



Employee Handbook



The management, staff and employees welcome you to Brite Services and hope that your time with us will be rewarding.

Introduction

This book tells people about what Brite Services does.

It is a shortened, plain language version of the Brite Services' policy and procedure documents that describes how Brite Services delivers its service to employees.

The word "Employees" refers to the supported employees who work at Brite Services.

In this book you will find information about the employment conditions for employees at Brite Services.

Employment conditions explain the rights and responsibilities of employees.

Examples of employee rights include what employees should be getting such as annual leave and a safe workplace.

Examples of responsibilities of employees include what employees need to do such as being on time and doing what the Team Leader asks them.

Full and complete copies of all Brite Services policies and procedures are available in the workplace.

An audio version of this handbook is also available on request.

Contact Details

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ACN 114 989 650
ABN 47 114 989 650
Cnr Belfast Street and Dallas Drive
Broadmeadows Vic 3047
PO Box 342 Dallas Vic 3047
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Email: admin@brite.com.au

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Important Contacts

Villamanta Disability Rights Legal Service

Waterfront Campus, Deakin University,
Building AD, Level 2
1 Gheringhap St
Geelong, Vic, 3220
03 5227 3338
Toll Free 1800 014 111 (Mon-Fri 1pm-3pm)
legal@villamanta.org.au

Disability Rights Victoria

Action for Community Living
Advocacy House
86-88 Herbert St
Northcote 3070
03 9489 2999

Disability Services Commissioner

Level 20, 570 Bourke Street,
Melbourne, Victoria, 3000 Australia
1800 677 342
complaints@odsc.vic.gov.au

Disability Justice Advocacy

(physical disabilities)
Unit 2, 28A Albert Street,
Preston, Victoria 3072
Ph: 03 9474 0077
Free Number 1800 808 126
info@justadvocacy.com

Department of Social Services (DSS)

Disability Programs
Level 3, 2 Lonsdale Street
Melbourne 3000
1300 653 227
complaints@dss.gov.au

Office of the Public Advocate

Level 1
204 Lygon Street
Carlton Victoria 3053
1300 309 337 (Mon-Fri 9am-4:45pm)
opa_advice@justice.vic.gov.au

Victorian Equal Opportunity & Human Rights Commission

Level 3
204 Lygon Street
Carlton Victoria 3053
1300 292 153 (Mon-Fri 9am-5pm)
opa_advice@justice.vic.gov.au

HumeLink

1079 Pascoe Vale Road, Broadmeadows

General Enquiries 9205 2200
Arabic 9679 9815
Bosnian 9679 9816
Croatian 9679 9817
Greek 9679 9818
Italian 9679 9819
Serbian 9679 9820
Spanish 9679 9821
Turkish 9679 9822
Vietnamese 9679 9823
Other languages 9679 9824

English 9679 9839

Beyond Blue (Depression. Anxiety Hotline)

1300 22 4636
Online counselling 3pm-12am, 7 days

National Sexual Assault, Domestic & Family Violence Counselling Service

1800 737 732 (24hrs)
<https://www.1800respect.org.au>
Online counselling available

LIFELINE (Crisis Support. Suicide Prevention)

24 Hour Counselling Service
13 11 14
Online counselling 7pm-4am, 7 days

Translating & Interpreting Service (TIS) (24Hour)

131 450

Centrelink Multilingual Phone Service

131 202 (Mon-Fri 8am-5pm)

Migrant Resource Centre North West Region Inc. Hume office:

Suite 10, 11-17 Pearcedale Parade,
Broadmeadows, Vic, 3047
03 9351 1278
mrcnr@mrcnorthwest.org.au

Spectrum Migrant Resource Centre

Level 5, 61 Riggall Street, Dallas, Vic
03 9977 9000

Centrelink

16-22 Pearcedale Parade
Broadmeadows 3047
Ph: 13 62 40

Multi-Purpose Taxi Program

Lower Ground Floor
1 Spring St
Melbourne Vic, 3001
1800 638 802 (toll-free)
mptp@taxi.vic.gov.au

Citizen Advocacy Sunbury & Districts Inc.

Office 5, 36 Macedon Street
Sunbury 3429
9744 7378
dabela@citizensadvocacysunbury.com.au

The Victorian Advocacy League for Individuals with Disabilities Inc. (VALID)

235 Napier Street
Fitzroy 3065
Ph: 03 9416 4003

Complaints Resolution and Referral Service (JobAccess)

Complaints 1800 880 052

National Disability Abuse and Neglect Hotline

1800 880 052

Employee rights and responsibilities charter

(This information relates to standards 1, 3, and 7)

Employees have the right to.....

- ☑ An induction to the workplace
- ☑ Be trained to do their job well and safely
- ☑ Have personal information held confidentially
- ☑ Have supervision and support in the workplace
- ☑ Be involved in decisions about their employment at Brite Services
- ☑ Have their complaints heard and responded to without fear of retribution
- ☑ Be treated with respect
- ☑ Feel safe and secure at all times
- ☑ Be free from abuse, neglect, intimidation, humiliation, discrimination and all forms of harassment/bullying
- ☑ Be given feedback that is fair and helpful
- ☑ Work in a safe and healthy workplace
- ☑ Have an up to date EAP that is reviewed regularly



Employees have the responsibility to.....

- ☑ Work within the policies and procedures of Brite Services
- ☑ Work safely
- ☑ Respect the privacy of staff and employees
- ☑ Follow directions given by staff
- ☑ Do their job to the best of their ability
- ☑ Treat everyone with respect
- ☑ Respect other people's property

National Standards for Disability Services

Brite Services follows the National Standards for Disability Services.

These Standards help us to provide a safe place for you to work where you are safe and respected and make decisions about what you want to do at work.

There are six National Standards that apply to disability service providers.

Standard 1 Rights

This standard means that the service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

Standard 2 Participation and Inclusion

- This standard means that the service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

Standard 3 Individual Outcomes

- This service means that Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

Standard 4 Feedback and Complaints

- This standard means that regular feedback is sought and used to inform individual and organisation - wide service reviews and improvement.

Standard 5 Service Access

- This standard means that the service manages access, commencement and leaving the service in a transparent, fair, equal and responsive way.

Standard 6 Service Management

- This standard means that the service has effective and accountable service management and leadership to maximise outcomes for individuals

https://www.dss.gov.au/sites/default/files/documents/06_2015/nsds_full_version.pdf

As well as this Brite also follows the

Department of Health and Human Services (DHHS) Standards

Empowerment: People's rights are promoted and upheld

Access and Engagement: People's right to access transparent, equitable and integrated services is promoted and upheld

Wellbeing: People's right to wellbeing and safety is promoted and upheld

Participation: People's right to choice, decision making and to actively participate as a valued member of their chosen community is promoted and upheld.

The standards aim to:

- ✓ Embed and promote rights for people accessing services
- ✓ Assure the community that service providers are providing services that meet clients' needs
- ✓ Develop a common and systemic approach to quality review processes
- ✓ Build greater transparency in quality requirements between the department, service providers, clients and the community
- ✓ Enable service providers to select an independent review body from an approved panel that meets their requirements and expectations
- ✓ Foster a culture of continuous quality improvement that is embedded in everyday practice and supports the meaningful participation of people in giving feedback about the services they require and the quality of services they receive
- ✓ Reduce red tape to help ensure service providers have more time and resources to provide services by reducing the number of quality reviews they are required to undertake.

<https://providers.dhhs.vic.gov.au/human-services-standards>

General Information

(This information relates to standards 5 and 6)

Vision

Equity and Access to a Better Life

Mission

Provide sustainable services that provide opportunity and support for people living with a disability or who are vocationally disadvantaged.

Values

Courage, Dignity, Compassion, Accountability, Flexibility, Performance

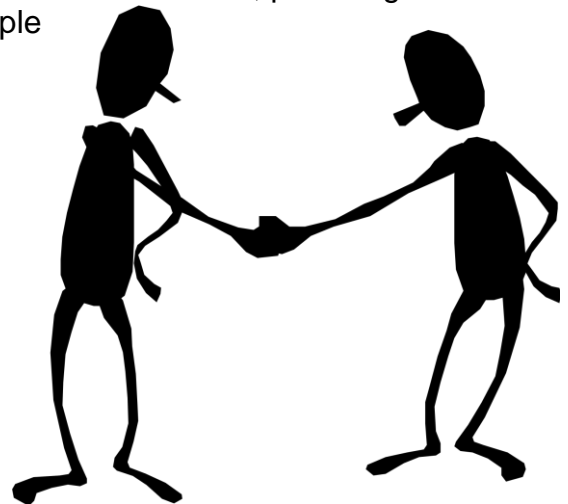
This means that Brite Services' main aim is to help support people with disabilities and people who struggle to find work.

History of Brite Services

Northern Brite Industries was formed in 1976 and renamed Brite Services in 2005. In 2016 we celebrated our 40th birthday.

Brite Services has two operations:

- Brite Pak – A packaging operation in Broadmeadows, providing employment and training for people with disabilities
- Brite Plants – A nursery located in Broadmeadows, providing employment and training for people with disabilities



Brite Services Membership

You can join Brite Services by completing an Application for Membership.

Being a paid member of Brite Services gives you the right to vote on how the service is governed, and this happens at the Annual General Meeting (AGM).

The AGM is held once per year and before this happens, you will receive the annual report, which tells you how the organisation has performed, and what activities have taken place over the past 12 months.

Board of Directors

The Board of Directors at Brite Services is responsible for:

- Overseeing the organizational direction of the service
- Making sure the service is compliant
- Making sure funding bodies needs are met

These people are not paid a wage for being on the Board of Directors. They are volunteers.

Management

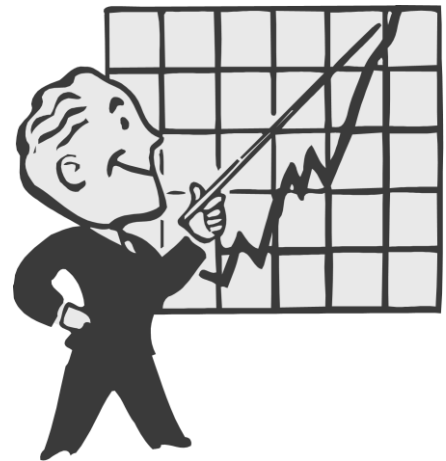
The Chief Executive Officer of Brite Services is responsible for the service.

The Accountant, Finance and Administration is responsible for Finance, IT and Administration

The Manager, Sales and Business Development is responsible for new business and sales

The Nursery Manager is responsible for the nursery

The Pak Manager is responsible for overseeing the delivery of the service and production in the factory



Staff

Brite Services employs staff with the right skills and experience to support employees. Management and staff work together to make sure that their skills are up to date.

The Employment Coordinator is responsible for supporting employees to achieve their employment goals including Employment Assistance Plans (EAP's), Disability Maintenance Instrument (DMI's), wage assessments, development of training resources and coordinating and delivering employee training.

Employee Support is responsible for providing specialist support to employees on day to day issues, facilitation of ERC

The Materials Coordinator is responsible for warehouse 1

The Production Coordinator is responsible for overseeing production within the factory and warehouse 2.

Team Leaders are responsible for providing on the job support and training to current employees.

Access to Brite Services

(This information relates to standard 5)

Eligibility

The Brite Services service target group is people with a disability and people who are vocationally disadvantaged over the age of 16 years for employment.

Brite Services promises to be fair when selecting people to join the service.

Where there are no positions available applicants may be placed on a waiting list until a position becomes available.

Access to Brite Services is non-discriminatory.

To be eligible to access employment at Brite Services you must be able to meet the following criteria:

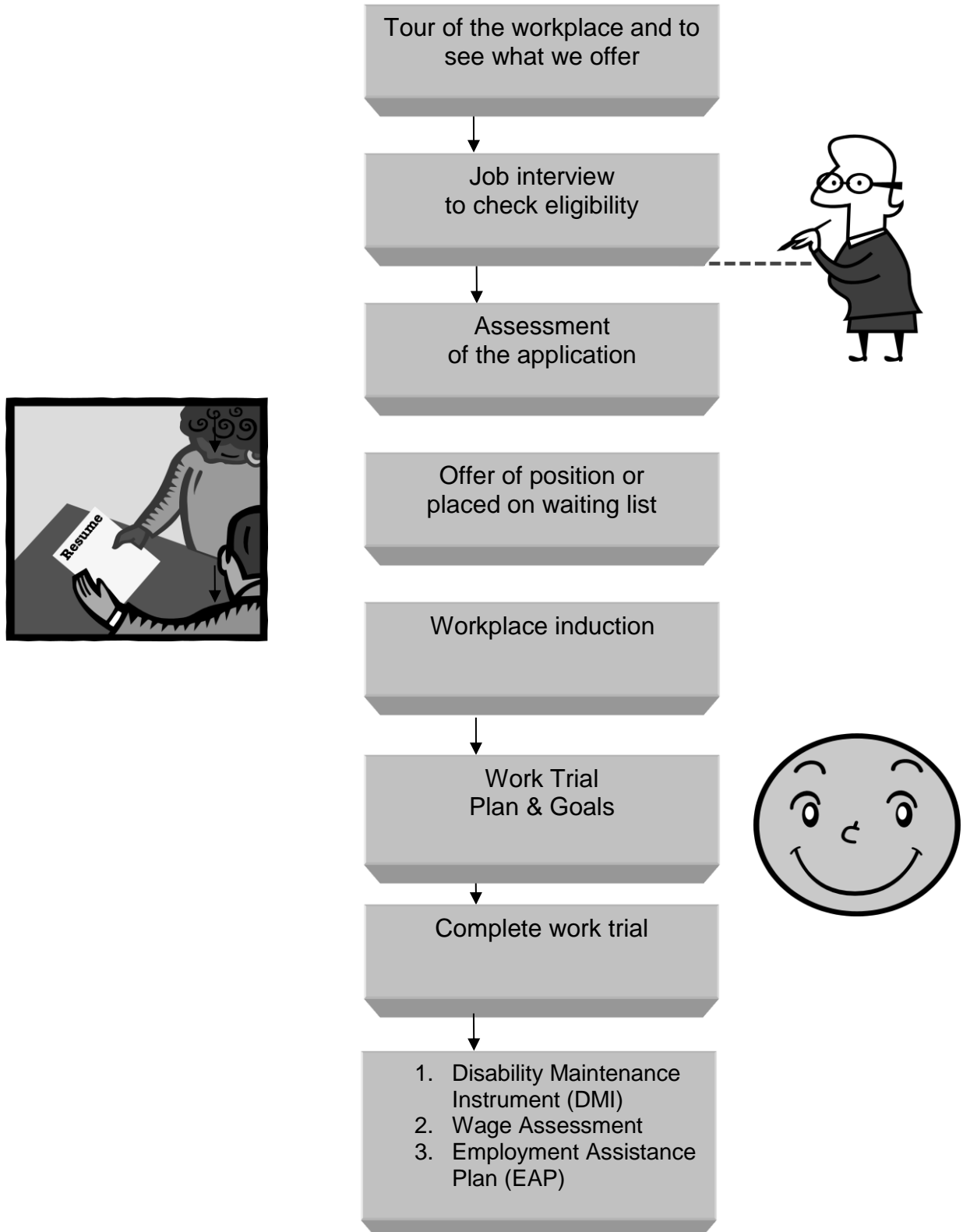
- For employment aged 16 years or over
- Willing to undergo a police check and a further police check if Brite deems necessary
- Motivated to work
- Able to work a minimum 8 hours per week
- Does not require attendant care
- Able to self-administer medication
- Willing to follow Brite Services OH&S policies and procedures
- Willing to participate in the Wage Assessment process
- Willing to actively participate in the Employment Assistance Plan (EAP) process
- Eligible for service support from DSS and/or Centrelink
- If applicable, eligible for support under NDIS
- Not registered with another Commonwealth funded business service
- Responsible for own transport to and from work
- Must provide at least two referees one professional/education and one personal (i.e one must not be a family member)

Applying for Work

People find work at Brite Services through referral or contacting us directly.

If you are interested in finding work at Brite Services please contact us on 9301 7300 and ask for a tour of the workplace.

When you tell us that you are interested in working at Brite Services the following steps are followed:



Employment Conditions

(This information relates to standard 3 and 5)

Working hours

	Starting Time	Finishing Time
Monday	8.30 am	3.30 pm
Tuesday	8.30 am	3.30 pm
Wednesday	8.30 am	3.30 pm
Thursday	8.30 am	3.30 pm
Friday	8.30 am	3.30 pm



If you want to work different hours let us know and we will try to help you.

We offer a minimum of 8 hours part time work per week.

Please note that the number of hours you work may affect your Centrelink entitlements.

Lunch and tea times

Morning tea from 10.00 am to 10.15 am or
 from 10.25 am to 10.40 am

Lunch time from 12.00 pm to 12.30 pm or
 from 12.30 pm to 1.00 pm



Afternoon tea from 2.00 pm to 2.15 pm or
 from 2.25 pm to 2.40 pm



Note: We offer a minimum of 8 hours part time work per week.

Please note that the number of hours you work may affect your Centrelink entitlements.

Attendance

As a condition of your employment you are required to work a minimum of 8 hours per week. If for any reason you do not attend and this attendance is not medical you will be informed that as a result of not meeting your minimum attendance you will be suspended.

Transport

You are responsible for your own transport to and from work.

If you are travelling in a taxi, you need to make your own arrangements with the taxi company. Note, if your hours of work change, remember to notify your taxi company.



Starting Time

You have a responsibility to be at work on time.

If you are going to be late, it is important that you phone and tell us before 9 a.m. If you arrive to work later than half an hour after your starting time, you will not be paid for that half an hour.

This helps us to organise someone to take over your job while you are away.

If you are having problems getting to work on time, let us know and we will help you find an answer to the problem.

Wages

You receive a wage from Brite Services for your work.

If you work part time you are paid part of the full time wage. This is called a Pro-Rata Wage.

Your terms and conditions of employment are covered by the Supported Employment Services Award 2010 and current legislation.

RDOs, Closed Days and Public Holidays

A Rostered Day Off or RDO is a day when you do not work but are still paid.

A Rostered day off is only available to employees who work 5 full days per week.

A Closed Day is a day when the service does not operate such as when staff are required to do training. You will be paid for Closed Days.

We will give you a list of all the Rostered Days Off, Public Holidays and Closed Days for the year.

A Public Holiday is a day when we do not work but are still paid such as Good Friday and Christmas Day.

Public Holidays are:

1. New Year's Day
2. Australia Day
3. Labour Day
4. Good Friday
5. Easter Monday
6. Anzac Day
7. Queen's Birthday
8. Grand Final
9. Melbourne Cup Day
10. Christmas Day
11. Boxing Day

If you want to take time off work in addition to the Rostered Days Off, Public Holidays and Closed Days you will need to apply in writing by completing a leave form.

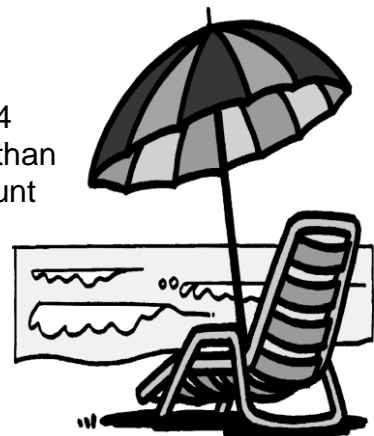
Annual leave

Annual leave is the time you have for holidays.

All permanent employees are entitled to annual leave.

If you have worked one full year, you receive 20 days (4 weeks) paid annual leave, but if you have worked less than 38 hours per week, you still have holidays but the amount of paid annual leave will be less, this is called pro-rata.

You will also receive 17.5% extra money with your holiday pay, which is called annual leave loading.



Personal Leave

If you are sick and cannot come to work and you have available sick leave, you will still get paid.

This is called Personal Leave.

You receive 17 days Personal Leave every year and the Personal Leave that you do not use is added to the next year's amount. If you work part time you receive pro rata sick leave.

If you have more time off than the amount of Personal Leave you have, you will not be paid for these days.

If you are away for 2 days or more in a row, you must have a medical certificate from your doctor or a statutory declaration or you will not be paid for these days.

If you are away the day before or after a Public Holiday, or before or after a Rostered Day Off, you must have a medical certificate from your doctor or a statutory declaration or you will not be paid for these days. If you want to take a holiday on these days you can apply for Annual Leave.



Note: If you are sick and cannot come to work it is important that you phone 9301 7300 and tell us before 9 a.m. This helps us to organise someone to take over your job while you are away.

Compassionate Leave

Compassionate Leave is when you take days off because your wife, husband or partner, mother or father, mother-in-law, father-in-law, child or step child, sister, brother, grand-parent or grand-child or next of kin are very sick or die.

You receive 2 days of paid compassionate per occasion.

Parental and Adoption Leave

Parental and Adoption Leave is as per current legislation.

Long Service Leave

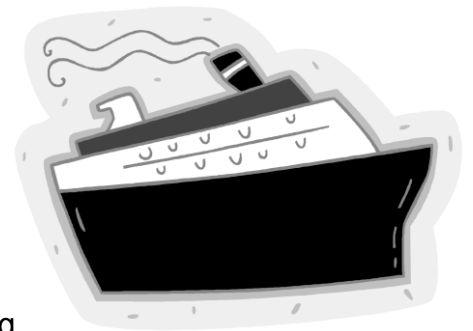
Long Service Leave is paid time off which you receive after working at Brite Services for 15 years.

You receive 13 weeks paid Long Service Leave after 15 years employment.

You receive an extra 21 days Long Service Leave for every 5 years of service after 15 years.

You can also receive a pro-rata (that is a proportion) Long Service Leave payment by agreement with Brite Services after 10 years employment.

If you leave Brite Services after 7 years of employment, you will be entitled to pro rata long service leave.



Leaving Brite Services

If you decide to leave Brite Services, you need to tell Employee Support Staff at least 2 weeks before you want to leave. This is called giving notice.

You will be asked to attend an exit meeting to discuss the reasons why you want to leave.

Transition to Retirement

Retirement planning can be discussed in your EAP and then you will be referred to the Quality and Support Manager.

Superannuation

Superannuation is paid as per the current legislation and Supported Employment Services Award 2010. Superannuation is necessary for your retirement.

Wage Assessments

At Brite Services you are paid under an Award which is the Supported Employment Services Award 2010.

The amount you get paid is based on your hourly rate and how many hours you work each week.

Your hourly rate is a proportion of the award rate and is measured using a wage assessment tool called Greenacres.

Greenacres helps us to work out how much you should be paid. Greenacres training is provided.

It measures:

Your Task Skills (what kind of jobs you do)

Your Underpinning Work Skills (how well you work such as coming to work on time and working well in a team)

Your Productivity (how much work you do within a period of time compared to others)

All new employees are assessed after working with Brite Services for a minimum 3 months.

Training will be provided on wage assessment to show you how you can improve your skills to increase your wages. Regular assessments allow you to increase your wage as your skills improve. Staff will talk to you about ways to learn more skills and increase your wage at your EAP meeting.

Don't forget to let Centrelink know if your wages increase or decrease as it may affect your Centrelink payment.

Employee Support can help you to talk to Centrelink if you need help.

Work Trial

All new employees start work at Brite Services on a 3 month work trial. In the first 6 weeks induction to the work place is conducted

A work trial is time for the new employee to get to know Brite Services and find out whether they want to become permanent. A work trial is also time for Brite Services to get to know the new employee and assess their support needs.

Throughout the work trial the new employee receives on the job training and support to help them settle into the workplace and learn how to do their job.

During work Trial it is recommended that employees refrain from taking any extended leave in order to meet work trial requirements. Extenuating circumstances will be taken into account.

At the end of the three month work trial Brite Services assesses whether the new employee can do the job with training and support and decides whether to offer the new employee a permanent job.

All new employees are paid during their work trial.

Disability Maintenance Instrument (DMI)

A DMI is completed using a secure internet based system (FOFM's) once Brite Services pre assessment thirteen week outcome is achieved. This means that Brite collects evidence over a cumulative thirteen week period. The DMI contains items that measure the assistance that the new employee requires to maintain employment and provides funding for Brite to support and assist the employee in their work. This is why it is important at this time that employee refrain from taking leave.

Pay slip

Every 2 weeks you receive a pay slip.

Your pay slip shows you how much you have been paid and includes information about your wage and any leave taken and your leave balance.

Payment

Every second Friday your wages are paid into your nominated bank account by electronic funds transfer.



Overtime

Overtime will be paid as per the award or Agreement. Please refer to Employee Support if you are unsure.

Lockers

When you start work at Brite Services, you are given your own locker and a key.

Smoking



Smoking inside any of the buildings at Brite Services is not allowed.

If you want to smoke you must smoke in designated areas.

Smoking is bad for your health and the health of people around you.

Alcohol and drugs

You are not allowed to come to work under the influence of alcohol or illegal drugs or consume alcohol or illegal drugs whilst at work.

Medication

You are responsible for your own medication. If you are on medication and cannot self-medicate then you cannot come to work.

Phone calls

Phone calls can be made at work

Mobile phones must be switched off when you are working. If you wish to use your mobile please do it away from the work area during a break.



Canteen

There are seats and tables inside and outside and you can use the fridge, sandwich toaster, microwaves, tea and coffee making facilities as well as a television and lounge area.

A Tasty Truck serving both hot and cold food at reasonable prices is available.

Safety

Brite Services is responsible for providing a safe and healthy workplace.

You are responsible for following all OH&S Policies as explained below:

- Following safety procedures
- Using the safety equipment we give you
- Working safely - Not putting the safety of yourself or others at risk

If you have an injury or you see something that is not safe you need to tell a staff member straight away.

Bullying

Brite Services promotes a safe workplace free from bullying and harassment.

What is bullying?

Bullying is the repeated unreasonable behaviour directed to a worker or group of workers that creates a risk to health and safety. Bullying can occur wherever people work together. Under certain conditions most people are capable of bullying. Whether it is intended or not bullying is an OH&S hazard.

A broad range of behaviours can be bullying, and these behaviours can be direct or indirect.

Examples of direct form of bullying include:

- Verbal abuse
- Putting someone down
- Spreading rumours or innuendo about someone
- Interfering with someone's personal property or work equipment

Examples of indirect forms of bullying include:

- Unjustified criticism or complaints
- Deliberately excluding someone from workplace activities
- Deliberately denying access to information or other resources
- Withholding information that is vital for effective work performance
- Setting tasks that are unreasonably above or below a worker's ability
- Deliberately changing work arrangements, such as roster and leave, to inconvenience a particular worker or workers
- Setting timelines that are very difficult to achieve
- Excessive scrutiny at work

What isn't bullying?

Reasonable management actions carried out in a fair way are not bullying.

For example:

- Setting performance goals, standards and deadlines
- Allocating work to a worker
- Rostering and allocating working hours
- Transferring work to a worker
- Deciding not to select a worker for promotion
- Informing a worker about unsatisfactory work performance
- Informing a worker about inappropriate behaviour
- Implementing organisational changes
- Performance management processes
- Constructive feedback
- Downsizing

Employment Assistance Plans

(This information relates to standards 2 and 3)

As an employee at Brite Services, we will help you to make a plan for your employment and training.

This is called an Employment Assistance Plan (EAP) and includes things like:

- New skills you want to learn such as how to do a new job
- Ways in which you can increase your wages by learning a new job or becoming better at the job you do
- Changes you would like to make in your work such as moving to another area
- Ways in which Brite Services can help you such as organising training courses or referrals to Open Employment.

Your Employment Assistance Plan is looked at regularly to make sure it is being followed and to set new plans for the next year.



Workplace training and support

(This information relates to standards 2 and 3)

Employees at Brite Services are encouraged to improve their skills through workplace training and support. This can include becoming better at a job you already know or learning a new job.

The training and support you need is discussed at the Employment Assistance Plan meeting. Your Team Leader is responsible for making sure that the plan is followed.

If you are interested in doing training or receiving support make sure that you talk about it with the Employment Coordinator at your Employment Assistance Plan meeting.



Making decisions at work

(This information relates to standards 1, 2, 3, 4 and 6)

You have the right to make decisions that affect your working life.

At Brite Services you are encouraged to make decisions about your work.

Some ways of doing this include:

- The Employment Assistance Plan where you make decisions about your employment goals and employment related personal goals
- Talking to staff
- Talking to your Safety Rep if you have ideas about how to make the workplace a safer place. Making a Continuous Improvement suggestion about an idea to make the workplace a better place
- Making a complaint
- Talking to the Employee Representative Committee (ERC).

The **Employee Representative Committee** is a group of employees chosen to represent all the employees. They encourage employees to bring up ideas and suggestions to make Brite Services a better place to work.

The **Occupational Health and Safety Committee** is a group of employees chosen represent all the employees and encourage employees to bring up ideas to make Brite Services a safer place to work and identify and talk about any safety concerns (i.e. unsafe working machinery/work tools) they may have. They represent Brite employees in Occupational Health and Safety committee meetings

If you are interested in being on the ERC or OH&S Committee, you can, if chosen by your fellow employees. This is called an election. Elections are held every year positions are held for two years. .

Notice boards in the workplace contain a list of the ERC members and OH&S members and their photos.



How we treat each other at work

(This information relates to standards 1 and 6)

At Brite Services we care about what happens to each other at work and we treat each other with dignity and respect.

This means that:

- ✓ We work safely all the time
- ✓ We help each other
- ✓ We look after each other
- ✓ We are kind and polite
- ✓ We speak nicely to each other
- ✓ We are careful with what we touch
- ✓ We have fun when we work



It also means that:

- ✗ We don't bully each other
- ✗ We don't do anything that is dangerous
- ✗ We don't throw things
- ✗ We don't run on site
- ✗ We don't fight
- ✗ We don't damage property
- ✗ We don't take drugs or alcohol
- ✗ We don't steal

Complaints

(This information relates to standard 4)

If you are unhappy at Brite Services, you can make a complaint.

You are encouraged to talk to whoever you feel comfortable talking to about your complaint.

Your complaint will be welcomed and taken seriously.

It is important for you to know that you will not get into trouble for making a complaint.

We want to improve the workplace and your complaint helps us to do this.

To make a complaint you can:

- Talk to a staff member who you feel comfortable with making a complaint, OR talk to somebody outside Brite Services such as a friend, advocate or family member who can help you
- Fill in a Complaints Form and hand it to a staff member
- Make a complaint directly to:

1. The Complaints Resolution and Referral Service (CRRS) or on **1800 880 052**

The CRRS is available for you to discuss any concerns you may have about your employment or treatment at Brite. CRRS

- ✓ will help you understand your rights under the disability standards and improve your experience while at work or undertaking services with Brite
- ✓ listen and document your complaint
- ✓ get your permission to talk to the service and any others that are involved
- ✓ remain impartial

OR

2. The Disability Services Commissioner (DSC) on **1800 677 342**.

DSC is an independent oversight body resolving complaints and promoting the right of people with a disability to be free from abuse. Brite will keep a record of all complaints made on a register.

(http://www.odsc.vic.gov.au/wp-content/uploads/Brochure_ItsOKtoComplain.pdf)

Every complaint is reported to the Disability Services Commissioner, through the Annual Complaints Reporting Tool (ACR) each year.

When you make a complaint, you and the staff member and anyone else you choose will talk about the complaint in private. You will talk about the possible ways to solve the problem and how long it will take. Together you will work out how to solve it quickly and fairly. If it takes longer than what you have talked about to solve the problem, you will be told and given a reason for the change.

Staff will not tell anyone else about the complaint without your permission unless the complaint is about something the law says is so serious that we must tell someone else. Staff will let you know if they need to do this.

If you are not sure how to make a complaint, the staff are here to help you.



Human rights

(This information relates to standards 1 and 5)

Employees have the right to be treated with dignity and respect.

Brite Services upholds the legal and human rights of employees as embodied in the Principles and Objectives of the Disabilities Services Act 1986.

These rights include:

- Respect for human dignity and freedom
- Equality before the law
- Privacy
- Protection against discrimination
- Equal opportunity in employment



Freedom from abuse and neglect

(This information relates to standard 1)

Everyone has the right to be free from abuse and neglect.

We actively encourage you to report anything you don't like so that we can do something to stop it.

Employees who use the service are safe and well supported by staff and management to achieve their employment goals.

Types of abuse include:

- Physical abuse – such as punching, hitting, slapping and burning
- Sexual abuse – unwelcome physical contact and sexual harassment
- Emotional abuse – threatening, harassing or intimidating a person
- Constraints – restraining or isolating people
- Financial abuse – the wrongful use of another person's money and belongings
- Legal abuse – poor access to justice
- Systemic abuse – poor access to services

Neglect is not having enough food, shelter, clothing, protection or support by those responsible for care.

An organisation outside Brite Services that can help you with abuse and neglect is the National Disability Abuse and Neglect Hotline - The phone number is **1800 880 052** This is a toll free number which does not cost you anything to ring

Link to DSS Factsheet – When I'm at work stopping abuse Includes further contact numbers
https://www.dss.gov.au/sites/default/files/documents/01_2015/when_im_at_work_-_stopping_abuse_-_fact_sheet_0.pdf



Privacy

(This information relates to standard 1)

Brite Services has a responsibility to respect your privacy. We operate in accordance with the requirements of Australian Privacy Principles contained in schedule 1 of the Privacy Act 1988 (Privacy Act).

This means that information is collected only if it is relevant to your needs at Brite Services. The information is kept in a locked filing cabinet and in a secure employee database on the computer.

Your File contains information such as the application form, references, Department of Social Services Consent Form, Brite Services Consent form, important medical information, correspondence, Disability Maintenance Instruments (DMIs), Employment Assistance Plan (EAPs), training records, your Wage assessment and Wage result.

You can look at your file at any time. You can check what is in your file at any time with staff support. You may choose to look at your file during your Employment Assistance Plan meeting.

When it is important to share information about you to another person or agency, Brite Services will talk to you about it and, if you agree, you will need to sign a consent form.

Brite Services will also provide a private area for personal or work related discussions.

Just as you have a right to Privacy other people's privacy is to be respected. This means that you do not read or discuss other people's private business.

If there is ever a breach of privacy in relation to your personal, health and other sensitive information about you; we will notify you immediately and we will also notify the Department of Health and Human Services (DHHS).



Disciplinary Procedure

(This information relates to standards 1 and 6)

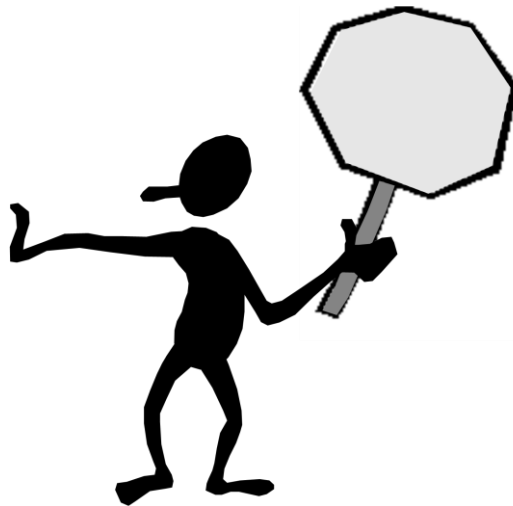
There is a disciplinary procedure for when we think you are not meeting your responsibilities at work.

This could happen if you are:

- Not coming to work on time
- You are not doing your work as best as you can
- You are not treating other people with respect
- You are not following the safety procedures

If you are disciplined we will review your Employment Assistance Plan to see how we can help you to better meet your responsibilities and put strategies in place to help you.

If you are disciplined more than three times in six months you may be asked to leave Brite Services.



Advocacy

An advocate may act, speak or write on your behalf. You may choose to use an advocate while working with; or undertaking services with Brite. Advocates can help to

- ✓ Provide information to you about your rights and identify instances of discrimination.
- ✓ Assist you to uphold your rights by speaking with and writing to people at Brite and / or organisations to raise issues or problems and seek solutions.
- ✓ Help you to raise a complaint and ensure that your rights are protected throughout the complaints process
- ✓ Support you through an employment or performance management matters

Types of advocacy may include:

Individual advocacy

- ✓ One-on-one - undertaken by a professional advocate, relative, friend or volunteer.

OR a

- ✓ Legal advocate – where a lawyer may provide legal representation for you in in any legal matters.

If you don't have an advocate you can refer to the "Important Contacts" section at the start of the book to identify some of the professional advocacy services available.



Leaving Brite Services

(This information relates to standard 5)

You can choose to leave Brite Services at any time and we request that you give a minimum of two weeks' notice. If you do decide to leave we will ask to meet with you to talk about your reasons for leaving. This is called an exit interview.

Sometimes an employee can be asked to leave Brite Services.

This happens when:

- The support needs change and the employee is better supported by another agency
- Employee behaviour causes or could cause serious harm to other employees or staff
- Serious discriminatory incidents happen that interfere with the rights of the other employees and staff
- The employee no longer meets the Brite Services eligibility criteria
- Brite Services promises to be fair and consistent with all employees that leave the service and will actively support and involve you in any decisions concerning your employment

