification information.
- Providing overall coordination of the worker’s return to work.
- Developing the suitable duties program component of a rehabilitation and return to work plan, if a plan is required, in consultation with the worker and the worker’s employer and ensuring the program is consistent with the current medical certificate or report for the worker’s injury.
- Liaising with – Any person engaged by the employer to help in the worker’s rehabilitation and return to work.
- Liaising with – The insurer about the worker’s progress and indicating, as early as possible, if there is a need for the insurer to assist or intervene.

The responsibilities of the Injured Worker are:

- To apply for workers’ compensation
- To advise their doctor of the availability of workplace rehabilitation
- To ask their doctor to complete the Work Capabilities Checklist (if required)
- To actively participate in workplace rehabilitation
- To maintain communication with the employer/Rehabilitation and Return to Work Coordinator about relevant issues related to their compensation claim.

**ENVIRONMENTAL POLICY**

It is the policy of Paradise Resort that we maintain and enhance the quality of the environment for the benefit of our customers, employees, shareholders and the community. This policy is based on the Work Health & Safety Act 2011 (WH&S) and the duty of care to self and others.

We recognise our moral and legal responsibility to provide a safe and healthy environment for all employees, contractors, clients, visitors and the community. This commitment extends to ensuring our operations do not place the local community at risk of injury, illness or property damage.

The commitment to the environment is a shared commitment between the business, managers, supervisors, employees, contractors, suppliers and other concerned parties.
We support the rights of all parties to express their concerns about the workplace environment and expect those concerns to be addressed.

We believe that all work related injuries, diseases and property losses are preventable and that a ‘Zero Incident’ target is achievable.

The aim of this Policy is to:

- Promote a safe environment in our workplace and give the environment the same importance as other key considerations.
- Comply with all relevant legislation, regulations, codes and contractual conditions.
- Prevent pollution of the environment by activities over which we have control.
- Conduct business with others who have a similar environment commitment.
- Continually improve our management of the environment by setting realistic objectives and targets.
- Endeavour to re-use and re-cycle our materials, where possible, and dispose of waste in an appropriate manner whilst protecting the environment from any such re-use, re-cycle or disposal.

PERSONAL PRESENTATION AND UNIFORMS

Our company offers our customers an overall experience. This overall experience is not just based on the facilities we offer, it is also heavily influenced by our employee’s level of customer service and presentation. For this reason, it is important for all employees to be neat and well presented at all times. Your appearance is an important part of a customer’s first and lasting impression. With this being said, the more customer interaction you have in your position, the higher the standard required.

When at work, employees are required to present themselves in a clean, well-groomed and hygienic manner. The following personal presentation standards have been developed as a guideline for all employees to adhere. Failure to do so may result in disciplinary action.

Accessories

Jewellery, regardless of department, must be conservative and not affect the professional image of any employee. The acceptable style and number of pieces of jewellery worn will differ between roles.

All employees are permitted to wear one ring per hand (wedding and engagement being classed as one) and one watch. For health and safety reasons necklaces and bracelets must not be worn by staff in uniform, with the exception of employees performing in administrative roles such as Reservations, Finance, Sales & Marketing and Human Resources provided the jewellery is conservative.

Facial piercings are not permitted for any staff member and must be taken out for the duration of their shift. If permitted by their department head they may wear small flesh/clear coloured studs only.

All employee earrings should be one set of sleeper like earrings or studs in the lower ear lobe only. Any staff working with children must only wear studs for safety reasons.

Hair

Your hair should be well groomed in style and presentation. Your hair is to be clean, neat and cut conservatively. Appropriate hair confinement will be used in food service areas where required by law. If you are in company uniform and have long hair (shoulder length or longer) your hair must be tied back with a plain hair band, in a tidy conservative manner. Extra-long hair must be plaited or in a bun.

All employees must be clean-shaven. Moustaches are permitted only if they do not extend past the corners of the mouth and are above the lip line. If you do have a moustache and/or beard they must be neat and trimmed at all times. Movember is the only exception for an extension beyond the corners of the mouth but it still must be neat and trimmed. Proof of registration in Movember will be required.

General Presentation

Tattoos will be at the discretion of management but it is preferred that employees do not have visible tattoos. If employees have regular contact with guests, staff must cover tattoos.

Fingernails should be clean, neat, well-manicured and suitable for your position. Nail polish, if worn, must be kept in a neat and presentable manner (no chipping). The colours of polish permitted are natural, pale pink, red or French polish. Health
regulations prohibit employees in the Food & Beverage department from wearing nail polish. Any employees handling food must not have acrylic nails as they may break off.

Make-up is to be neutral colours and should only be used to create a natural appearance. The use of extreme colours of eye shadow, lipstick or other make-up will not be allowed.

And at all times remember........ a smile goes a million miles.

**Hygiene**

Due to the close contact with guests and fellow employees, you are required to bathe daily, use deodorant daily (or more if needed) and practice good oral hygiene.

Please ensure you wash your hands regularly throughout your shift as this is the best way to prevent the spread of disease. Particular diligence should be exercised after using the toilet, using a nasal tissue, eating, smoking and when applying make-up and brushing your hair.

**Uniforms**

Your uniform should be worn in its entirety during your shift, including your name badge.

In relation to footwear, the Department Head will set the standard. In general, shoes must be low or flat heeled and should be black with a non-slip sole. It is a health and safety requirement that all staff employed in the Kitchen wear chemical resistant shoes at all times. Please make an effort to ensure a professional appearance by keeping your shoes polished. To comply with work health and safety regulations, some positions require specific foot wear; please refer to positional procedures.

Stockings and socks should match the uniform. Under no circumstances are staff allowed to display their underwear.

Please refer to the Uniform Standard for further details.

**Fancy Dress Friday or similar event:**

When participating in special events, any garments worn must be clean, well maintained and meet work health and safety standards. No skimpy, revealing items can be worn. Employees are to be mindful that we are a family resort.

**Approval Process**

Management has the right to declare if any areas of your presentation are inappropriate and may require you to remove accessories, alter hair styles and so on. If you require/request a variation to these guidelines please seek written approval from Human Resources. If permitted, a letter will be generated to support the approval and will be included in the employee personnel file. For example, if you have a tattoo that the uniform will not cover, it may be a requirement that you wear a long sleeved shirt or a tattoo cover.

This policy will be reviewed on a regular basis. If you are unsure of your requirement in fulfilling the grooming standards please speak to your Manager or Human Resources.

**STAFF DUTIES AND RESPONSIBILITIES**

**Customers are our first priority**

- Never leave a customer waiting
- All customers are to be served as quickly and efficiently as possible
- Approach customers in a warm, friendly manner and don’t forget to .....SMILE!
- Greet customers with a "Good Morning/Afternoon/Evening, Hello, only ever use respectful titles, such as Sir or Madam, unless the guest gives you permission to do otherwise. Mate, Champ etc. are not acceptable titles with which to greet guests.
- Never leave service areas unattended
- Be aware of your surroundings and try to foresee the customers needs
- Complete all tasks quietly and efficiently
- Never enter a guest’s room without knocking and announcing yourself
- No personal conversations are to be had in front of customers
- REMEMBER... no-one ever wins an argument with a customer, they will just go somewhere else
• Report any customer complaints or problems to your Duty Manager as soon as possible

**We expect our Team Members to:**
  • Be attentive to their appearance
  • Be self-motivated with a strong work ethic
  • Be a team player but be capable of independent work
  • Be responsible, dependable and honest
  • Develop a strong knowledge of products
  • Have an excellent focus on customer service
  • Develop good sales and customer relation skills
  • Be enthusiastic about their self-development

**Keep a clean and safe workplace**
  • All work stations and areas are to be kept clean at all times
  • Cleaning and daily maintenance checklists are to be followed
  • Any damaged, broken or unsafe equipment must be reported to Management immediately and labeled "Out of Order"
  • Spills or debris are not to be left unattended. Inform other staff and attend to the problem immediately

**Customer Service**

Our employees need to deliver a standard of customer service that is exceptional to ensure our guest’s needs and expectations are met. To do this, it is essential employees not only effectively interact and communicate with guests but also with fellow team members and other departments.

In ensuring we meet the guest’s needs, we collect information that helps us have a better understanding of what our guest’s needs may be. In collecting these descriptors we must be mindful of not stereotyping our guests and ensure that we adhere to the Privacy Amendment (Private Sector) Act 2000 (Cth).

The main objectives of this Act are: To ensure the appropriate collection, holding, use, correction, disclosure and transfer of personal information and to do so in a way that:

  • Meets international concerns and Australia’s international obligations relating to privacy;
  • Recognises individuals’ interests in protecting their privacy;
  • Recognises important human rights and social interests that compete with privacy, including the general desirability of a free flow of information (through the media and otherwise) and the right of business to achieve its objectives efficiently.

**Avoiding conflict**

In working with people from other cultures it is important you show respect for their culture and are sensitive to the special needs they may have. Failure to do so will usually lead to conflict through misunderstanding.

If you are having problems communicating with any guest always seek advice or assistance from your direct Manager, or another Senior Manager.

It is essential you follow up on these problems to ensure further problems are not created.

**Working with Different Cultures**

Australia is recognised as one of the most multicultural countries in the world. In working with our guests (and colleagues) we will be faced with a huge diversity of special needs of indigenous and non-indigenous Australians and international guests.

It is important to consider with our guests (and colleagues) the special needs and expectations created because of cultural differences. These may include:

• Race
• Language
• Forms of address
• Levels of formality and informality
• Non-verbal behaviour
• Family Structure and obligations
Gender and gender roles
Age
Sexual preference
Work ethics
Religion
Customs
Recognised holidays

To ensure you are capable of meeting the special needs of prevalent groups at your hotel, consider the needs of these groups.

**Communicating on the Telephone**

Excellent telephone technique is essential to be an effective operator in hospitality. You should treat all calls with the same polite etiquette.

Whether the call is internal or external we must always answer the telephone in the following manner:

All incoming calls are to be answered in the following manner:
"**Good Morning/Afternoon/Evening, #insert company name# this is ........"**

**When?**
Answer the telephone within 3 rings. If you are serving a customer when the telephone rings, excuse yourself from the customer and answer the call. Where possible take a message, asking politely if it is suitable for you to call them. Never ask the customer to call you back.

**Messages**
When taking a message, write down the time and date, the customer's full name and phone number, along with details of the call and obtain a suitable time to return the call. Repeat the message to ensure that it is correct.

When making a call always identify yourself, and if necessary leave a message. Make sure you have left all your details.

Always write messages down. Do not rely on your memory.

**On Hold?**
If you need to place the caller on hold, ask for the caller’s permission before doing so. Similarly, if you need to transfer a call to another area or department, ask for permission from the customer before proceeding. Always tell the customer what you intend to do, before doing it.

**Transferring Calls**
When transferring a call, always state the department and give the receiver information about the caller. Ensure that the receiver can help the caller before transferring the call.

For example: "**Good morning Susan, this is Sally from Food and Beverage, I have Mr South on the line, he would like some information about our Food and Beverage department, can you please assist him?**"

You may hang up at this point and not before.

**Personal Presence**
Always stand straight when using the telephone, never slouch or lean on the counter as this looks very unprofessional. Your attitude is portrayed to onlookers through your body language, so always be polite and professional.

Smile as you speak on the phone, this projects positively through your voice.

All employees must be familiar with the functions of our telephone.

**When it all Goes Wrong.... or is that Right**

- Research has uncovered some startling statistics about customer complaints:
- Only 4% of customers complain. We may never hear from 96% of our customers
91% of those just go away because they feel complaining will not do them any good. In fact, complainers are more likely to continue doing business with you than non-complainers.

For every complaint we receive, there are 26 other customers with unresolved complaints or problems, and 6 of those customers have serious problems. These are people you will probably never hear from. These are also people who can tell you how to make your business better. We need their feedback.

Most customers who complain to you (54% - 70%) will do business with you again if you resolve their complaint. If they feel you acted quickly and to their satisfaction, then up to 96% of them will do business with you again, and they probably will refer other people to you.

A dissatisfied customer will tell 10 people about their disaster. Approximately 13% of those will tell up to 20 people about their problem. You cannot afford the advertising to overcome the power of word of mouth.

Happy customers, or customers who have had their complaints resolved, will tell between 3 and 5 others about their positive experience.

It costs 5 to 6 times more to attract new customers than to keep old ones.

If we don’t look after our guests, the competition will - Complaints are a gift!

The Ten Step Cure

The following ten step method for handling complaints provides several advantages:

- It gives you confidence in dealing with complaints and angry customers
- It promotes consistency in handling complaints
- It helps to make sure you can handle complaints effectively without losing customers

So, here is what you need to do. Develop two basic attitudes towards complaints.

1) See complaints as useful, not necessary pleasant or fun to deal with, but useful.

2) Be understanding when you encounter anger and hostility on the part of the customer. Don’t allow yourself to get “hooked” by an angry customer into hostile and non-productive behaviour of your own.

Step 1 – Stop!

Step 2 – Listen without interrupting:
Regardless of how hostile, abusive and upset the customer might be, you must listen fully to the complaint without interrupting. All vital information should be written down. Listening without interrupting will also help defuse the customer’s emotions.

Toward the end of the customer’s statement, ask questions to help clarify information, if necessary. But don’t argue or deny anything the customer is saying, just listen!!

Step 3 – Learn and don’t get defensive:
Customers may not have all the necessary information. They may get abusive. They may exaggerate. They may use a loud, threatening voice. Regardless of this, you must avoid getting defensive and starting an argument. It helps to remember that, although you cannot do much about your customer’s behaviour, you can understand their situation and control your own behaviour by not fighting back.

If the customer’s tirade goes on too long, you may ask:

"May I summarise what I understand to be the problem, and then try to solve it?"

The customer may want to continue the tirade, but, keep your cool and do not mirror their aggression.

Step 3 – Speak - Respond with SORRY – GLAD – SURE:
Next, you can use statements like: "I’m sorry there is a problem. I’m glad you have brought it to our attention so I may help you. I’m sure we can work this out to your satisfaction."

You will need to be careful that you don’t immediately accept liability for the problem. Don’t say “sorry we have made a mistake.”
Until all the facts have been gathered, you are better off just to express empathy for the customer and acknowledge the problem. Later, if the problem is your mistake, you can make an apology to the customer.

**Step 4 - Express empathy**

Next, show you understand the customer's feelings and say something like: “That (referring to the problem) must have been frustrating for you. I can understand how you might get angry and upset in that kind of situation.”

This helps to further calm the customer.

Once customers realise some one is able to appreciate their problem and their feelings in the matter, they are much more willing to participate calmly in working out a solution to the problem.

**Step 5 - Actively ask questions to understand the problem.**

Once the customer has calmed down, you may discover the information they now give you may be slightly different from what they gave before. This is because the emotions involved at first may have caused them to distort or exaggerate the facts. So you need to:

- Summarise what information you obtained so far
- Ask questions to get more information
- Confirm this information with your customer
- Get agreement with them on exactly what the problem is
- Only when Step 5 is complete, should you go on to the next step

**Step 6 - Paraphrase**

What the customer wants may be obvious. If so, repeat it and ask the customer to confirm your understanding. Go the extra mile and ask: “Is there anything else you would like us to do?”

If the customer’s request is not specific, ask the customer what they want you to do, or what they want to have happen regarding their complaint. In some cases the customer may be satisfied with just “letting the organisation know” what happened. If this is so, express your appreciation to your customer for informing you of their complaint.

If the customer wants something specific done, find out exactly what it is they want. Confirm this with them to be sure you understand what it is they want.

**Step 7 - Explain what you CAN DO**

Next, explain to the customer what YOU can do. If what the customer wants is something you can do, take action right away. If what the customer wants done is something you cannot do, then go to the next step.

**Step 8 - Discuss alternatives and agree on action**

You should fully discuss the alternative courses of action that might be taken regarding the customer’s complaint and request for action. Present this in terms of benefits or drawbacks for each alternative. For instance, one alternative might be less costly to the customer, but might take more time. If none of the alternatives are satisfactory to the customer, and if you really can do nothing more for them, involve a person of higher responsibility and authority in your organisation.

Once the alternatives have been fully discussed, you and your customer need to agree on a course of action. Be as specific as possible. Be sure the customer knows who will do what and by when and how. This helps give the customer confidence something will really be done and you are not just giving them the brush off.

**Step 9 - Take action immediately**

Once something has been agreed upon you must take action immediately and implement the agreed upon solution. If there are any delays or deviations from the course of action agreed on, you must notify your customer immediately and negotiate a new plan of action. Remember, act immediately and keep your promise to the customer.

**Step 10 - Follow up to ensure customer satisfaction**

After the complaint has been resolved you must try to follow up and contact the customer to make sure the solution to the problem was satisfactory to them. You should also take this opportunity to thank the customer for their complaint and the opportunity it gave your organisation to correct the situation.

You can say something like: “We have identified the cause(s) of the problem and are taking action to correct it. In the future, if you are not completely satisfied with our service, would you please let us know?”

**The Legislation**
Trade Practices Act 1974

Purpose: To promote competition and fair trading and provision for consumer protection.

Impact on you: Staff must ensure that they do not give clients and customers false, misleading or deceptive information in relation to the products and services available from their employer.
Objective

These Policies and Procedures are based on three principles:

(i) To maintain an acceptable level of conduct and safety throughout the company in the interests of all employees, customers and the public
(ii) To ensure that disciplinary measures, when necessary, are administered to a common set of rules in every area of the company, with due consideration to the fair and equitable treatment of all employees
(iii) To inform employees of the company rules and thereby eliminating any areas of doubt

Computer, E-mail and Internet Policy

Computers and access to Internet facilities that are provided to assist you in completing your duties are to be used for business purposes only. Individuals, who have access to a computer, are expected to act responsibly and ethically when using company computers, e-mail, its server or the Internet. If your position does not allow you to have a computer terminal please do not take it upon yourself to use another person’s computer unless previously authorised.

Upon commencement, you will have been asked to read and sign a policy pertaining to PC, Email and Internet use. Anyone violating the policy may be subject to disciplinary action, which may result in dismissal from employment. If you have any questions regarding this please see the Human Resources Manager.

Disciplinary Procedure

Policy

Our company has a system of verbal and written warnings in place to give all employees the opportunity to improve unsatisfactory performance or curb inappropriate conduct such as, damage to company or another person’s property, immature behaviour, poor standards of work performance, absenteeism or lateness and rudeness towards guests or fellow team members.

In most cases, unless deemed as serious misconduct, employees will be given an opportunity to improve and curb inappropriate conduct or performance prior to being dismissed.

Procedure

When a warning is being issued to an employee, the Department Head or Supervisor issuing the warning must have a witness present.

Warnings remain live for twelve (12) months from date of issue and are not limited to repetition of the same behaviour. Employee issues that are considered serious enough could warrant a first and final warning. Warnings are always provided in written form. All verbal discussions must be noted on an E.D.R – Employee Discussion Record too and sent to Human Resources by the Department Head or the Supervisor. This is usually done via email unless the situation does warrant follow up with the employee.

In all cases, disciplinary action will depend upon:

- The circumstances surrounding the offence.
- The seriousness of the offence.
- The time since the last act of misconduct occurred.

Where circumstances warrant it, the Company has the discretion to suspend you from your duties for a maximum of ten (10) days prior to a full investigation of any allegations of misconduct against you.

NOTE: A Full-time or Part-time employee will be paid their normal wage entitlement whilst on suspension.
**Disciplinary action**

Progressive warnings are issued for behaviour considered to be misconduct.

The progressive warnings are as follows:

- **First Offence** — Written warning
- **Second Offence** — Final written warning
- **Third Offence** — Notice of Dismissal

**DEFINITIONS**

**Written Warning:**
Issued for misconduct and will remain in force for 12 months from the date of issue. These warnings are not limited to repetition of the same behaviour.

**Final Written Warning:**
Issued for repeated misconduct and will remain in force for 12 months from the date of issue. These warnings are not limited to repetition of the same behaviour.

**NOTE:** Any further incident of misconduct within this period will warrant instant dismissal.

**First and Final Written Warning:**
Issued for misconduct of a serious nature that does not warrant instant dismissal. This will remain in force for 12 months from the date of issue. These warnings are not limited to repetition of the same behaviour. This warning is also recorded under the system of progressive warnings.

**NOTE:** Any further incident of misconduct within this period will warrant instant dismissal.

**One-Off Warning**
Issued for incidents of gross misconduct where the employee’s work history or explanation serves to mitigate the penalty, which would otherwise be instant dismissal. These warnings are limited to repetition of the same behaviour and remain active throughout the full term of employment. This warning is also recorded under the system of progressive warnings.

**NOTE:** Repetition of the same behaviour will warrant instant dismissal.

**Instant Dismissal**
Issued for behaviour considered to be serious misconduct.

**Verbal Warnings**
A Verbal Warning is a formal discussion that a Department Head or Supervisor may have with an employee regarding their performance but does not warrant a Written Warning. A Verbal Warning must be recorded on an E.D.R. – Employee Discussion Record and the employee must sign off in acknowledgement of this discussion along with the Manager/Supervisor. The employee has the opportunity to acknowledge if they agree or disagree with the conversation that took place on the E.D.R. document.

In each of the Warning circumstances listed above, the warning itself and incident surrounding it will be documented and kept on the employee’s personnel file (electronically or paper file). At each step, the employee will be given adequate opportunity to respond to any allegations regarding their performance.

**E.D.R. - Employee Discussion Record**
A record of discussion for a minor performance issue or as a record of a verbal or written warning for more serious performance issues. This discussion record will be saved on the employees file.

**Demotion**
If an incident or behaviour is considered to be of a serious nature although after a thorough investigation is deemed not to warrant instant dismissal, demotion or alternative duties may be offered to an employee. Demotion or alternative duties will be considered in cases where a position of authority is deemed to have been breached or the staff member has clearly demonstrated that they are incapable of fulfilling their current role. A role change will require agreement from all parties and a counselling record outlining why this decision was reached will be placed on the employee file. A role change will require a new contract to be prepared and signed prior to commencing in this role. A copy of the employee job description and details outlining the pay scale will be clearly outlined in the employee contract.
Instant Dismissal:

The goal of Paradise Resort is to maintain an acceptable level of conduct and safety in the interest of all employees, customers and the public. Therefore, if an employee is found guilty of violating the policies as set out in this manual, it will be considered misconduct and may lead to dismissal. The following codes of conduct must be adhered to:

- An employee is not to abandon duty, or place of work without approval
- Must not breach any Policy and Procedure in which you have been trained, i.e. Email/Internet policy
- No unauthorized employee is permitted to make statements to the media on behalf of the company.
- Failure to hand in lost property which has been recovered
- Immoral or illegal conduct
- Possession or consumption of illegal drugs or alcohol whilst on duty, or entering the premises either for work or otherwise whilst under the influence of these items.
- Complimentary or discounted food, drink, accommodation cannot be given without authorisation
- Use of inappropriate language causing offence to another person.
- Falsifying information or giving false information to gain employment.
- Receiving tips or gratuities for improper or dishonest reasons.
- Gambling
- Sleeping on the job
- Smoking in a prohibited area
- Dishonesty
- Not adhering to grooming standards
- Not disclosing any confidential information about the Company, its employees or guests without authorisation
- Violation of fire and safety regulations
- Continual lateness, absenteeism or lack of application to an assigned task
- Must not prevent or interfere with another worker and prevent them from carrying out their work functions.
- Gross negligence

In addition to the above codes of conduct, an employee can be dismissed for the following behaviour, considered serious misconduct. An employee may be dismissed immediately, and without receiving any previous warnings. Instant dismissal is for serious misconduct and requires no notice by the Employer. **Serious misconduct** may include, but is not limited to, the following situations and will constitute instant dismissal:

- Wilful damage of guest or Company property
- Refusal to carry out a reasonable instruction from your Supervisor or Manager
- Physical or verbal abuse, or violence against another person whilst on company premises/ during working hours/ while staying in accommodation provided by company or attending functions sponsored by company.
- Possessing lethal weapons or attempting to bring them to the property.
- Insubordination
- Vulgarity, disrespectful conduct and failure to treat guests, management and fellow employees with courtesy
- Fighting
- Workplace harassment and bullying
- Misrepresentation of company for personal gain
- Sexual harassment, discrimination or victimisation of any form to a guest, staff member or any other person associated with the Company
- Theft
- Falsifying Resort records and timesheets
- Reporting for duty whilst under the influence of alcohol or non-prescriptive drugs
- Consumption of alcohol or narcotics whilst on duty
- Entering guest rooms at any time unless assigned work in these areas

When an employee commits such an offence they will be suspended (with pay - for Full-time or Part-time only) for a nominated period of time pending an investigation. Once the investigation has been completed the employee will be invited back for an interview with the Human Resources Manager or General Manager to plead their case. If no solution can be found, the employee will be dismissed immediately. The employee is permitted to bring a witness or support person to the interview.

Suspension can be issued by any member of the Management team, as well as Duty Managers but the interview and final dismissal must be conducted by the Human Resources Manager or General Manager.
**Codes of Conduct**

In addition to the above codes of conduct leading to instant dismissal, the Company has other codes of conduct that all employees must adhere to.

Each of us has an obligation to respect the dignity, rights and views of others:

- Must willingly follow all direction of your manager/supervisor (if safe to do so) - 'if safe to do so' means the action does not pose any risk/threat to the health and safety of the employee, guests and co-workers and is within legal requirements.
- Treat all people with dignity, courtesy, honesty, fairness and respect at all times.
- Respect and be sensitive to an individual's cultural and ethnic background.
- Actively discourage any form of harassment or unlawful discrimination.
- Ensure decisions that adversely affect the rights or interests of others are procedurally fair, reasonable, honest, and impartial.
- Avoid offensive, abusive and discriminatory language and behaviour, workplace harassment and other forms of intimidation.
- Maintain confidentiality and adhere to any relevant legislation or policy provisions relating to the treatment of personal information.
- Access and use personal information only for the purpose for which it was originally gathered.
- To take reasonable steps to ensure the safety, health and welfare in the workplace of yourself as well as your co-workers and clients.
- Listen to and seek to understand different points of view (this does not necessarily mean agreeing with the point of view).
- Being courteous, sensitive, and honest in communications, and being considerate to the needs of others.
- Actively managing workplace conflict involving yourself or employees in your supervision to create positive and constructive outcomes.
- Work cooperatively and collaboratively with others to achieve common goals and a harmonious work environment.
- Supporting the personal and professional development of others.
- Not spread or support rumours/gossip.
- Adhere to all organisational policies/procedures and standards.

Demonstrated failure to respect the dignity, rights and views of others will amount to a breach of this code. This will lead to disciplinary action.

**Leadership and Supervisory behaviour:**

- Set a good example of ethical conduct; encourage and promote behaviour consistent with this code.
- Treat staff fairly, equitably, with consistency and respect.
- Ensure that all staff are made aware of their responsibilities under the Code and any legislation and policies relevant to their duties.
- Ensure that the Department's policy and procedural requirements are met.
- Ensure that demands placed on staff are reasonable in the circumstances (e.g. staff have sufficient resources, assistance and/or skills to perform the work, and are given appropriate support).
- Maintain open, honest and thorough communication with all staff.
- Ensure all staff understand the standards of performance expected of them.
- Monitor own performance as a manager or supervisor to ensure that performance is making a positive contribution to the organisation and the work environment.
- Ensure workloads are equitably distributed among staff members.

**Other Obligations:**

- Ensure that our official powers, position, resources or influence are not used improperly for personal or other improper advantage.
- Disclose fraud, corruption, misconduct, official misconduct and misadministration to an appropriately authorised person.
- Manage official information and records confidentially and in a manner consistent with the law, information standards and departmental policy.
**Discrimination**

Paradise Resort supports anti-discrimination and also abides by state and federal legislation pertaining to discrimination and bullying in the workplace.

The Paradise Resort guidelines are based around several key pieces of State and Commonwealth legislation, which all our policies and procedures are consistent with. These guidelines aim to ensure all employees receive fair and equitable treatment in the workplace. These legislative documents are associated with Discrimination, Harassment and Equal Employment Opportunity.

The aim of the Company is to promote equality of opportunity for everyone in protecting them from unfair discrimination by:

- Promoting equal employment opportunities and the elimination of discrimination
- Encouraging consultation between employers and employees on these issues
- The promotion of merit in employment
- Not to discriminate against any person or group on the basis of race, colour, sex, religion, political opinion, national extraction or social origin, age, marital status, medical record, criminal record, impairment, disability (including mental, intellectual or psychiatric), sexual preference, trade union activity and pregnancy.

**Fair Work Act 2009**

The Act is set to give employees more power and flexibility within the workplace, and will significantly affect the future of employment relationships.

The Act aims to give the primary responsibility for industrial relations and agreement-making to employers and employees at the enterprise and workplace levels. It focuses on providing:

- A safety net of fair and enforceable minimum wage conditions
- Ensuring freedom of association
- Avoiding discrimination
- Assisting employees to balance their work and family responsibilities effectively

There are 10 National Employment Standards which are incorporated into our business operations. These standards set the provisions for – weekly hours, flexible working arrangements, parental leave and related requirements, annual leave, personal leave/carer’s leave and compassionate leave, community service leave, long service leave, public holidays, notice of termination and redundancy pay.

NOTE: Please find a copy of the most recent ‘Fair Work Information Statement’ at the back of the Paradise Resort Employee Handbook.

**Employee Assistance Programme (EAP)**

The Paradise Resort has an EAP which is available to provide employees professional counselling, coaching, assistance and support in a wide range of areas. This may include assistance and support with:

- Stress - personal and work related
- Conflict
- Anger Management
- Poor supervisory style
- Personal/professional development issues
- Inter and intrapersonal communication
- Trauma/high risk workplace incidents
- Leadership Coaching and Mentoring
- Career Development and Professional Issues
- Family and relationship problems
- Self-esteem
- Alcohol and drug related problems
- Gambling addictions
- Anxiety, depression and grief
- Financial problems or difficulties
- Health concerns
- And many other personal, family, relationship and work related issues

To request this service you need to speak to the Human Resources Manager.
**Equal Employment Opportunity (EEO)**

The Paradise Resort strives to uphold the principles of Access and Equity in all aspects of the organisation. This is demonstrated, but not limited to our commitment to supporting cultural diversity, recognising the differing learning needs of our employees, and the principles of mutual respect at all stages of an employee’s work life. This is demonstrated at the time of recruitment, interviewing, selection, employment, staff development, training and assessment.

Management will deal with equal opportunity, affirmative action, discrimination, harassment and/or victimisation issues based on:

- Fair and open policies and procedures which are implemented consistently
- Procedures which provide accessible means for employees to lodge complaints, with avenues for conciliation (where appropriate), investigation and disciplinary measures based upon a fair hearing for both parties
- The inclusion in employee and management training of modules on equal opportunity obligations and their practical implementation

**Harassment Policy**

The Paradise Resort is committed to ensuring a workplace that is free of harassment and bullying and will not tolerate harassment, of any form, towards any employee, applicant, supplier or guest under any circumstances. Any reports of harassment, gossip and bullying will be treated seriously and investigated promptly, fairly and impartially and with confidentiality. Harassment can include unsolicited verbal or written comments or physical behaviour related to an individual’s race, national origin, colour, sex, age, appearance, religion, sexual preference, marital or parental status or disability. Sexual harassment, which is unwelcome sexual advances and other unwelcome and uninvited sexual behaviour, is also strictly prohibited.

In general, harassment is any form of behaviour that is not wanted and humiliates, embarrasses, offends or intimidates you. The most common forms include:

- Offensive verbal conduct, such as remarks, comments, gossip, spreading rumours, offensive jokes or lyrics
- Offensive sexual remarks, sexual advances or requests for sexual favours
- Offensive visual conduct, including pictures, cartoons, photographs, websites
- Offensive physical conduct, including physical abuse, touching, staring and brushing against people
- Sabotaging another person’s work

Workplace harassment also includes repeated less favourable treatment of a person by others in the workplace which may be considered unreasonable and inappropriate workplace practice. It includes behaviour that intimidates, offends, degrades or humiliates a worker in front of or in the absence of Co-workers, clients or customers.

Disciplinary action will be taken against anyone found to harass a Co-worker. The following steps to prevent and control exposure to the risk of workplace harassment will be taken:

- Provide all workers with workplace harassment awareness training
- A code of conduct has been laid down for employees to adhere to
- Complaint handling procedures are followed to handle complaints
- Regular review of workplace harassment prevention policy, complaint handling or grievance procedure and training.

**Responsibilities of workers:**

All employees are required to behave responsibly and comply with this policy. Employees must not tolerate unacceptable behaviour, maintain privacy during investigations and immediately report incidents of workplace harassment. Employees who fail to comply with the harassment policies will be held accountable and appropriate action will be taken.

Management must ensure employees are not exposed to workplace harassment, and are required to personally behave in accordance with the policy. Management must ensure the person bringing forward the complaint is not victimised.

**What is not workplace harassment:**

Single Incidents: A single incident of harassing type behaviour is not considered to be workplace harassment. However single incidents should not be ignored or allowed. Well managed intervention in response to single incidents will help the situation from escalating.
Managerial actions: Reasonable managerial actions, taken in a reasonable way are not considered workplace harassment.

Reasonable managerial actions include but are not limited to:

- Performance management processes
- A decision not to provide a promotion in connection with a worker's employment
- Disciplinary actions
- Allocated work in compliance with systems and policies
- Action taken to transfer or retrench a worker
- Injury and illness processes
- Business processes, such as, workplace change or restructuring

We are committed to investigate any allegations promptly.

Any allegations of workplace harassment will be treated seriously and investigated promptly and impartially. After investigation by the Human Resources Manager or any other Department Manager, any staff member found to be harassing another employee, a guest or anyone else associated with the company, or any staff member found making frivolous, malicious or false complaints will face the appropriate disciplinary action and possible dismissal.

**Complaint handling Procedure**

Our company has a set of formal and informal procedures to resolve any conflict or complaint.

**Informal Procedure:**

If at any time you feel you have been unfairly treated and there is a conflict in your employment relationship, don’t ignore it and hope it will go away – silence gives the impression that harassment is okay.

1. Speaking directly with the person: The first thing to do, if you feel comfortable, is speak to the person concerned and let them know their behaviour is unacceptable, as they have made you feel uncomfortable, and ask them to stop. Address the exact behaviour causing distress and harassment. This will lessen the likelihood of the other party taking the comments as a personal attack.

2. Mediation: If required the issue can be taken up with the Manager of the person in question or HR who will arrange for an informal meeting in a controlled environment, where issues can be addressed and resolved before further escalation.
   If a party has a significant concern about an internal resolution process it may be necessary to arrange an external mediator.

**Formal Procedure:**

If the problem cannot be resolved through the informal procedures the Company has a set of formal procedures to be followed.

1. A formal meeting with the involved parties will be arranged. A Supervisor and the Human Resources Manager or a Department Head and the Human Resources Manager are to be present. If the staff member making the complaint does not wish certain parties present (such as a supervisor) they may make this request and alternative parties from within the property's senior management may be used. Individuals involved must take responsibility and try to resolve issues. All issues must be openly and freely addressed. Concerns as well as desired outcome should be clearly defined before going into the meeting. Often you can settle the matter at this stage. If the matter is settled E.D.R.’s will be maintained with signatures of the employees involved to acknowledge the desired outcome.

   Further, if at the meeting it is found that the problem has been resolved prior to the meeting and no longer needs to be discussed the resort requires signed documentation from both parties confirming this. Unless expressly requested by the staff member for a valid reason, Human Resources must always be present in any formal meetings.

   Supervisor/ Dept Heads and Human Resources' expectations of the involved parties will be clearly defined and communicated to all concerned. Attitude, behaviour and work standards are to be defined. In the event that the concerned supervisor or employee is unable to adhere to these standards this will be performance managed.

2. If the matter is not settled satisfactorily, refer the issue to your Department Manager or Human Resources Manager, who will attempt to resolve the matter. During the discussion, you are entitled to have a representative of your own choice present. An investigation of the alleged harassment will be conducted and while the investigation is in progress the staff member in question will be suspended with pay. Confidentiality at all times will be adhered to and pending the outcome of the investigation appropriate corrective action will be taken.
3. If no agreement is reached, the matter will be reviewed by the General Manager (or a representative of his/her choice), your representative and yourself.

4. If the matter remains unresolved, the parties shall refer the matter to the Industrial Relations Commission for conciliation.

All investigations will be carried out with transparency and in an objective/impartial manner. After investigation by the Human Resources Manager or any other Department Manager any staff member found to be harassing another employee, a guest or anyone else associated with the business, or any staff member found making frivolous, malicious or false complaints can be:

- Issued a warning
- Be demoted
- Be terminated
- Be prosecuted in court
- Be fined

Human Resources upon resolution of a complaint will continue to monitor any employees involved in this matter for a period. This period length will be determined on a case-by-case basis as appropriate given the nature of the complaint and outcome on the investigation.

**Smoking**

**Staff**

In keeping with Occupational Health and Safety legislation, employees, whilst on duty, are not permitted to smoke in any area of the venue except for the designated smoking area. Employees may only smoke during allocated breaks. Each venue has a designated smoking policy; please make yourself familiar with this.

If you do smoke whilst at work, please ensure you are free from the smell of cigarette, including breath, hands and clothes, prior to re-commencing your shift.

NOTE: This includes e-cigarettes as per Queensland Tobacco Laws.

The company does not agree with or promote smoking and are willing to assist employees in giving up smoking.

**Guests**

State legislation provides as to where people (guests) are not permitted to smoke. As a general rule smoking is prohibited in:

- Most enclosed workplaces and enclosed public places, including shopping centres, restaurants and cafes
- Dining areas of licensed premises.
- Within 4 metres of an entrance or exit of a non-residential building
- Within 10 metres of children’s playground equipment

As per state legislation smoking in commercial outdoor eating or drinking venues is not allowed, please see your manager for further details.

**Your Obligations**

Our business has an obligation to ensure that our guests only smoke in a designated area. Failure to meet these obligations may result in penalties or on the spot fines.

**Guest rooms clearly indicate whether a room is a smoking or non-smoking room.**

Therefore, it is the responsibility of every employee to ensure there are no guests smoking in prohibited areas. If you see a Guest smoking in a prohibited area please advise your Manager, Supervisor or the Duty Manager immediately.

**Working in smoking areas**

There are some areas within our Resort or guest rooms where staff may for short periods be exposed to cigarette smoke. Please advise your manager immediately if this may be a problem due to pregnancy or other factors.
Manual Handling – We can prevent back injuries

Manual handling injuries are not the result of one off incidents; they are an accumulation of stress caused by poor technique. Below are some of the risk factors that can lead to manual handling injuries:

**Poor Positioning**
If you carry a load with your arms fully extended in front of you, the object will be 7 - 10 times heavier than if you carried the item with your arms in mid range (i.e. bent at the elbows and holding the load closer to your body).

**Force**
The load is too heavy. If you are carrying items that are too heavy, either try to use a mechanical aid (i.e. trolley) or carry the load in smaller quantities (i.e. A large box containing smaller boxes, carry a few smaller boxes at a time and make two trips).

**Too Many Repetitions**
Carrying one 16kg load 4 times per minute with correct posture can be harmful; if you are carrying the same load 4 times per minute with poor posture it can be very harmful. Consider your workload and the lifting/carrying that is required. Can someone else assist? Can you use a trolley? Are there other options for moving heavy loads?

**Working with Cold Muscles**
When you play sport, before you begin you warm up. When carrying out manual handling tasks at work you should also warm up before beginning. Working with cold muscles is one of the quickest ways to injure yourself.

**Decreased Fitness Levels**
Maintaining your own fitness levels is critical in minimising the risk of injury in the workplace.

**Poor Work Environment**
Assess your work environment and look for areas that can be improved to minimise the risk of injury (i.e. regularly used items in storerooms should be stored between knee and shoulder height; trolleys and other mechanical aids should be used where possible). Other factors that have an impact on how our bodies cope with manual handling are stress and smoking. When under stress our muscles tighten, our posture moves out of alignment and we fatigue quicker, thereby increasing the risk of injury. Nicotine in cigarettes constricts the blood flow to the muscles making them work harder with less oxygen.

**Lifting Techniques**
The following lifting techniques employ safe manual handling and can be used in a number of different situations.

**Full Squat**
Bend the knees, grasp the load firmly, hold the load as close to you body as possible and use your legs to lift.

**Power Lift**
For heavy or awkward loads, stand with your centre of gravity over the load, bend the knees slightly, grasp the load and lift with your legs.

**One Knee Lift**
For awkward loads or for use for persons who have weak knees, similar to full squat, but one knee is on the ground to make standing with the load easier.

**Building a Bridge**
If you lean forward to lift something, your lower back not only bears the weight of the load, but also your entire upper body. By using an arm to brace yourself you are building a bridge and taking the extra pressure off your lower back.

**Planning the Lift**
Planning the lift is the most important part of manual handling. When planning you should consider the following:
- The distance you have to carry the load
- Obstacles in your path
- The total weight of the load
- The distance the load is away from your body
- The likelihood the load may slip
- The need for you to twist

This list may appear to be endless, but in every job situation there are changes that can be made which will reduce the occurrence of manual handling injuries. A rule of thumb is that planning a lift should take more time than the lift itself.
Team Lift
For heavier, bulkier loads a team lift is often the best option. A team lift should be carried out as follows:

- Plan the lift
- One person to act as the leader (count down to lift)
- Teams should be made up of people with similar builds
- The leader should direct everyone
- Make sure everyone can see where they are going
- Everyone to put the load down at the same time

Exercises to Avoid Injuries
The following exercises can be done in five minutes before, during or after work to make sure you give your body time to recover from physical stress.

**Ankle Twist**
Stand relaxed, lift one leg slightly off the floor and rotate the ankle in one direction. Repeat it with the other leg. For people with weak ankles, instead of rotating, flex, then point your foot and repeat for each leg.

**Shoulder Rotation**
Standing relaxed, feet slightly apart, place your left hand on your left shoulder. Gently draw a large circle backwards with your left elbow. Repeat with right arm.

**Knee Flex**
Stand relaxed with feet apart. Raise your right knee keeping it close to your body. Clasp both hands around your knee and gently hold for a few seconds. Repeat with left leg.

**Side Stretch**
Stand with legs shoulder width apart. Place your left arm overhead, the right arm by your side. Slide your right hand down your leg until you feel a gentle stretch in your left side. Do not lean forward or backward and do not bounce. Repeat on other side.

**Trunk Twist**
Stand with feet apart and knees slightly bent, trunk stationary and relaxed. Place arms out in front of you at shoulder height and fold arms so that hands touch opposite elbows. Rotate trunk slowly to the right and hold, then to the left and hold to stretch back muscles.

**Slow Neck Stretch**
Place your left hand on your right shoulder and your right arm behind your back. Gently hold the shoulder down and tilt your head to the left. Hold for a few seconds and repeat on other side.

**Posture Stretch**
Stand up straight with your feet slightly apart. Place both hands just below the hollow of your back (above buttocks). Push your pelvis forward and allow your back to arch over your hands then straighten. Repeat two to three times.

**Ankle Hug**
Sitting in a chair, reach forward and grasp both ankles and hold. Relax your head and neck then sit up slowly.

**RESPONSIBLE SERVICE OF ALCOHOL POLICY**

The following directions must be followed by staff, with no exceptions:

1. No person under the age of eighteen (18) years is allowed to enter or remain on the licensed premises unless the person is an exempt minor and: (a) is attending a luncheon, (b) is a resident of the premises, (c) is performing duties, (d) is eating a meal, (e) is accompanied by a responsible adult who is supervising them.

2. No employee is permitted to work in any bar area unless they hold a current Responsible Service of Alcohol Certificate and if they are closing the bar, once they have finished, they must leave the premises immediately.

3. Any persons suspected of being under eighteen (18) years of age at any time must be requested to produce photo identification and prove they are eighteen (18) years or over. If photo identification cannot be provided the person must be immediately removed from the premises.
4. Staff must be vigilant to ensure that persons do not purchase liquor to be supplied to persons under the age of eighteen (18) years. If a person is suspected of purchasing liquor on behalf of another person under the age of eighteen (18) years then liquor must not be sold to that person.

5. No liquor must be supplied to any person suspected of being in the state of intoxication or being in a state of intoxication.

6. Staff must be vigilant for any signs of intoxicated patrons e.g. Persons unable to stand properly, not walking properly or creating excessive noise. If a person is suspected of being intoxicated then the person must be immediately removed from the premises.

7. Staff must be vigilant to ensure that liquor is not being purchased by a person on behalf of another person who may be intoxicated.

8. Any person behaving in a disorderly manner must be removed from the premises.

9. The trading hours set out in the liquor licence must be strictly adhered to. No liquor must be sold or disposed of outside the permitted hours.

10. Staff must ensure that all persons depart the premises not later than thirty (30) minutes after the last time at which liquor can be sold or disposed of.

11. Staff, particularly security staff, must at all times use their best endeavours to ensure patrons depart the premises in a quiet and orderly manner.

12. Incidents must be reported to a Duty Manager and documented. Documentation must be recorded taking into strict consideration the provisions of the Private Agents Act 1991.

13. If any person requested to leave the premises by a staff member at any time does not do so then security staff and management must be notified immediately.

Any breach in these policies will result in disciplinary action. The circumstances surrounding the offence, the seriousness of the offence and the time since the last act of misconduct occurred will all affect the severity of the action taken.

Proof of Age

The industry, the community, the police and the Liquor Licensing Commission take the provisions of the Liquor Control Reform Act 1998 in respect of minors very seriously. Offences involving minors carry very severe financial penalties and often result in loss of licence.

The only defence to illegally allowing minors on licensed premises, and to the illegal service of alcohol to minors, is that the licensee or staff insisted on the minor producing an evidence of age document. It is no defence that a person looked older than 18 years of age, or had proof of age other than an acceptable document. Always check that date of birth, do not rely on the presentation of ID as proof of age.

There are only five forms of acceptable evidence of age documents. These are:

1. Australian Driver's licence
2. Australian or foreign passport
3. State or Territory government issued proof of age card
4. Victorian Keypass
5. Foreign driver's licence

Note: Each of these forms of ID has a photograph and date of birth.
PARADISE RESORT GOLD COAST heaven for kids... paradise for parents!

Address: 122 Ferny Avenue, Surfers Paradise QLD
Phone: 07 5579 4444
Web: www.paradiseresort.com.au

ROOM FACILITIES
Paradise Resort Gold Coast has 359 rooms and offers a range of accommodation options to suit individuals, couples, families and groups. From standard hotel style accommodation, family rooms with a second bedroom for kids or their famous Junior or King Bunkhouse rooms. They offer guests a variety of comfortable holiday options just minutes from the heart of Surfers Paradise. All rooms feature a balcony, bar fridge, air conditioning, tea and coffee making facilities, hairdryer, iron and TV. Resort Family Rooms, Junior and King Bunkhouse Rooms have an XBOX with FREE DVD and game hire along with a microwave and toaster for extra convenience.

FOOD AND BEVERAGE OUTLETS
All food and beverage outlets (including the Zone 4 Kids Club) offer the ‘kids eat for $8’ option where guests can choose to feed the kids for breakfast, lunch or dinner for just $8.00 per meal!

BISTRO
Enjoy the relaxed casual atmosphere of the Bistro for breakfast or dinner daily. For breakfast, guests can enjoy the continental buffet or have one of their favourites meals cooked fresh to order including a Big Breakfast, Pancakes and Eggs Benedict. Dinner offers a seasonal al-a-carte menu.
Breakfast: 6.30am - 10.00am daily / Dinner: 5.30pm - 8.30pm daily

POOLSIDE CAFÉ, JUICE BAR AND BAR
Open for breakfast, lunch and dinner offering dine in or a range of take away options. A great place for poolside coffees, delicious cakes, take away meals, freshly made juices, smoothies and frappes and freshly made sandwiches. Open early morning until late

SPASSES MINI-MART
Splashes Mini-Mart sells everything from nappies to bread, milk and cereal. A great place to pick up light snacks, beer, wine and all your grocery needs at reasonable prices. Open daily from 7.00am - 8.00pm (seasonally adjusted).

GUEST SERVICES FACILITIES

ACTIVITIES, RESORT SHOP w/ TOUR DESK AND ENTERTAINMENT
Guests can join in the fun with our daily activities and entertainment program run by our very own Resort Entertainment Crew. With a changing array of activities available each day to keep every member of the family entertained including poolside games, face painting, cupcake decorating, trivia nights, live music, movie nights, rock climbing, laser tag, ready steady shake and cocktail tasting just to name a few.

And for those guests with time to explore the outside world, our friendly staff at the Resort Shop can assist with theme park tickets, tours and transfers and all you need to explore the Gold Coast.

ZONE 4 KIDS CLUB
Paradise Resort is Australia’s only resort with a fully supervised Kids Club open year round, for children 0-12 years of age and offers one fully supervised session per child per day FREE. The Zone 4 Kids Club (Z4K) for the 0-12 years has established itself as a children’s utopia. A mini fun park featuring themed play spaces such as Tiny Town, with pedal powered cars, Underwater World with submarines and slides, and the Safari Room. Z4K offers two fully supervised session’s every day of the year (with your choice of one session per day at no charge) with age appropriate activities for babies and toddlers right through to 12 year olds.

ZONE 4 KIDS WATERPARK
The entire central resort area feature’s a lagoon pool, large heated spa and 2 enormous Aqua Play attractions. The biggest is 3 stories high, complete with a myriad of slides and water cannons to entertain and engage the whole family! Topping it all off is a giant bucket that fills with 600 litres of water before emptying over the kids below in one enormous splash! And best of all its FREE for all of our in-house guests.

PLANET CHILL – Ice skating Rink
"Planet Chill" is an all-weather attraction which lends itself to family fun, year round, whatever the weather and catering to kids big and small. A great family attraction suitable for all ages 3 years and up with three x 2 hour sessions per day and additional sessions dedicated just for teens.
From 1 January 2010, this Fair Work Information Statement is to be provided to all new employees by their employer as soon as possible after the commencement of employment. The Statement provides basic information on matters that will affect your employment. If you require further information, you can contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

The National Employment Standards

The Fair Work Act 2009 provides you with a safety net of minimum terms and conditions of employment through the National Employment Standards (NES).

There are 10 minimum workplace entitlements in the NES:

1. A maximum standard working week of 38 hours for full-time employees, plus ‘reasonable’ additional hours.
2. A right to request flexible working arrangements.
3. Parental and adoption leave of 12 months (unpaid), with a right to request an additional 12 months.
4. Four weeks paid annual leave each year (pro rata).
5. Ten days paid personal/carer’s leave each year (pro rata), two days paid compassionate leave for each permissible occasion, and two days unpaid carer’s leave for each permissible occasion.
6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
7. Long service leave.
8. Public holidays and the entitlement to be paid for ordinary hours on those days.
10. The right for new employees to receive the Fair Work Information Statement.

A complete copy of the NES can be accessed at www.fairwork.gov.au. Please note that some conditions or limitations may apply to your entitlement to the NES. For instance, there are some exclusions for casual employees.

If you work for an employer who sells or transfers their business to a new owner, some of your NES entitlements may carry over to the new employer. Some NES entitlements which may carry over include personal/carer’s leave, parental leave, and your right to request flexible working arrangements.

Right to request flexible working arrangements

Requests for flexible working arrangements form part of the NES. You may request a change in your working arrangements, including changes in hours, patterns or location of work from your employer if you require flexibility because you:

- are the parent, or have responsibility for the care, of a child who is of school age or younger
- are a carer (within the meaning of the Carer Recognition Act 2010)
- have a disability
- are 55 or older
- are experiencing violence from a member of your family or
- provide care or support to a member of your immediate family or household, who requires care or support because they are experiencing violence from their family.

If you are a parent of a child or have responsibility for the care of a child and are returning to work after taking parental or adoption leave you may request to return to work on a part-time basis to help you care for the child.

Modern awards

In addition to the NES, you may be covered by a modern award. These awards cover an industry or occupation and provide additional enforceable minimum employment standards. There is also a Miscellaneous Award that may cover employees who are not covered by any other modern award.

Modern awards may contain terms about minimum wages, penalty rates, types of employment, flexible working arrangements, hours of work, rest breaks, classifications, allowances, leave and leave loading, superannuation, and procedures for consultation, representation, and dispute settlement. They may also contain terms about industry specific redundancy entitlements.

If you are a manager or a high income employee, the modern award that covers your industry or occupation may not apply to you. For example, where your employer guarantees in writing that you will earn more than the high income threshold, currently set at
$133,000 per annum and indexed annually, a modern award will not apply, but the NES will.

Transitional arrangements to introduce the modern award system may affect your coverage or entitlements under a modern award.

► Agreement making

You may be involved in an enterprise bargaining process where your employer, you or your representative (such as a union or other bargaining representative) negotiate for an enterprise agreement. Once approved by the Fair Work Commission, an enterprise agreement is enforceable and provides for changes in the terms and conditions of employment that apply at your workplace.

There are specific rules relating to the enterprise bargaining process. These rules are about negotiation, voting, matters that can and cannot be included in an enterprise agreement, and how the agreement can be approved by the Fair Work Commission.

You and your employer have the right to be represented by a bargaining representative and must bargain in good faith when negotiating an enterprise agreement. There are also strict rules for taking industrial action. For information about making, varying, or terminating enterprise agreements visit the Fair Work Commission website, www.fwc.gov.au.

► Individual flexibility arrangements

Your modern award or enterprise agreement must include a flexibility term. This term allows you and your employer to agree to an Individual Flexibility Arrangement (IFA), which varies the effect of certain terms of your modern award or enterprise agreement. IFAs are designed to meet the needs of both you and your employer. You cannot be forced to make an IFA, however, if you choose to make an IFA, you must be better off overall. IFAs are to be in writing, and if you are under 18 years of age, your IFA must also be signed by your parent or guardian.

► Freedom of association and workplace rights (general protections)

The law not only provides you with rights, it ensures you can enforce them. It is unlawful for your employer to take adverse action against you because you have a workplace right. Adverse action could include dismissing you, refusing to employ you, negatively altering your position, or treating you differently for discriminatory reasons. Some of your workplace rights include the right to freedom of association (including the right to become or not to become a member of a union), and the right to be free from unlawful discrimination, undue influence and pressure.

If you have experienced adverse action by your employer, you can seek assistance from the Fair Work Ombudsman or the Fair Work Commission (applications relating to general protections where you have been dismissed must be lodged with the Fair Work Commission within 21 days).

► Termination of employment

Termination of employment can occur for a number of reasons, including redundancy, resignation and dismissal. When your employment relationship ends, you are entitled to receive any outstanding employment entitlements. This may include outstanding wages, payment in lieu of notice, payment for accrued annual leave and long service leave, and any applicable redundancy payments.

Your employer should not dismiss you in a manner that is ‘harsh, unjust or unreasonable’. If this occurs, this may constitute unfair dismissal and you may be eligible to make an application to the Fair Work Commission for assistance. It is important to note that applications must be lodged within 21 days of dismissal. Special provisions apply to small businesses, including the Small Business Fair Dismissal Code. For further information on this code, please visit www.fairwork.gov.au.

► Right of entry

Right of entry refers to the rights and obligations of permit holders (generally a union official) to enter work premises. A permit holder must have a valid and current entry permit from the Fair Work Commission and, generally, must provide 24 hours’ notice of their intention to enter the premises. Entry may be for discussion purposes, or to investigate suspected contraventions of workplace laws that affect a member of the permit holder’s organisation or occupational health and safety matters. A permit holder can inspect or copy certain documents, however, strict privacy restrictions apply to the permit holder, their organisation, and your employer.

► The Fair Work Ombudsman and the Fair Work Commission

The Fair Work Ombudsman is an independent statutory agency created under the Fair Work Act 2009, and is responsible for promoting harmonious, productive and cooperative Australian workplaces. The Fair Work Ombudsman educates employers and employees about workplace rights and obligations to ensure compliance with workplace laws. Where appropriate, the Fair Work Ombudsman will commence proceedings against employers, employees, and/or their representatives who breach workplace laws.

If you require further information from the Fair Work Ombudsman, you can contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

The Fair Work Commission is the national workplace relations tribunal established under the Fair Work Act 2009. The Fair Work Commission is an independent body with the authority to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment, and other workplace matters. If you require further information, you can visit the Fair Work Commission website, www.fwc.gov.au.

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the Fair Work Act 2009.

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