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Welcome from the Chief Executive Officer

Welcome to IPWEAQ! It is a pleasure to have you join our team.
Starting any new job involves a period of learning and familiarisation so we have prepared this Handbook to help you settle in.

This Handbook will also offer guidance to you throughout your time with us. It doesn’t yet cover everything you will need to know so please advise me or Nadia of anything else that would be helpful to include. As it is, the Handbook offers a good understanding about our organisational structure, policies and procedures.

All staff are employed by ‘IPWEAQ’ irrespective of which part of the business – engineering or water – you will be working in. Throughout this Handbook therefore a reference to ‘IPWEAQ’ (employer) includes a reference to QWD. Where there is a divergence between operations between the two business areas, this will be stated.

The official/legal name for the ‘water’ business is ‘Queensland Water Directorate’ (QWD) however it is also known as qldwater.

A reference to ‘the CEO’ indicates the CEO of IPWEAQ. A reference to ‘your CEO’ indicates the CEO you report to directly: engineering team – Leigh; water team – Dave.

All the forms referenced in this Handbook are available on the G Drive, the main folder for all our files, at G:\IPWEAQ\Administration\Employee Handbook

We hope you enjoy your time with IPWEAQ and you enjoy the opportunity to expand your knowledge and skills in a professional yet relaxed work environment.

Regards,

Leigh Cunningham
Chief Executive Officer
5 May 2019
Introduction

**About IPWEAQ**

**IPWEAQ** is the peak body representing those actively involved in the delivery of public works and services in Queensland.

Our purpose is to enhance the quality of life for all Queensland communities by advancing the skills, knowledge and resources available to those involved in the planning and provision of public works and services.

**Our History**

A meeting, chaired by Geoff Wilmoth, was held in Rockhampton on 7 October 1970 proposing the formation of a Queensland local government engineers’ association. The inaugural meeting of the Local Government Engineers’ Association of Queensland (LGEAQ) was held at Southport on 2 October 1972, attended by approximately 50 engineers from various local authorities. TJ (Jim) Abbiss was elected as our founding President.

The name of the association was changed in 1999 to the Institute of Public Works Engineering Australia, Queensland then again in 2015 to the Institute of Public Works Engineering Australasia, Queensland.

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**Our Board**

- **President** Seren McKenzie
- **Vice President** Craig Munnell
- **Board member** Gerard Read
- **Board member** Andrew Ryan
- **NQ Branch President** Bruce Gardiner
- **SWQ Branch President** Angela Fry
- **SEQ Branch President** Raad Jafri
- **CQ Branch President** Celisa Faulkner

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**Our Chief Executive Officer**

Leigh Cunningham
07 3632 6610
Leigh.Cunningham@pweaq.com

**Queensland Water Directorate (qldwater)**

In 2003, the Institute established the Queensland Water Directorate to provide services to the urban water industry. **qldwater** is a registered business of IPWEAQ.

**Registered Charity**

IPWEAQ is a registered charity with the Australian Charities and Not-for-profits Commission (ACNC).

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**President’s Charity**

IPWEAQ presidents nominate a charity for members to support during their term. Seren McKenzie has chosen Multiple Sclerosis Queensland.
Our Organisation

We are a small but busy team with two parts to the business – the ‘engineering’ team who take care of IPWEAQ, its members and deliver products and services for the public works community and the Queensland Water Directorate (QWD aka qldwater) who take care of the urban water industry. QWD is a business unit of IPWEAQ.

The most confusing part of our organisation is the structure and the relationship between IPWEAQ and IPWEA and other entities with the same name. IPWEAQ is a separate legal entity to IPWEA however we are a part of the IPWEA Group which includes ‘IPWEA’ and an IPWEA in all the other states of Australia and New Zealand.

The following organisations are a part of the IPWEA Group:

1. Institute of Public Works Engineering Australasia, **Queensland**
2. Institute of Public Works Engineering Australasia **(NSW/ACT Division)** Ltd
3. Institute of Public Works Engineering Australasia **New Zealand** Division (Incorporated)
4. Institute of Public Works Engineering Australia **(South Australia)** Division (Incorporated)
5. Institute of Public Works Engineering Australia **(Tasmania Division)** Inc
6. Institute of Public Works Engineering Australasia **(Victoria Division)** Ltd
7. Institute of Public Works Engineering Australasia - **Western Australia** Inc
8. Institute of Public Works Engineering Australasia Limited (IPWEA)

As mentioned, all of the above are separate independent legal entities. There is no ‘IPWEA Head Office’ – each of the above entities is its own ‘Head Office’. The IPWEA Group is a federation; not a national organisation.

A member of IPWEAQ or any of the other IPWEA entities in the Group, becomes eligible to apply to become a member of IPWEA. This does not happen automatically after joining IPWEAQ because a member must give their consent to become a member of an organisation that is a Company Limited by Guarantee (IPWEA). IPWEAQ is currently an incorporated association under state legislation.

As legislation for local government (which is a part of ‘public works’) is also state based legislation eg we have the **Local Government Act 2009** in Queensland, each of the state (and New Zealand) entities offer services, training and products relevant to the needs of those working in the sector in their state or territory. This is one of the strengths of the Group as it would be impossible to deliver this level of service effectively as a national organisation giving priority equally to a member based in remote north Queensland and a member based in Melbourne in Victoria.
Our Value Propositions

1. Our globally recognised Knowledge Centre is an essential resource for anyone involved in public works in Queensland.

2. Our quarterly e-journal is valued for its technical and industry-relevant content.

3. Our technical publications and products are widely-adopted and are leading-edge.

4. Our comprehensive professional development program is innovative and exceeds the needs of members and industry.

5. Our water directorate (qldwater) strengthens the urban water industry to maintain and improve the safety, health, wellbeing and sustainability of Queensland communities.

6. Our conferences are must-attend events.

7. An IPWEAQ excellence award is highly sought after.

8. Our members enjoy a strong sense of community through our proactive branch network.

9. We uphold professional standards as an RPEQ (Registered Professional Engineer of Queensland) assessor.

10. IPWEAQ influences government and industry.

Our Goals

✓ provide for the personal and professional development of those involved in the delivery of public works and services in Queensland through education, training and leading-edge resources.

✓ ensure that those responsible for the delivery of public works and services for communities across Queensland observe and respect the natural environment and work to enhance it for the benefit of future generations.

✓ ensure that projects and infrastructure delivered to communities across Queensland incorporate best practices to guarantee the health and safety of our citizens.

✓ develop and exchange ideas, information and technology in the science and practice of all aspects of public works and share with other industry associations to further benefit society as a whole.

✓ encourage and recognise excellence in the delivery of public works and services.

✓ advance the knowledge and understanding of the public works sector within the community generally.

✓ provide education tools and resources to enable public works practitioners to observe and respect native title and cultural heritage requirements.

✓ promote IPWEAQ as the principal source of credible, authoritative advice and information on all public works and services matters in Queensland.
Purpose
To strengthen the urban water and sewerage services industry to maintain and improve the safety, health, wellbeing and sustainability of Queensland communities. We achieve this by

- Creating an environment of collaboration amongst a network of public-owned service providers with a mutual interest in protecting Queensland communities.
- Engaging with the industry more widely in order to reflect diverse viewpoints and ensure adoption of solutions that will benefit varied geographic areas.
- Sharing learnings across the industry from with Australia and internationally
- Championing and celebrating industry innovation and leadership
- Supporting members with skills and capabilities to enable the delivery of quality services to customers in a rapidly changing environment
- Promoting improved value to customers including efficient strategic investment and fit-for-purpose capital solutions
- Promoting sustainable practices for future generations

QWD value propositions

- We provide members and industry with highly regarded sound technical and strategic advice
- Our resource library is highly relevant and user-friendly
- We actively represent the interests of members and industry as the single-point of contact with government
- We foster a culture of mutual support utilising the expertise of our members and through a rapidly developing regional alliance program
- We advocate for appropriate levels of government investment in critical skills ensuring development occurs in the industry through our water skills partnerships
- Our industry data management program is leading edge and reduces the reporting burden for members
- Our events program offers learnings, sharing, collaboration and networking in a positive environment.
Our Activities – Engineering

Events
• Annual conference - October
• Branch conferences - March (SWQ), April (NQ), May (CQ)
• SEQ Technical Series (March to June)
• President’s Breakfast - February
• Global Day of the Engineer - April
• International Women’s Day - March

Professional Development
• Technical and non-technical curriculum delivered state-wide
• Technical symposia and forums including roads symposium and rural roads forums
• Designed specifically for the public works sector

Membership
Membership is open to anyone actively involved in the delivery of public works and services including engineers, technical officers, supervisors, fleet managers, operational managers etc.
Our YIPWEAQ members enjoy significant discounts on their membership subscription, registration fees for conferences, events and PD.

Information Resources
• Globally-recognised Knowledge Centre including papers delivered at all conferences and our technical publications
• Monthly e-newsletter, Connect
• Our quarterly e-journal, Engineering for Public Works is valued for its technical and industry-relevant content.
• Connect with us on LinkedIn, Facebook and Twitter to stay up to date.

Technical Products
• ADAC (Asset Design as Constructed)
• Native Title and Cultural Heritage Portal and Record Keeping Tool
• Standard Drawings
• Street Planning & Design Manual (in development)
• Queensland Urban Drainage Manual
• Lower Order Road Design Guidelines
• Supervisor’s Handbook

Awards & Recognition
• Annual excellence awards program for people and projects
• IPWEAQ Ambassadors
• Next Generation series
• Emerging Leader series
Qld Water Directorate aka qldwater
As the central advisory and advocacy body within Queensland’s water industry, qldwater is a collaborative hub, working with its members to provide safe, secure and sustainable urban water services to Queensland communities.

Registration
IPWEAQ upholds professional standards as an approved assessing authority for the registration of engineers (RPEQ) in the area of Civil Engineering – Public Works
IPWEAQ in conjunction with the ARRB Group is developing a national registration scheme for bridge inspectors

Young IPWEAQ
Futures Challenge for final year university students
Engineering the Future - guidance on your career path (technical or management)
Dream Big - a program to encourage High School Students to choose engineering
What is Public Works? Educating High School and university students on a career in the public works sector
Next Generation series - impressive students and recent graduates
Buddy Program - connecting a younger professional with a senior member for advice and introductions
Discounts on membership and registration fees for all courses and conferences
Our Primary Activities

**Events (typical year)**
- Annual Forum (September)
- Water Skills Forum (March)
- Three regional mini-conferences
- Two Technical Reference Group workshops on key issues
- Support for a range of other events including IPWEAQ State Conference and Branch Conferences as requested, AWA’s QWater and NQWater, WIOA’s Qld Conference.

**Membership, TRG**
- Open to the state’s water and sewerage service providers, along with affiliate membership options for other organisations
- Work program developed and reviewed by a Technical Reference Group (TRG), with membership open to all qldwater members.

**Major programs**
- Water Skills Partnership – a subscription-based initiative championing major skills development issues for the industry, including advocacy and funding
- Statewide Water Information Management system – incorporating SWIM advocacy, member annual compliance data reporting and SWIMLocal – a subscription-based software system designed to help members better manage their data
- Queensland Water Regional Alliance Program – with funding support from the Queensland Government, this LGAQ-led initiative to explore the benefits of regional alliances of councils to deliver efficiencies to their customers and seeds new initiatives
- Advocacy and member services – linkages to technical advice and network support, but also representations to government and others to address regulatory and policy deficiencies, in partnership with LGAQ
- Qldwater on tap, taste tests, publications and resources – a large library of support materials for members covering a range of topics, along with networking tools including online fora.

**Awards and Scholarships**
- Two Operator awards in conjunction with WIOA
- TRG Industry contribution awards
- Six QWRCP and QWRAP scholarships – opportunities for employees from small councils (<10,000 connections) to participate in a range of professional development opportunities including qldwater events, supported by larger regional councils and SEQ utilities.

www.qldwater.com.au
Our Organisational Structure
MEET THE TEAM

ENGINEERING

LEIGH CUNNINGHAM
Chief Executive Officer
Leigh.Cunningham@ipweaq.com

BELINDA SMITH
Director, Marketing & Communications
Belinda.Smith@ipweaq.com

CRAIG MOSS
Director, Professional and Career Development
Craig.Moss@ipweaq.com

NADIA MARKS
Director, People & Capability
Nadia.Marks@ipweaq.com

KATE O’RIORDAN
Professional Development Manager
Kate.O’Riordan@ipweaq.com

JOHANNA VANLING
Relationship Manager
Johanna.Vanling@ipweaq.com

CELINE GILDFIND
Management Accountant
Celine.Gildfind@ipweaq.com

MONICA ROBERTSON
Events & Marketing Manager
Monica.Robertson@ipweaq.com

MARK LAMONT
Information Resource Manager
Mark.Lamont@ipweaq.com

KEVIN MILLER
Learning & Development Manager
Kevin.Miller@ipweaq.com

www.ipweaq.com
MEET THE TEAM

WATER

DAVID CAMERON
CEO
dcameron@qldwater.com.au

ROB FEARON
Director, Innovation Partnerships
rfearon@qldwater.com.au

RYAN COSGROVE
Project Coordinator and Researcher
rcosgrove@qldwater.com.au

CARLIE SARGENT
Project Coordinator – Skills
Carlie.Sargent@qldwater.com

DAVID SCHELTINGA
Manager, SWIM
dscheltinga@qldwater.com.au

DIANA KISLITSYNA
Project Administration
DKislitsyna@qldwater.com.au

DESIRÉ GRALTON
Manager, Communications
dgralton@qldwater.com.au

QLDWATER IS A BUSINESS UNIT OF IPWEAQ

www.ipweaq.com
Before you start
If you have not done so already, please sign and return your employment agreement.

Our current address is **4/43-49 Sandgate Road, Albion QLD 4010** however as we have outgrown these premises, we are planning to relocate at some stage in the near future but this would likely be within 20 minutes of the current location.

We have seven car parks: three for IPWEAQ and three for QWD plus a visitor’s carpark which needs to be reserved in the Outlook Calendar for anyone attending for a meeting. On your first day, you may use the visitor’s car park. The other six carparks have been allocated to current staff.

On certain days and at certain times (see below), we are authorised to park at the **Albion Park Raceway carpark**, Park Street, Albion which is less than a few minutes’ walk from our office. Please print and laminate a notice for your dashboard. This notice is saved on the G Drive at **G:\IPWEAQ\Administration\Employee Handbook**.

- **Mondays:** all day until 4pm
- **Tuesdays:** no parking permitted
- **Wednesdays:** until 12 noon
- **Thursdays:** until 4:30pm
- **Fridays:** no parking permitted

There is unmetered parking available along Sandgate Road however it can be quite difficult at times to secure a spot.

Within a five minute walk however, there is paid parking at **Greg Chappell Carpark on Greg Chappell Drive** at a flat rate of $4.00 per day. To access this carpark, turn off Sandgate Road at Greg Chappell Drive – there is a green building on the corner.
When you start
Below is a checklist of the information and activities that will take place in your first week with IPWEAQ.

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
<th>Who can help me with this?</th>
<th>Complete?</th>
</tr>
</thead>
</table>
| Email | Your email will be set up for you through our IT services provider, AUS-IT (help@aus-it.com.au)  
The format for email addresses are:  
**IPWEAQ**: Firstname.Surname@ipweaq.com eg Leigh.Cunningham@ipweaq.com  
**QWD**: InitialSurname@qldwater.com.au eg dcameron@qldwater.com.au  
An email signature block will be arranged for you.  
For **engineering (IPWEAQ)** team members, the email signature block is accompanied by a banner featuring an event or product with the link inserted into the banner to the relevant page on our website. These are changed each month or at the conclusion of the event.  
Banners are saved at G:\IPWEAQ\Banners and Brochures\Banners | Johanna & Diana (QWD) | |
| Hardware & Software | A laptop will be provided with the relevant software including:  
- Microsoft Office 365  
- VPN access  
- G Drive (our primary drive)  
- Q Drive (videos and photos)  
- [EventsAir](#)  
- SwimLocal (some [QWD](#) team members)  

We are anticipating a move to the ‘cloud’ in the 2019-2020 financial year. | Johanna |
|---|---|
| EventsAir | **EventsAir** (EA) is a cloud-based program with modules covering all elements of our businesses including event management, membership, courses, surveys and communications.  

Once you have received your user licence (if applicable to your role), the [EA Academy](#) offers a valuable series of user videos. It is ideal if you have an opportunity to view these before you start.  

Training will be organised on various modules as required for your role.  

You will be shown how to raise a ‘ticket’ if you are encountering any issues via the [Centium Help Desk](#). | Johanna |
| Phone | Your new work phone number will depend on your allocated workstation. All numbers commence with 3632 68xx.  

You will be given a demonstration on how to use the phone including setting up your voicemail, checking messages etc.  

The PABX Phone Instructions is saved in the G Drive at `G:\IPWEAQ\Administration\Employee Handbook` | Johanna & Diana (QWD) |
| Business cards | Business cards will be organised for Directors and others as required depending on your position.  

Depending on your position, you may be required to publish your mobile phone number on your business card. | Johanna & Diana (QWD) |
| Office contacts | You will be provided with the contact details for all staff including workstation and mobile phone numbers.  

The Staff Contacts register is saved in the G Drive at `G:\IPWEAQ\Administration\Employee Handbook` | Johanna |
**Emergency procedures**
You will be given a briefing on emergency evacuation procedures and the location of fire extinguishers, fire blankets and First Aid Kits.

Johanna & Diana (QWD)

**Social media**
IPWEAQ has a presence on social media and you are encouraged to ‘like’ the IPWEAQ Facebook and LinkedIn pages, and follow our Twitter page. Administrator rights may be granted upon request.

QWD personnel are also invited to post on the IPWEAQ platforms to promote upcoming events, research and services.

Leigh/Belinda

**Your workstation**
If you require any stationery or other equipment for your workstation, please discuss with Johanna.

Johanna

**Office key and security**
If you’re agreed office working hours are such that you are likely to arrive first or leave last, you will be provided with a numbered/registered key and the PIN to the alarm.

Johanna

**Bank account, superannuation and tax**
You will be asked to complete a Tax File Number Declaration form, Superannuation form and asked to provide details of your bank account to receive wages.

Carla

**Parking sign**
You will be provided with the sign to add to the dashboard of your car to park at Albion Park Raceway on the designated days/hours

Johanna

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**Once you have settled in**

**Briefings**
Colleagues will arrange a briefing for you on various areas of the business. For the engineering team, this includes:

- Our Professional Development program
- RPEQ – assessment for engineers
- Technical Products eg ADAC
- Our globally-recognised Knowledge Centre
- How to update the website

For new QWD team members, this will depend on the nature of your role.

Leigh/Dave

**Hours of Work**
Typical ordinary hours of work are **8:30am to 4:30pm** including ½ hour lunch break however the office premises is usually open from 7:00am to 6:00pm, Monday to Friday.
The days and hours worked and the work location (ie in the office, at another location or at home, varies from employee to employee. IPWEAQ (engineering) staff have workstations allocated for their days in the office – this is saved at G:\IPWEAQ\Administration\Employee Handbook.

Overtime is rarely expected, however from time to time during peak business activities at conferences or travel associated with events, you may be required to perform reasonable additional hours.

Flexible Working Arrangements
Your employment agreement specifies your agreed working hours which may be varied from time to time. It is important to us that we accommodate the needs of your life and family to the extent this is possible without compromising the level of service expected of us by our members and stakeholders.

If you need to start or finish at a different time, or to work from home, please discuss this with your CEO otherwise it is presumed you will be ready to start work by your agreed starting time and leave after your agreed finishing time each day.

If you prefer a longer lunch break eg one hour instead of 30 minutes, you may choose to commence work 30 minutes earlier or stay 30 minutes later.

If you wish to permanently change the agreed working hours or days or lunch breaks, please discuss with your CEO. A variation will be made to your employment contract and you will be provided with a letter confirming this change.

Flexible work options which may be considered include:

- permanent part-time work
- graduated return to work eg for team members returning from parental leave ie return to work part-time for a period before returning full-time
- flexible start and finish times to accommodate child care and school pick-up
- job sharing where two or more team members share one full-time position, each working on a part-time basis
- work from home

This is not an exhaustive list and other options may be considered.

Team members utilising flexible work practices will not be treated less favourably than any other team member and this is not a barrier to promotion or supervisory responsibilities.

Salary, Pay, Superannuation
You will receive documents to complete during your first week including a Tax File Number (TFN) Declaration form.

If you do not have a TFN or can’t find your TFN, please complete a TFN Application/Inquiry Form and send it to the Australian Tax Office (ATO). We need to receive your TFN Declaration within 14 days of your start date otherwise we’re required by law to deduct the highest tax rate.

Wages are paid electronically into your nominated bank account fortnightly; one week in advance, one week in arrears. If you wish to have other deductions made from your pay eg for education expenses, please discuss with the Management Accountant (Payroll – Carla).

A payslip will be remitted electronically.

Superannuation is paid at 10% which is above the current superannuation guarantee contribution of 9.5% and is paid to your chosen fund.
If you have any questions about your pay, please contact Carla or your CEO.

Work Related Expenses
If you have a work-related expense for reimbursement, please complete the Expenses Claim Form saved in the G Drive. Please attach all invoices/receipts and submit the form for authorisation to your CEO.

Dress code
Team members are asked to dress in a professional manner at all times. While we have a relaxed work environment, it is important to convey the appropriate level of professionalism when welcoming visitors to our courses or meetings. Smart, professional attire (no suits or ties) is expected. A more casual dress is acceptable for Fridays if you do not have any important meetings. IPWEAQ navy Polo shirts are available if you would like to wear these internally or to external seminars, functions and meetings. IPWEAQ also offers black logo-embossed blazers. Please order through Johanna.

Leave Entitlements
IPWEAQ adopts the provisions in the National Employment Standards as set out by Fair Work Australia and includes leave for the following purposes:

- Annual (holiday)
- Long service leave
- Sick and carer’s
- Maternity and parental
- Compassionate and bereavement
- Family and domestic violence

Applying for leave
You should have sufficient leave accrued to cover any applications for leave. In the event you do not have sufficient leave accrued, the CEO may approve the leave and allow your entitlements to become negative. This however is not possible while you are still within your probationary period.
Applications for leave should consider the work flow and peak time demands for your particular role and how this will impact on your colleagues. For example, leave requests just prior to the annual conference or annual forum would cause a strain on your colleagues during this busy period.

*Leave Application Forms* (saved in the G Drive) should be submitted at least one month prior to your preferred dates for leave of five or more days. However, we understand that unexpected circumstances arise and it is important to us that we are able to accommodate your family or other commitments.

Once approved, your CEO will sign the Leave Application Form and forward it directly to Carla (Payroll). The CEO will circulate notice of your approved leave to your colleagues which you should then add to the Outlook Calendar – Holidays.

Your annual leave should be maintained at less than 20 days to ensure you have taken adequate time for rest and relaxation and for your well-being and good health. In the event your leave entitlements exceed 20 days as at May each year, your CEO will discuss arrangements with you for taking leave.

**Sick Leave**

Please inform your CEO as soon as is practicable so that the team can be made aware of your absence and can address any priorities you may have at that time.

If you need to take sick leave for two or more days, please attach a medical certificate from a registered health practitioner with your Leave Application Form.

**Leave without pay**

You may request leave without pay in the event you do not have sufficient leave accrued. Any extended periods of leave without pay are solely at the discretion of your CEO.

Leave without pay will be granted for the period of the office closure between Christmas and New Year’s Day.

**Long service leave**

Long service leave is a period of paid leave granted to team members in recognition of a long period of continuous service. Your entitlement to long service leave is in accordance with the relevant legislation.

**Christmas Close**

Our office closes for the period between Christmas and New Year's Day. Team members are required to take annual leave during this period with the leave deducted from your accrued leave entitlements. If you do not have accrued leave to cover this period, you may:

- allow your leave entitlements to become negative or
- take unpaid leave (note that you cannot be directed to take unpaid leave; it is entirely your choice)

In some years, the period during the office closure may be awarded *ex-gratia* ie employees will receive these days in addition to their annual leave and no deductions to their accrued leave will occur. This is not guaranteed and the granting of *ex gratia* leave one year does not constitute a precedent for following years.

When a public holiday falls on a day you would have worked during the Christmas closure, you will be paid your base rate of pay for ordinary hours as if you had worked that day.
Probation
Your employment agreement sets out the probationary period that will apply to your employment. The period of probation varies depending on the nature of the position and the performance indicators related to the position.

Probation offers an opportunity for the employer and employee to assess suitability and compatibility. At any time during this period, either party may terminate the employment contract by giving one week’s written notice or payment in lieu of notice.

You will accrue sick leave and annual leave during your probationary period and you are entitled to any public holidays that occur during this period irrespective of whether you are full-time or part-time.

During your probationary period, you will have regular discussions with your CEO and supervisor to discuss your potential ongoing employment with us for the purpose of:

- ensuring you have been given adequate induction information
- encouraging you to critically appraise your work and performance
- offering constructive feedback on your work and performance
- identifying issues that may be impacting on your ability to perform your role
- finalising your position description and develop KPIs
- determining any development or support needs
- setting clear performance expectations and goals
- confirming or otherwise your suitability for the position and cultural fit

Performance Reviews
All staff take part in annual performance reviews typically with their direct supervisor or your CEO. This occurs on or around the employee’s anniversary date however, it is expected that regular reviews and feedback will occur throughout the year so there should not be any surprise outcomes at the annual review.

Reviews are a two-way process on performance and attitude, identifying training and development needs, and establishing priorities and objectives for the period ahead.

It is an informal process and employees are encouraged to talk openly about their role, the organisation, its culture and their future.

Grievance Procedures
IPWEAQ is committed to providing a harmonious work environment and will attempt to resolve disputes promptly and efficiently.

Our dispute resolution procedures ensure you feel comfortable and supported raising legitimate complaints, and you can be assured that no vindictive or arbitrary action will be taken against you or those subject of the complaint.

Most routine complaints and grievances can be resolved informally with discussion between the parties, the immediate supervisor and/or the CEO. The complaint and the resolution of the complaint will be treated as highly confidential and a matter between the parties only. Colleagues should not be inclined to get involved.

Where the grievance cannot be resolved informally, we will observe the procedures approved by the Fair Work Ombudsman in the Best Practice Guide for Effective Dispute Resolution.

Unsatisfactory work performance or misconduct
We pride ourselves on being a small but successful team. Our culture is one of respect, trust and belief that every member of our team is the best person for their role. And we celebrate our
successes as often as we can. We support each other and work hard to achieve the best possible outcomes for our members and stakeholders.

There can be occasions when team members do not perform or conduct themselves at expected levels. When this happens, our emphasis is on early intervention and informal resolution of the problem, as opposed to a more formal intervention later. We also understand that at times, personal issues may affect your time at work. If you require any support to resolve external issues affecting your work, please do not hesitate to discuss this with the CEO.

Should the problem persist or if the incident is of a serious nature, a formal process may be adopted. In this instance, we will adopt the best practice guide set out by Fair Work Australia.

Workplace Health & Safety
A safe and secure workplace is important and we must comply with Workplace Health and Safety laws. We aim to provide you, as is reasonably practicable, with a working environment that does not pose significant risks to your physical or mental health and safety.

No action or task is so important that you cannot take the time to do it safely and we urge you to work safely at all times. If you do not comply with rules and procedures established to protect your safety, we may be required to initiate disciplinary action.

Please report any accidents, incidents or hazards you observe to your supervisor at the first opportunity so that all practicable steps can be taken to provide a safe work environment. Please then complete the WH&S Incident Report form.

Fire
The safety of our staff and visitors to our premises is our primary concern in the event of a fire.

Please familiarise yourself with the Evacuation Plan and in the event of a fire, follow the illuminated exit signs above escape doors and leave the building via the door in the Annex to the right of the roller doors. Please then gather at the meeting point at the Albion Park Raceway carpark in Park Street.

Firefighting equipment must not be moved or tampered with except by authorised, trained personnel and in an emergency. Our office Fire Wardens are Craig Moss and Dave Cameron who will provide the necessary leadership in the event of a fire.

A fire blanket is kept in the kitchen and upstairs on shelving in the hallway. When using the fire blanket, be sure your hands are covered by the blanket and your face is not near or above the flames to be extinguished. Firefighting equipment, fire exits, escape routes and fire service points must be kept clear at all times.

First Aid
A First Aid Kit is located in the stationery cupboard on the ground floor under the stairs. There is a First Aid Register with the First Aid Kit – please complete this form each time you need to use an item in the First Aid Kit.

The following staff members have current First Aid Certificates and will take responsibility for any necessary treatment at the scene: Craig Moss and Diana Kislitsyna.

Please advise Nadia if you have a current First Aid Certificate or contact Leigh if you would like to obtain a First Aid Certificate.
Office Security
Staff would not ordinarily have reason to enter the premises outside of normal business hours other than staff who have chosen early start or late finish times.

If you are required to open the office or close the office each day, please be sure you keep the alarm code in a secure place and you know how to activate and deactivate the alarm.

Back-to-base security is in place with Chubb Fire & Security which means the alarm will trigger an alert at their control centre. They will call Leigh to advise there has been a security breach then attend the premises.

If your office key – which opens both front door locks as well as the locks to the garage door in the Annex – is lost or misplaced, please inform Johanna immediately.

Closing Procedures (if you are the last person to leave the building)
- Ensure no clients are remaining on the premises – please check toilets.
- Check that all the lights and all air conditioners are turned off.
- Check that all doors, windows, and roller doors are closed and locked (from the inside).
- All cash should be locked away and not visible.
- Check that all non-essential electrical equipment has been turned off.
- Check the meeting room and training room are clear from any catering remnants.
- Ensure the hot water urn in the Annex is turned off.
- Set the building alarm and leave the building, locking the door in two places.

What to Do in The Event of a Break-In
- Immediately notify the police – do not enter the building under any circumstances.
- Notify the CEO (Leigh).
- Wait for the police or the CEO to arrive.
- Once authorised to enter the building, you may turn off the alarm but do not touch anything unless instructed to do so by police.
- All related enquiries are to be handled by the CEO.

Drugs and Alcohol
The consumption of alcohol at work or at work functions is permissible so long as it is appropriate for the purpose eg attending a conference or social event, or celebratory drinks on a Friday afternoon. Please exercise sound judgment and do not drink if it will lead to impaired performance, inappropriate behaviour, unprofessional conduct, endangers the safety of others, or violates the law eg drink driving.

Illegal drugs in our offices or at sponsored events are strictly prohibited and disciplinary actions will be taken.

If an employee should arrive at work under the influence of drugs or alcohol, or if a supervisor has reasonable suspicion to believe that an employee’s use of drugs and or alcohol may adversely affect the employee’s job performance or the safety of the employee or others in the workplace, the employee will be asked to return home (via taxi) without pay for the remainder of that working day. Repeated instances of arriving at work under the influence of drugs or alcohol may result in termination.

Mental Health & Wellbeing
Mental health is a positive concept related to the social and emotional wellbeing of people and communities. The concept relates to the enjoyment of life, ability to cope with stress and sadness,
the fulfilment of goals and potential, and a sense of connection to others. Mental health is about
wellness rather than illness and is not merely the absence of a mental health condition.

Like physical health, mental health is not fixed. Mental health exists on a continuum, or range: from
positive, healthy functioning at one end through to severe symptoms of mental health conditions at
the other. A person’s mental health moves back and forth along this range during their lifetime, in
response to different stressors and circumstances.

At the green end of the continuum, people are well; showing resilience and high levels of wellbeing.
Moving into the yellow area, people may start to have difficulty coping. In the orange area, people
have more difficulty coping and symptoms may increase in severity and frequency. At the red end of
the continuum, people are likely to be experiencing severe symptoms and may be at risk of self-
harm or suicide. Risk factors and protective factors influence mental health and can nudge people
back and forth along the continuum. They can be individual or related to family, work or other life
circumstances.

IPWEAQ is committed to providing you with the support you need. If you are struggling
with emotional, psychological or domestic issues which may impact
on your well-
being an
d/or your ability
to perform your role, please advise the CEO (Leigh) who will arrange to provide you with the
professional support you may need.

There are also a great number of public resources on Beyond Blue or Heads Up websites that anyone
can access in their own time and privacy. We have saved some key resource documents in our G:
drive such as taking care of your mental health and how to support a colleague with depression.

We encourage an environment where we look out for one another’s wellbeing.

Office work stations
Working at a computer in awkward positions or for long periods can cause pain, discomfort and
injury which are typically sprains and strains in the neck, back, shoulders, wrists and hands.

In order to minimise these risks, it is important to have a good workstation design, layout and setup
as well as having a variety of tasks and opportunities to move around throughout the day.

Making a few small changes can significantly reduce your risk of injury. Please discuss these with
your CEO if you are having problems with your workstation setup or are unable to make any of these
changes.

Workstation setup
• Before you start work, please check that the workstation is set up to suit you and your tasks for
the day.
• Position the monitor so that you do not tilt/arch your head or back or twist your neck.
• Position your keyboard directly in front of you. Push the keyboard back so that your forearms
are supported on the front part of the desk when typing.
• Have enough space so that your keyboard and mouse can be comfortably used on the same
level of the desk surface.
- Position your arm close to your side when using the mouse.
- Use a document holder if you refer to documents when typing.
- Keep all frequently used items within easy reach.
- Check that the screen characters can be seen clearly and comfortably and that your eyewear is suitable for computer use.
- Reduce the glare and shadowing on the screen by adjusting window furnishings. If you require additional desk or room lighting, please discuss with the CEO.

Seating
- Choose a comfortable chair that is the right size for your frame then adjust your chair to suit you, including the lumbar support and backrest and the seat height and tilt.
- Sit closely to the desk (remove fixed armrests if they stop you from doing this).

[Image: Acceptable sitting position.

Laptops
- Laptops are designed for short term or mobile use. When using a laptop for longer periods, please use a separate full sized keyboard, mouse and monitor.
- Refer to WorkSafe Queensland’s guide to Safe Use of Laptops for additional information.

Work practices
- Look at ways to change your posture and encourage movement, for instance locate the printer and photocopier so that you have to walk to them and choose to do filing after a period of typing.
- Get involved in discussions about your workstations, equipment and furniture and participate in trialling equipment and furniture before it is purchased.
- Report any faulty or broken furniture or equipment to your supervisor.
- Remember, everyone is responsible for workplace health and safety.

For more detail information refer to WorkSafe Queensland’s Ergonomic Guide to Computer based Workstations.

Sedentary work – sit less and move more in your work day
Sitting for prolonged periods can affect your health. Benefits of moving more throughout the day include:
- reduced risk of musculoskeletal pain, discomfort and injury, particularly of the lower back and neck
- lower risk of developing coronary heart disease
• lower risk of developing diabetes
• reduced eye strain/fatigue as your eyes have a chance to focus over different distances
• It is better for the circulatory system and digestive tract

Ideally, work activities should allow you to alternate between sitting, standing and moving and we recommend the following procedures to reduce your sitting time:

• Use a height adjustable desk so you can work standing or sitting.
• Locate your printer, scanner, photocopier and waste bin away from your work space so that you need to walk to them.
• Vary your work tasks through the day so that you change your posture and use different muscles.
• Stand during phone calls.
• Use headsets or the speaker phone during teleconferences so you can stand or move around your work space.
• Walk to your colleagues’ desks instead of phoning or emailing.
• Have standing or walking meetings.
• Take regular short breaks during long meetings or training sessions so that participants can stand up for a few minutes.
• Stand at the back of the room during presentations.
• Walk to the water cooler.
• Eat lunch, morning and afternoon teas away from your desk.
• Walk during your lunch break – you can request a 1 hour lunch hour variation to your contract.

Working from home
Some roles may be performed from home on a regular or ad hoc basis. An agreement to allow for working from home requires a high degree of trust on the part of your employer. Any signs that this trust has been breached may result in this arrangement being withdrawn.

If you would like to work from home, please discuss this with your CEO (engineering or water). This may be granted on the following basis:

• Understand the expectations of you.
• Ensure you have the necessary equipment and resources to undertake your role and immediate tasks.
• Comply at all times with the Company Code of Conduct (the Code) including management of company assets (Code Clause 7.3).
• Ensure you comply with requirements to ensure the confidentiality of company information (Code Clause 7.7)
• Ensure you comply with all safety and security arrangements. (Code Clause 14)
• Maintain regular communication with your direct supervisor and team members.
• Ensure the impact on team members is minimised.
• Ensure you are contactable during your working hours.

Safety While Working from Home
Employees have a duty of care or obligation in relation to their own workplace health and safety. This includes when they are working for their employer in their own home.

An employee may be covered under our Work Cover policy for an injury sustained while working from home but only if the injury arises out of or during the course of employment and your employment was a significant factor to the injury.
However, we also need to take reasonable steps to ensure your home work area meets the requirements of workplace health and safety laws and regulations. We may therefore arrange an independent assessor to inspect your home working environment and provide a report or we may ask you to undertake a self-assessment of your home work area. The self-assessment form is saved at G:\IPWEAQ\Administration\Employee Handbook

Some of the requirements of a healthy and safe workplace include:

- Ensure there is adequate ventilation and airflow.
- Ensure the area is free from excessive noise.
- Don't overload electrical power outlets.
- Maintain good housekeeping practices to keep your environment clean and safe.
- Ensure a current first aid kit and fire extinguishing equipment are at hand.
- Cease to use and immediately report to your supervisor, any unsafe conditions (ie broken steps, chairs) faulty equipment, damaged electrical cords etc.
- Comply with the company policy on the use of drugs and alcohol during working hours.
- Security is sufficient to prevent unauthorised entry by intruders.
- Report any work-related injuries or workplace incidents to your supervisor immediately.
- Notify your supervisor immediately of any changes to your work environment that may compromise safety and/or compliance with the law or company policies.

**Security When Working from Home**

You are required to ensure the same level of security and confidentiality of information/documents as if you were at our premises. You are responsible for ensuring:

- Documents and IPWEAQ information are kept secure at all times.
- You delete all documents on your system in compliance with the Code Cause 7.
- Should children or pets damage equipment supplied by IPWEAQ, you are responsible for reimbursing IPWEAQ for the repair or replacement of the equipment.
- No home-based computer should remotely accesses the IPWEAQ network to minimise the risk of viruses, Trojans, Malware infecting the network.

**Expenses**

The costs of preparing a home office to enable working from home is the employee’s expense including additional phone lines, office desks, chairs etc, or provision of access to the internet. The employee will also be responsible for costs such as lighting, heating, electricity, gas, water, rent or wear and tear.

**Driving**

Driving contributes to more work-related accidental deaths and serious injuries than all other work activities.

When travelling for work via road, you may hire a car or use your own vehicle. The decision is dependent on a number of factors including destination eg remote vs urban, distance to be travelled, safety and costs versus benefits. Road travel requirements must be firstly discussed and approved by your CEO in advance of travel.

We expect everyone to drive safely, responsibly and legally, irrespective of who owns the vehicle. More information on safe driving practices can be found on the Department of Transport and Main Roads Driving Safely website.

Evidence of a valid driver’s licence is required for anyone driving a vehicle for work purposes.
If a personal vehicle is approved as suitable for use, a Use of Personal Vehicle form needs to be completed before the first use and reviewed every six months to ensure the vehicle continues to be suitable for work travel eg well serviced and maintained and obviously road worthy.

Remote or lone driving
Due to the vast and diverse geographical areas in Queensland, driving may take place in remote and isolated locations. All journeys should be on sealed roads; off-road driving is not anticipated.

The guidelines provided by the Department of Transport and Main Roads on driving in the outback must be followed.

For your safety, a call-in procedure must be agreed with your supervisor before departure. Contact your supervisor at the following junctures:

- at departure and upon arrival at each destination
- following completion of a task or activity or if postponed, the expected completion date/time
- if any unexpected difficulties or emergencies arise
- otherwise, call in every four hours
- when entering an area with limited or no network access

If the planned journey is through a region where there is no mobile phone reception, satellite phone options must be organised prior to departure.

A mobile or satellite phone can only be used when driving by utilising a ‘hands free’ system. Stop the vehicle before making a call.

If You are in an Accident or Injured
If you are injured at work, while travelling to or from work or while travelling for business purposes, you should:

- seek first aid or medical treatment
- notify your CEO or supervisor as soon as possible. Complete an Incident Form at the earliest opportunity

If there are medical expenses involved due to the injury or time lost from work, these costs may be covered by Work Cover. A doctor’s certificate is required in order to submit a claim.

- Be sure to inform your doctor that other suitable duties may be available at your workplace in lieu of your usual role
- Ask your doctor for a workers’ compensation medical certificate - you will need this to make a claim
- Provide a copy of the workers’ compensation medical certificate to the CEO and to WorkCover and keep a copy for your records.

You can lodge an application for compensation by:

- calling WorkCover Qld on 1300 362 128
- applying online at www.workcoverqld.com.au

It’s your responsibility to:

- attend medical appointments that are organised by WorkCover
- attend medical and other treatment appointments - these should be arranged outside normal working hours
• participate in the development of your suitable duties program
• provide your employer with a copy your medical certificates
• keep your supervisor and the CEO informed of your progress

We understand the importance of helping employees to stay at work or make an early and medically safe return after an injury minimises the impact of the injury on them and their families. Suitable duties will be made available to facilitate this early safe return while recovering from an injury.

For more information, please refer to the WorkCover Queensland Injury Information Pack.

Leaving IPWEAQ
We wish all our employees the very best with their post-IPWEAQ endeavours and we aim to make your departure as seamless as possible. In return, we ask for assistance ensuring the organisation can effectively continue to operate following your departure.

Below is a checklist of items to be covered during the notice period, on the last day in the office and post termination.

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resignation letter</td>
<td>A written resignation sent via email to the CEO.</td>
<td></td>
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<tr>
<td></td>
<td>Your final day will be dictated by the terms of your employment agreement but usually one month’s notice is required.</td>
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<tr>
<td></td>
<td>A plan for a handover to a current or new employee will be developed.</td>
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<tr>
<td><strong>During the notice period:</strong></td>
<td></td>
<td></td>
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<tr>
<td>Documents</td>
<td>Ensure all documents saved to your local hard drive are copied to the G Drive in the appropriate folder.</td>
<td></td>
</tr>
<tr>
<td>Subscriptions to transfer or cancel</td>
<td>Provide details of any subscriptions, memberships and recurring payments that need to be cancelled or transferred.</td>
<td></td>
</tr>
<tr>
<td>Key contacts</td>
<td>Provide a list of key contacts that need to be advised of your departure. Where possible, personal introductions will be made for your replacement.</td>
<td></td>
</tr>
<tr>
<td>Handover</td>
<td>A handover of all work in progress, procedures and transfer of knowledge with your supervisor and other colleagues and with your replacement.</td>
<td></td>
</tr>
<tr>
<td>Log-in and passwords</td>
<td>Provide any log-in details to any online subscriptions, databases, software programs that need to be transferred.</td>
<td></td>
</tr>
<tr>
<td>Administrative rights</td>
<td>Confirm that admin rights have been transferred or removed eg LinkedIn, website, etc</td>
<td></td>
</tr>
<tr>
<td>Desk and draws cleared</td>
<td>Work desks and draws should be left tidy for your replacement and an inventory of stationery undertaken by Johanna. All personal items should be removed. If the desk has lockable draws the keys should be left in the unlocked top drawer.</td>
<td></td>
</tr>
<tr>
<td>Email redirection</td>
<td>Email redirection / out of office notification.</td>
<td></td>
</tr>
<tr>
<td><strong>On the last day in the office:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office keys</td>
<td>Office keys returned to Johanna</td>
<td></td>
</tr>
<tr>
<td>Credit card</td>
<td>Company credit card returned to Celine (Management Accountant) together with all supporting invoices/receipts.</td>
<td></td>
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<td>----------------------------------------------------------------------------------------------------------</td>
<td></td>
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<tr>
<td>Expense claims</td>
<td>All expense claims should be authorised by your CEO and submitted to Celine.</td>
<td></td>
</tr>
<tr>
<td>Phone and laptop</td>
<td>Company laptop and phone (if applicable) with all accessories returned.</td>
<td></td>
</tr>
<tr>
<td>Other equipment</td>
<td>USB memory cards, charging cables, external hard drives etc returned.</td>
<td></td>
</tr>
<tr>
<td>Future contact details</td>
<td>Provide forwarding address / email for future correspondence including Annual Payment Summary (Group Certificate).</td>
<td></td>
</tr>
<tr>
<td>Personal items</td>
<td>Personal items have been taken home eg personal coffee mug, lunch containers, jackets, photo frames on desks</td>
<td></td>
</tr>
<tr>
<td>Final pay</td>
<td>Final pay and entitlements will be processed in the payroll to be paid to your account no later than the next payroll round.</td>
<td></td>
</tr>
</tbody>
</table>