

GBWCT Employee Handbook

August 2021



GWBCT Employee Handbook

Welcome

Welcome to the Golden Bay Workcentre Trust (may be referred to throughout as GBWCT, the Trust, Workcentre, the organisation). You have joined an organisation which prides itself on professionalism and the quality of service we provide to the students, clients and others who participate in our programmes.

The success of the GBWCT is based on the competence, enthusiasm, and loyalty of all of our employees. Our staff members strive to provide our students and clients with trustworthy, competent, and friendly service.

As you settle into your new job you will learn some new skills and procedures. Initially you may feel some uncertainty until you are familiar with our way of doing things. Your colleagues and particularly the Manager will assist you in becoming familiar with our practices. If you have any questions or concerns, please bring them to the attention of the Manager.

We look forward to your contribution and hope that we can assist you in developing your career and realising your potential.

Handbook

This Handbook has been developed to assist you during your employment with the GBWCT and provides a brief introduction to the organisation, as well as outlining your responsibilities as an employee.

The Handbook sits alongside your employment agreement. It sets out policies and rules which you are expected to understand and must follow and which form part of your employment agreement with the GBWCT.

Where there is any inconsistency between this Employee Handbook and your Employment Agreement, your Employment Agreement prevails.

Employees who fail to comply with the rules set out in this Handbook may be at risk of disciplinary action up to and including dismissal. This will depend on the seriousness of the breach and the circumstances surrounding it. If you are in doubt about the meaning or application of any of the rules contained in this Handbook, seek clarification from the Manager before proceeding.

Note: GBWCT has the right, at its sole discretion, to add, amend, or delete any policy or procedure, including those in this Employee Handbook.

Review

This handbook will be reviewed and updated at least every two (2) years, or as deemed necessary to ensure the needs of the organisation. It will also be changed to incorporate necessary changes to any relevant legislation acts; including, but not limited to: Health and Safety, Ministry of Social Development requirements and professional guidelines.

It will be the responsibility of the Manager, to ensure that this is carried out.

It will be the responsibility of the Manager to ensure that changes are clearly explained to staff and changed processes are acted on. It will also be the Managers responsibility to ensure all staff are aware of what is in this document and its meanings.

GBWCT EMPLOYEE HANDBOOK

1 Table of Contents

1	Table of Contents	4
2	About GBWCT	8
2.1	Purpose	8
2.2	History	8
2.3	Vision and Mission	9
2.4	Values	9
2.5	Culture	9
3	Operations	11
3.1	Buildings and Facilities	11
3.2	Record Keeping	11
3.3	Confidentiality	11
3.4	Health and Safety	12
3.5	Risk Assessment & Management	12
3.6	Accidents and Incidents	12
3.7	Animals	12
3.8	Smoking	12
3.9	Emergency Planning	13
3.10	Emergencies and Disaster Procedure (Physical)	13
3.11	Complaints	13
3.12	Trust Board	14
3.13	Property Rules	14
4	Financial Systems	15
4.1	Purchasing of Resources and Equipment	15
4.2	Petty Cash	15
4.3	Reimbursing Payments	15
4.4	Personal Benefits (e.g., Fly buys)	15
5	Use of GBWCT Vehicles	16
5.1	Drivers	16
5.2	Use of Own Personal Vehicles	16
5.3	Liability	16
5.4	GBWCT Vehicles	16
5.5	Accidents/ damage	17
5.6	Withdrawal of Use of an GBWCT Vehicle	17

6	Behaviour and Conduct	18
6.1	Conflict of Interest.....	18
6.2	Confidentiality	18
6.3	Copyright and Protection of Intellectual Property	18
6.4	Dealing with Media / Giving Interviews	18
6.5	Privacy Relating to the Treatment of Personal Information	18
6.6	Dress code	19
6.7	Quality of Service	19
6.8	Personal Behaviour	19
6.9	Property	20
6.10	Fidelity	20
6.11	Undertaking of Private Work.....	21
6.12	Alcohol and prohibited drugs	21
6.13	Sexual and Racial harassment.....	21
6.14	Gifts and Gratuities	21
7	Communications and Technology	22
7.1	Telephone and cell phones	22
7.2	Email.....	22
7.3	Internet Access.....	23
7.4	Passwords	23
7.5	System Security.....	24
7.6	Unlawful Downloading	24
7.7	Social Media Use.....	24
7.8	Employee Use of Social Media.....	24
8	Employee Obligations	26
8.1	Personnel Records	26
8.2	Attendance	26
8.3	Punctuality	26
8.4	Timesheets	26
8.5	Following Instructions	26
8.6	Meetings and Training	26
8.7	General Safety Procedures	27
8.8	Use of Resources/Equipment.....	28
9	Employer Obligations	29
9.1	Recruitment and Induction.....	29

9.2	Police Vetting.....	29
9.3	Volunteers	29
9.4	Employment Agreements	29
9.5	Induction	30
9.6	Job Descriptions	30
9.7	Remuneration	30
9.8	Equal Employment Opportunities	31
9.9	Employee Privacy	31
9.11	Training and Development	32
9.12	Supervision (external).....	32
9.13	Performance Reviews	32
9.14	Promotion	33
9.15	Restructuring	33
9.16	Redundancy	33
10	Hours of Work	35
10.1	Office Hours.....	35
10.2	Lunch Time.....	35
10.3	Morning/Afternoon Tea Breaks.....	35
10.4	Flexible Hours.....	35
10.5	Limits of the working day	36
10.6	Conferences/Meetings/Seminars/Training	36
10.7	Time in Lieu	36
11	Attendance.....	37
11.1	Attendance	37
11.2	Punctuality.....	37
11.3	Absences.....	37
11.4	Personal Appointments	37
11.5	Timesheets	37
12	Leave.....	38
12.1	Leave Guidelines.....	38
12.2	Applying for Leave	38
12.3	Annual Close Down	39
12.4	Public Holidays	39
12.5	Sick Leave	39
12.6	Bereavement Leave	40

12.7	Unpaid and Other Leave	40
12.8	Parental Leave	40
12.9	Jury service	41
13	Time in Lieu (TOIL).....	42
13.1	What is TOIL.....	42
13.2	TOIL Guidelines.....	42
13.3	Accruing and Taking TOIL.....	43
14	Training and Development	44
14.1	Types of Training.....	44
14.2	Planning Training.....	44
14.3	Approval for Training	44
15	Misconduct and Disciplinary Matters	45
15.1	Disciplinary Procedures	45
15.2	Poor Performance/Misconduct	45
15.3	Investigation of Poor performance/Misconduct	46
15.4	Serious Misconduct	47
15.5	Procedure for Serious Misconduct	48
15.6	Resolving Employment Relationship Problems	49
16	Other Employment Matters	51
16.1	Equal Employment Opportunity (EEO).....	51
16.2	Harassment	51
16.3	Process for Addressing Harassment	52
16.4	Victimisation	53
16.5	Discrimination	53
16.6	Complaint process.....	53
17	Leaving the Organisation	54
17.1	Resignation.....	54
17.2	Return of GBWCT property	54
17.3	Exit Interviews	54
18	Declaration.....	55

2 About GBWCT

2.1 Purpose

To provide training and education schemes in Golden Bay for the unemployed, young people and the general community and to encourage skill, industry, independence, and learning opportunities.

To organise, create and provide employment opportunities for the relief of unemployment and poverty.

To carry out services which are beneficial to the community for the relief of unemployment, poverty and for the advancement of education.

To provide counselling, training opportunities and assistance to those in need with special attention to those persons who have need of such facilities and services by reason of their disability and/or disadvantage.

To carry out services and activities which enhance the community of Golden Bay economically, ethically, environmentally, and socially.

To seek, accept and receive donations, grants, endowments, gifts, legacies, loans, bequests and contracts for services for all or any of the purposes of the board.

To carry on any other activity, or object, which may be deemed to directly, or indirectly, advance the purpose(s) of the Board.

2.2 History

Operating since 1979, The Golden Bay Workcentre Trust has a proud history serving the people of Golden Bay, and in more recent years, Motueka.

Our small and humble beginning was as a craft co-operative based in a small space in Buxton Lane, Tākaka. In 1981 the co-op incorporated as a Charitable Trust, and subsequently purchased and relocated to the Trust's current home at 84 Commercial Street.

The years since have provided the Golden Bay Workcentre Trust with many opportunities to respond to the initiatives from both government and community and to craft a unique presence in the community of Golden Bay. The Trust offers a range of education services, community support, mentoring and employment programmes to assist people in our communities.

The Trust carries out the following activities:

- Is landlord to 18 mostly community centric organisations and individuals in Golden Bay
- Provides services and programmes in line with the Workcentre's Vision and Mission Statements and under contract to a range of government agencies in both Golden Bay and Motueka.
- Community development including maximising the utilisation of the perpetually dynamic environment of the Trust's community hub facilities at 84 Commercial Street.

Please see our website for an up-to-date overview of all the services the Workcentre currently provides.

2.3 Vision and Mission

Vision: The Golden Bay Workcentre Trust enables individuals and groups to achieve self-determination, create healthy and tolerant lifestyles and exercise positive choices.

Mission: The Golden Bay Workcentre Trust creates opportunities by providing facilities, resources, training, and support, for individuals and groups, to realise their unique potential, value and role in their whanau and community.

All GBWCT programmes will be delivered in a manner that has regard for the dignity, privacy and independence of our clients. They will be free from any discrimination, coercion, harassment, and sexual, financial, or other exploitation.

2.4 Values

Our Values: GBWCT Board and staff will:

- Demonstrate effective communication and active listening
- Show kindness and warmth
- Be non-judgemental, inclusive and show empathy and care
- Respect individual rights, and the worth and dignity of all people
- Be credible, purposeful in our intent and show competency
- Be responsible, accountable and have integrity
- Demonstrate appropriate professional boundaries
- Be flexible, responsive, and open to change
- Be innovative, creative and community centred.

2.5 Culture

Our Culture is the work environment we wish to create and operate in. Our culture is made up of our values and demonstrated through our attitudes and behaviours.

Culture of Professionalism

- We treat others as we wish to be treated ourselves
- We communicate with each other in a friendly, helpful way
- We consistently perform to the very best of our ability
- We speak and act with honesty and integrity

Culture of Teamwork

- We consistently treat our fellow team members with respect, courtesy, and consideration
- We work together as a unified group
- We support our fellow team members to provide quality service to our clients
- We provide assistance and share appropriate information freely
- We respond to requests for assistance and take the initiative to offer help
- We understand that when we succeed, the team succeeds
- We fully support the team's aims and objectives
- We choose to play a win/win game

Culture of Ownership

- We are all stakeholders in the vision and success of the organisation
- We go the extra mile as and when it is required
- We take pride in our work and our workplace
- We finish what we start, and do it to the very best of our ability
- When we see something needs to be done that is within our field of responsibility, we take the initiative to do it without waiting to be told (if you are unsure, check with the Manager)

Culture of Accountability

- We are fully responsible to the organisation and our colleagues and the clients in our service for our actions, words, and conduct
- We are accountable for the quality of our performance both individually and as part of the team
- We are accountable for helping to maintain safety, tidiness, and overall professional appearance of our workplace

3 Operations

3.1 Buildings and Facilities

The GBWCT has three main sites of business:

- Main Office GB – 84 Commercial Street, Tākaka
- Heartland Services – 65b Commercial Street Tākaka
- Motueka Office – 129a High Street, Motueka

All staff are responsible for keeping their own workspaces clean and tidy.

All staff will notify the Property Manager of any identified hazards, breakages, or maintenance issues.

3.2 Record Keeping

Information will be kept as per relevant legislation and may include, but is not limited to, the Privacy Act 2020 and Public Records Act 2005.

It will primarily be the Managers responsibility to maintain all records of GBWCT. The Manager will maintain complaint records and Staff files.

All information is kept in Main Office or other service office which will be locked after hours or when no other member of staff is present.

All records will be held for 7-10 years and stored securely. This will be the responsibility of the Manager.

Financial and payroll information will be held on both PayHero and Xero. Both these systems will be password protected. Access will be given to Staff as required and approved by the Manager and/or Financial Manager.

Any information in paper form to be destroyed when no longer required to be held and will be shredded and disposed of securely.

3.3 Confidentiality

The GBWCT will ensure staff and client confidentiality. At all times the GBWCT will comply with the requirements of the Privacy Act 2020 and the Protected Disclosures Act 2000.

All forms, such as enrolment and Staff application or information forms, state why information is collected and what will be done with the information. No information is shared except with the owner's permission or as required by legislation. All files holding confidential information will be kept away from the access of unauthorised persons.

All personal information shared in discussions between staff is to remain confidential unless legally required. Confidentiality will only be breached if there is suspected harm.

All sensitive and personal conversations including telephone conversations shall be held discreetly and in private.

3.4 Health and Safety

The safety and wellbeing of all people is paramount to us, and at all times GBWCT will operate safely and within our H&S guidelines. GBWCT will provide services in a manner consistent with the Children, Young Persons, and Their Families Act, that reflects the principal that the welfare and interests of the child or young person are the first and paramount consideration.

Health and Safety Legislation: GBWCT will meet all current legislation including but not limited to the Health and Safety at Work Act. All relevant legislation will be adhered to at all times.

3.5 Risk Assessment & Management

A risk assessment will be carried out by staff in consultation with the Manager for any off-site visits, or any new activity for all programmes that pose some degree of risk to either clients/students or staff involved. All Staff will be required to read the assessment and sign they agree with it.

As part of the risk assessment carried out the staff member will state what to do in case of emergency including but not limited to bus breakdown or crash, serious injury to staff or clients/students.

3.6 Accidents and Incidents

A written record will be kept of every accident or near miss involving students, clients, staff and visitors. These will be located in the “**Accident and Incident**” folder. The record will be written on the appropriate form. The H&S Officer will be responsible for ensuring staff fill these out correctly and that the relevant people are notified.

All accidents to staff, children and visitors, including near misses, will be recorded and investigated. These will all be notified to the Manager for follow up where required.

If a “serious harm” occurs, the Manager will notify the Trust Board, and funders as required as soon as possible, and the prescribed accident form submitted to the required persons/organisations. This will be done within seven (7) days of the injury/incident.

For more information on how to respond to emergencies or other H&S requirements, please see the **GBWCT H&S Policies** and **Emergency Management Procedure**.

3.7 Animals

GBWCT has a no dogs policy.

If a dog is found onsite, the Manager or other staff member will ask the owner to remove it immediately. If the owner cannot be located, animal control will be notified.

3.8 Smoking

The intent of the Smoke-free Environments Act 1990 is to prevent, so far as is reasonably practicable, the detrimental effects of smoking on the health of any person who does not smoke or does not wish to smoke, inside any workplace or in certain public enclosed areas.

GBWCT aims to provide a healthy environment for all staff, clients and members of the public who enter our space.

The entire premises of GBWCT is always smoke-free. This includes all buildings, the carpark, and vehicles the organisation may use from time to time.

At 84 Commercial Street, there is a smoker's gazebo available for staff and visitors to use for the purpose of smoking.

All persons applying for positions with the GBWCT will be informed of our policy on smoking.

All complaints regarding any alleged breach of these requirements shall be put in writing to the Manager.

3.9 Emergency Planning

All staff and volunteers are trained in fire, earthquake drills and other emergency procedures. All staff will be required to participate and assist in any emergency procedure (including drills). Staff are all given roles for emergency procedures and are expected to follow these.

3.10 Emergencies and Disaster Procedure

In the event of a fire, a fire alarm will sound and be left to ring continuously. The fire extinguisher is to be used only when all the occupants have been safely evacuated and if can be done so safely. The H&S Officer (or the most senior staff member on site) will contact the fire brigade after all occupants are accounted for.

Staff will supervise the clients/students/tenants evacuation in a calm and orderly manner, using the quickest and safest escape route.

Assembly points:

- Main Office GB – car park in front of Mohua Social Services
- Heartland Services – car park behind the building
- Motueka Office – Decks Reserve car park

Health and Safety Officer (or most senior staff member on site) is to collect emergency "go pack" and designate another staff member to assist with the evacuation. Also, that water and power are turned off if required (when safe to do so).

Evacuation diagrams are located next to emergency exits marked in each office/location.

For any other information about emergencies, please refer to the **GBWCT Emergency Procedure Guidelines**.

Evacuation drills will be performed at least twice a year.

In the event the GBWCT is closed for any reason including e.g. earthquake/snow/flooding, sickness etc. the Manager will notify the Trust Board and other staff. All staff with clients/students will let them and/or their whānau know.

3.11 Complaints

All GBWCT staff and clients should be made aware of the complaints procedure through the policies or the Manager.

Definition of a Complaint or Concern:

Any verbal or written concern/observation that call into question the actions, behaviour or activities of any person involved with the GBWCT, or any aspect of the Trust's environment, which impinges on the rights, safety or health of any person at GBWCT.

All clients/students will be informed at enrolment that there is a complaints procedure. This will be included in information given to clients at enrolment and clearly displayed at our offices.

Please see the **GBWCT complaints procedure**.

3.12 Trust Board

GBWCT is a Charitable Trust

The governance of the organisation is managed by a voluntary Board of Trustees.

The Manager is employed by the Trust for the day-to-day management of the activities of the GBWCT.

The Trust Board will work with the Manager to ensure that policies and procedures are appropriately written and maintained.

The GBWCT Trust Board and Manager meet monthly.

3.13 Property Rules

Please see complete list of property rules in GBWCT policies.

4 Financial Systems

4.1 Purchasing of Resources and Equipment

All purchasing is subject to the approval of the Manager.

No reimbursement for purchases made shall be given without proper approval.

Purchases will be approved, or reimbursements shall only be made when:

- An expense claim form or purchase approval form has been completed and signed
- A valid tax invoice or receipt has been provided

Some programmes/services may have a discretionary budget for reasonable and sensible costs related to the running of that programme/service. Discuss with the Manager how these budgets are managed.

4.2 Petty Cash

The main office and several services may have access to petty cash to use for minor discretionary purposes. Please follow the procedures as documented for use of petty cash

4.3 Reimbursing Payments

In the course of performing your work for the GBWCT, you may be entitled to be reimbursed for reasonable out of pocket expenses. No reimbursements shall be made unless full and accurate receipts are provided, and the Managers prior approval has been obtained before the expense was incurred.

The employee is responsible for ensuring that the expense/payment form is accurately completed and that the relevant receipt/s are attached.

Alternatively, expenses can also be claimed through the PayHero app and paid along with wages.

The Manager will sign off or approve any reimbursements applied for.

4.4 Personal Benefits (e.g., Fly buys)

Anyone purchasing anything for the GBWCT may use their own personal benefits programmes e.g., Fly buys, One Card etc.

In addition to this, please use the GBWCT Air Points for Business number (B80337884) when booking flights or other eligible travel.

5 Use of GBWCT Vehicles

5.1 Drivers

All staff who drive vehicles owned by the Workcentre are required to maintain a current driver's licence. Drivers must first complete the **Driver's Agreement**; this can be done through Main Office Admin staff.

All staff shall immediately notify the employer of any circumstance in which the loss, suspension or endorsement of their license or drivers qualification occurs or may occur, whether temporary or permanent.

5.2 Use of Own Personal Vehicles

Employees may use their personal vehicle for work related travel. Mileage for work related travel is subject to the approval of the Manager and is currently reimbursed at a rate of 50c per km.

5.3 Liability

The Workcentre will not be liable for speeding tickets, parking tickets, or any other traffic infringements that occur while a member of staff is driving GBWCT vehicles, or private vehicles.

GBWCT will not be responsible in any way to any damage caused to an employee's vehicle as a result of an accident (whether or not it is the employee's fault), and the employee will be responsible for all costs of maintaining their own vehicle.

Employees driving GBWCT vehicles are responsible for the payment of all expenses associated with or arising from fines or impoundment. Traffic and parking offences will be the responsibility of the employee in charge of the car at the time. (If necessary, these amounts will be deducted from salary and paid to the authority requiring payment).

5.4 GBWCT Vehicles

When using GBWCT vehicles, it is the driver's responsibility to ensure:

- They have a current driving licence
- The vehicle has a current warrant of fitness
- Oil, water and tyres are checked
- The vehicle is in a safe operating condition
- The vehicle is parked overnight, and on weekends and holidays, in a reasonably secure place
- Logbook or other records are kept as may be required
- No major repairs, repaints or bodywork may be carried out without prior authority and consultation with the Manager
- The vehicle is looked after and kept clean, inside and outside

Where an employee has been allocated a GBWCT vehicle, it must be brought to work each day that the employee is at their normal work location. During working hours when the vehicle is not required by the employee, it must be made freely available to other personnel for GBWCT business.

Hitchhikers may not be uplifted as passengers.

Smoking is not permitted in GBWCT vehicles.

5.5 Accidents/ damage

In the event of any damage involving a GBWCT vehicle or an accident involving another vehicle or person, the Manager must be advised as soon as possible.

The General Manager must be notified immediately should an accident result in:

1. Injury or death to a person
2. Damage or injury likely to result in adverse publicity to GBWCT

When the driver of a GBWCT vehicle has been involved in an accident and it is considered that negligent driving on the part of the driver contributed, all details, available reports, and the driver's explanation are to be considered and taken into account:

- Where the insurer decides (at its discretion) to impose the insurance excess GBWCT will make payment and may recover this amount from the employee responsible for the vehicle
- If, in the event of negligent damage resulting in the cost of repair to the vehicle being less than the insurance excess, the vehicle will be repaired, and the cost charged to the employee responsible (If necessary these amounts will be deducted from salary)

The employee responsible for the vehicle will be personally liable for the cost of any repairs to a vehicle if damage was caused due to impairment because of drugs or alcohol use. Such costs will be recovered retrospectively if necessary.

5.6 Withdrawal of Use of an GBWCT Vehicle

The General Manager may direct that the use of a GBWCT car be withdrawn on a permanent or temporary basis from an employee who:

- Is deemed by a qualified health practitioner unfit to drive on health grounds
- Is convicted of operating a motor vehicle when impaired by drugs or alcohol
- Is convicted of reckless, careless or negligent use a GBWCT vehicle
- Is involved in an accident involving serious injury or death to another person
- Has been involved in two or more serious accidents in a period of two years
- Has a record of flouting traffic regulations more than four times in a two year period
- Wilfully contravenes GBWCT rules relating to use of motor vehicles

6 Behaviour and Conduct

Please see **GBWCT Code of Conduct** and **Code of Practice** stored with policies.

6.1 Conflict of Interest

During your employment, you must not undertake any activity or have any interest (e.g. memberships, directorships, shares, or contract) with any person or in any organisation which may constitute a conflict of interest with GBWCT. You must notify the Manager immediately upon becoming aware of any potential or actual conflict of interest during your employment. Subject to your Employment Agreement any work undertaken with other organisations must have the prior approval of the General Manager to ensure it does not interfere or create a conflict with your main employment with GBWCT.

6.2 Confidentiality

In the course of your employment, you may have access to confidential information. Such information is strictly confidential and must not be used or divulged (directly or indirectly) by you, either during or after your employment with GBWCT. A breach of confidentiality is a very serious matter and may be grounds for disciplinary action up to and including dismissal and/ or legal action.

6.3 Copyright and Protection of Intellectual Property

You agree that you are not entitled to any copyright or moral right in or arising from any work you produce in the course of your employment with GBWCT. This includes any program, strategy, or systems you develop during your employment with GBWCT. Any copyright rights in such work shall be the sole and exclusive property of GBWCT in accordance with the Copyright Act 1994.

6.4 Dealing with Media / Giving Interviews

The GBWCT may engage local media to advertise events, achievements and to publicise business relationships – normally with Trust Board prior approval.

All other media contact must have the approval of the General Manager prior to material being submitted to the media. Media includes (but is not limited to) print, television, radio and for on-line distribution.

All media requests for interviews and/or comments must be firstly directed to the General Manager and/or designated media liaison person.

6.5 Privacy Relating to the Treatment of Personal Information

The GBWCT is required by law to maintain up to date records of your employment status.

Your personnel records are kept securely by the General Manager. Access to this information can be obtained through the Manager. You must ensure that all personal information is protected against unauthorised use, access, and disclosure. All employees must comply with the Privacy Act.

If there is any change in your residential address, phone number, bank account number, tax code, qualifications, marital/family status (for the purpose of ascertaining your entitlement to Leave Entitlements) or emergency contact details, please notify the Manager and make changes in the PayHero payroll app.

6.6 Dress code

Due to the nature of our business employees are required to have contact with students, clients, funders, and members of the public. Employees must always report for work clean, tidy, and well groomed. Personal hygiene is important. Our dress code is “smart casual”.

- All employees must be clean and well-groomed
- All clothes must be work-appropriate. Clothes that are typical in workouts and outdoor activities are discouraged
- All clothes must project a professional image. Clothes that are too revealing or otherwise inappropriate should be avoided
- All clothes must be clean and in good shape. Discernible rips, tears or holes are not permitted
- Employees must avoid clothes with stamps that are offensive or inappropriate.
- Gang patches, symbols or insignia are not permitted

Employees agree to accept the Managers determination as to what is or is not acceptable dress and/or appearance in the workplace. If the employee's dress and/or appearance is at any time regarded by the Manager as being unacceptable the Manager may require the employee to go home and change.

6.7 Quality of Service

The continued success of the GBWCT is directly dependent upon clients, students and other stakeholders feeling confident that we are providing a safe environment and quality of service. For this reason, it is important that all employees of the Trust understand the need to maintain good relationships with our various stakeholders. The following points summarise some key expectations the Workcentre has in terms of your communication with others:

- Always be polite
- Put forward your best personal image such as cleanliness, neatness of dress, pleasant smile, and show a genuine interest in our participants, and others
- Ensure you display a willing and cooperative attitude towards your colleagues, and others
- Your telephone manner is also important. Treat callers with respect and dignity when talking on the phone just as you would when meeting people face to face.

6.8 Personal Behaviour

It is GBWCT policy to promote a safe environment for its employees, clients, students, clients, visitors, and all other stakeholders. The Trust is committed to working with its employees to maintain a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behaviour. While this kind of conduct is not pervasive at the Workcentre, no organisation is immune. Every organisation can be affected by disruptive behaviour at one time or another.

Violence, threats, harassment, intimidation, and other disruptive behaviour in our workplace, whether towards co-workers, clients, students, or visitors, will not be tolerated. Provocation will not be regarded as an acceptable excuse. All reports of incidents will be investigated, and action will be taken if appropriate.

Prohibited behaviour can include physical conduct, gestures, oral or written statements or expressions that communicate a direct or indirect threat of physical harm.

Individuals who commit such acts may be removed from the premises. Staff may be subject to disciplinary action up to and including dismissal for serious misconduct. Additionally, any offender may also be at risk of being trespassed from the premises, and/or criminal charges being laid.

We need your cooperation to implement this policy effectively and maintain a safe working environment. Do not ignore violent, threatening, harassing, intimidating, or other disruptive behaviour. If you observe or experience such behaviour by anyone on GBWCT premises at any time, report it immediately to the Manager. If there is a H&S risk, follow our emergency procedures.

6.9 Property

Unauthorised possession or removal of GBWCT property or the property of other persons is not permitted.

Wilful damage to property is not permitted. Employees may be required to reimburse the Trust for any costs or expenses incurred due to the employee's wilful damage of the Trust's property.

6.10 Fidelity

The law requires that employers and employees act towards each other in good faith. Neither party should act in a way that would undermine the duty of trust and confidence that the parties owe each other, which is an essential part of the employment relationship.

The duty of fidelity imposes an obligation on employees to always act in the best interest of the employer. Competition with the employer is incompatible with the observance of this obligation and may justify termination of employment without notice.

This duty means that employees shall not:

- a) Be dishonest with the GBWCT
- b) Compete with the GBWCT by:
 - Completing the employee's private work during work time
 - Completing work that may compete with the employer's business either during or outside of work time
 - Using confidential information acquired while employed with the GBWCT for an unauthorised purpose, for example, to compete with the Trust
 - Solicit the clients or funders of the employer, while still employed by the GBWCT (including during the notice period if employment has been terminated)
 - Undermining the GBWCT business relationships with clients or funders with a view to future transfer of custom to the employee
 - Using to the employee's personal advantage, business opportunities which came to the employee in the course of employment
- c) Accept secret gains or kickbacks
- d) Fail to return or account for GBWCT property during the course of employment, or upon termination of employment
- e) Misappropriate or make a copy of GBWCT hardware/software without the Trust's knowledge or consent
- f) Fail to advise GBWCT of all information, which is relevant to the operations of the Trust. (An employee who received valuable information relating to GBWCT business in the course of employment is obliged to disclose that information to the Trust)
- g) Wilfully make false declarations

Failing to comply one or more of these requirements may constitute serious misconduct and may result in dismissal.

6.11 Undertaking of Private Work

The GBWCT has the discretion to permit employees to undertake some private work, outside of the employee's obligations to the Trust. All such private work must only be undertaken with the express prior consent of the Manager.

GBWCT confidential information and or computer software shall not be used for the preparation or completion of such authorised private work.

6.12 Alcohol and prohibited drugs

Staff shall not report for work under the influence of alcohol and/or drugs or consume or ingest or sell or otherwise transfer such substances during work hours. This applies equally to legal and illegal substances. Such conduct may amount to serious misconduct and may place the employee's employment in jeopardy.

Should the Manager have reasonable cause to believe that a Staff member is under the influence of any of these substances; GBWCT may send the Staff member home and/or suspend them on pay for a defined period that GBWCT will advise the Staff member at the time of the suspension.

6.13 Sexual and Racial harassment

Sexual and Racial harassment are not permitted. The GBWCT regards sexual and/or racial harassment as a serious offence that is unlawful under the Human Rights Act and the Employment Relations Act and will not be tolerated. Any such occurrence also reflects on the integrity and standards of the GBWCT as a whole. See more in the [Harassment Section](#).

6.14 Gifts and Gratuities

Gifts should not be accepted under any circumstances apart from small personal gifts such as flowers or chocolates. As a rule, the value of these should not exceed \$20.00 and they should be reported to the Manager. More valuable gifts should not be accepted. If they are particularly insistent about you doing so you should state that our policies prohibit employees from accepting gifts.

7 Communications and Technology

Workplace communications and technology have become increasingly complex. When used correctly and for authorised purposes, workplace technology is an invaluable tool. This section of the Handbook sets out GBWCT expectations in relation to the correct use of technology.

Where staff members do not comply with the requirements of this section, depending on the circumstances this may constitute misconduct or serious misconduct, which could result in disciplinary action up to and including dismissal.

If you are in doubt concerning the content or application of these rules, seek clarification from the Manager before proceeding.

7.1 Telephone and cell phones

Some staff may have access to a GBWCT mobile phone which must be always carried on them during work hours.

GBWCT phones remain the property of GBWCT and GBWCT will meet the costs associated with these phones.

Some staff may use their personal mobile or landline phone in the course of their duties. Please discuss with the Manager before doing so and before any expenses are incurred. Reimbursement for these costs is at the sole discretion of the Trust and must be approved by the Manager. See [Reimbursing Payments](#) for more info.

Personal toll calls are not to be made from GBWCT telephones except with the explicit consent of the Manager. Employees are responsible for reimbursing the organisation for the value of any toll calls made.

For more information see the equipment agreement form that was completed when you were issued the phone/device.

7.2 Email

Computer systems and equipment provided by the GBWCT are supplied to employees for business purposes. Personal use of email/internet is a privilege, not a right. Inappropriate use of GBWCT computer system could lead to disciplinary action and suspension of all email/internet privileges.

When using email (and the Internet) employees shall:

- Keep personal email to a minimum
- Keep external or formal internal email as professional as you would a written letter
- Not send highly confidential material by email unless procedures are in place to cope with the level of security required by the material
- Not pass on to any other party any suggestive humorous or offensive material via email or otherwise. Should employees receive suggestive humorous or offensive material they are to advise the sender to desist from sending this material to the employee or to that email address and inform the Manager
- Not defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others
- Not make comments that are critical of the GBWCT or other members of staff
- Not access, publish, distribute or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful material or information

-
- Not create a false identity for the purpose of misleading others as to the identity of the sender or the origin of a message

In general email is confidential, however all sending and receipt of email are recorded in computer logs and all email are backed up on the computer network daily. This means that all email can be accessed by authorised GBWCT personnel at any time.

All email communications sent to or from the GBWCT computer system remain the property of the GBWCT at all times.

Inappropriate use of the organisation's email system can amount to serious misconduct and may justify dismissal.

7.3 Internet Access

The Internet is to be used for business purposes only. Non-work-related use of the Internet, e.g. surfing the Internet for entertainment purposes, reduces the system's ability to cope with work related tasks and is a significant cost to the Trust. It also increases the risk of computer security breaches and the introduction of viruses to the system.

Employees must not use the Internet for any of the following purposes:

- Downloading recreational games, video, music or voice files
- Accessing, downloading, or printing text and graphical information that is offensive, objectionable, or insulting
- Carrying out unlawful activities or any other activities that might affect the reputation of the Trust
- Engaging in business or personal activities not related to the business of the Trust
- Engaging in any activity that may affect the security of the computer system
- Engaging in any fund-raising activity, unless authorised by the Trust
- Endorsing any product or services
- Participating in any lobbying activity, or engaging in any active political activity

Each employee's use of the Internet will be regularly monitored. An employee's access to the Internet may be withdrawn if that employee is found to be using it for excessive personal or other inappropriate use. Further disciplinary action may also be taken, including dismissal in cases of serious abuse of these policies.

7.4 Passwords

The security and confidentiality of logon ID's and passwords is essential to the integrity of our computer system. No Logon IDs/passwords are to be stored anywhere without the explicit knowledge and approval of the Manager.

Each computer user must have a unique Logon ID/password. There shall not be a global Logon ID/password.

Logon IDs/passwords shall not be shared or revealed. Computer users will be held responsible for any actions taken under their username or e-mail account.

Under no circumstances shall an employee allow an unauthorised person to have access to the GBWCT computer system, whether directly or remotely.

7.5 System Security

Any problem considered to be the result of malicious damage, a virus attack, fraudulent file changes etc. shall be reported immediately to IT personnel or the Manager.

7.6 Unlawful Downloading

Under no circumstances shall employees download pirated software, music, movies, or other files from the internet.

7.7 Social Media Use

GBWCT has several Facebook pages which certain staff, including the Manager administrate. Delegated staff are responsible for updating the pages on a regular basis with information concerning Workcentre and service business.

While social media sites and/or networks create new opportunities for enhanced communication and collaboration, they also create new responsibilities for employees.

Any information posted on social media shall be approved by the Manager and shall not include the following:

- Offensive or profane language or content
- Content that promotes, fosters, or perpetuates discrimination on the basis of race, colour, age, religion, gender, marital status, national origin, physical or mental disability or sexual orientation
- Sexual content or links to sexual content
- Information that is confidential or is GBWCT intellectual property. To protect personal information, employees must not cite or include images of clients, students, children, tenants, members of the public, co-workers or other stakeholders in posts, blogs or comments without their prior written approval
- Conduct or encourage illegal activity
- Information that may compromise the safety or security of GBWCT systems
- Content that is otherwise offensive or inappropriate.

Information that is posted must be accurate, complete, relevant and owned by the GBWCT. If in doubt, do not post. Seek advice first.

7.8 Employee Use of Social Media

Employees must not comment on personal social networking sites and/or personal websites as a representative of the GBWCT.

Employees must not communicate with clients or students via social media. Please talk to the Manager or IT personnel about suitable alternatives.

Staff-to-staff communication for conducting GBWCT related business via social media is discouraged unless there is a good reason to do so. For example, using social media to share photos or screenshots is acceptable.

Staff shall not use GBWCT logos for endorsements – or any other Trust images or icons on personal social media sites and/or personal websites.

Employees shall not make negative statements on social media sites concerning the GBWCT as their employer or any other statements that could bring the GBWCT into disrepute. This includes but is not limited to information or links that would be

unsuitable or inappropriate for a person who is responsible for working with vulnerable people including children.

Any evidence of illegal activities which could bring the GBWCT into disrepute may result in disciplinary action.

A failure to comply with this part of the Handbook may be regarded to be serious misconduct and could result in dismissal.

8 Employee Obligations

8.1 Personnel Records

The GBWCT is required by law to maintain up to date records of your employment status.

If there is any change in your residential address, phone number, bank code, tax code, qualifications, marital/family status (for the purpose of ascertaining your entitlement to Leave Entitlements) or emergency contact details, please notify the Manager and make changes in the PayHero payroll app.

8.2 Attendance

Regular attendance is very important as the absence of any one individual may affect the work of others. All employees are required to start work on time, to observe the proper times for breaks and to work until the scheduled time to cease work.

For more information see [Attendance and Personal Appointments](#)

8.3 Punctuality

Employees are expected to be ready to commence work at their scheduled start time. Poor punctuality can form the basis for disciplinary action in accordance with the Disciplinary Procedures recorded in this Handbook.

8.4 Timesheets

You are required to record your time in the PayHero app every day. We rely on the integrity of our staff to complete their time records honestly and accurately.

For more information on timesheets see [Timesheets](#)

For more information on wages see [Remuneration](#)

8.5 Following Instructions

Employees must carry out instructions given by a person authorised to give such instructions, but no employee shall be required to do anything that might endanger themselves, any other employee, student, client or member of the public.

Employees must apply themselves diligently to work during work hours and not undertake other duties without the prior approval of the Manager.

8.6 Meetings and Training

You are required to attend Staff Meetings as directed. Where a staff meeting falls outside of an employee's normal working hours, the employee shall be required to attend the staff meeting and shall be paid for the time spent at the meeting.

Where you wish to be excused from attending a staff meeting, you shall obtain the Managers prior consent to not attending and shall ensure that you read the minutes of the meeting you were unable to attend.

Staff members must be conversant with GBWCT policies and procedures and attend training courses and workshops as required. All staff are required to make a

commitment to on-going training and professional development. Selected staff (at least one staff member at each location) must also hold a current first aid certificate.

If training is paid for by GBWCT and the staff member fails to attend or satisfactory complete the training, then GBWCT at its discretion may require full reimbursement or a portion of the fee to be repaid. GBWCT will pay for hours worked for all compulsory training that staff members attend.

8.7 General Safety Procedures

The GBWCT recognises the need for each of its employees and the clients of our service to be provided with a safe and healthy place in which to work/attend. It is GBWCT policy to make every reasonable effort in areas of accident prevention, injury prevention and promotion of the health, safety and welfare of all employees, clients, students, tenants, visitors and members of the public. The following areas of responsibility are essential to ensure the successful implementation of this policy.

Management will:

- a) Observe and enforce the relevant acts and regulations that apply to working conditions
- b) Undertake to provide a safe and healthy working environment for all employees
- c) Provide education and instruction in the correct use of all equipment and materials being used in the course of our work

The Manager, with the support of the Health & Safety Officer, is responsible for the safety, health and working conditions of all employees under their control and are required to:

- a) Provide information on safety and health matters to employees by way of instruction
- b) Provide initiative and follow up action on all matters concerning health and safety

Employees are expected to willingly co-operate in the objectives of making this a healthy and safe workplace and therefore:

- a) Are required to observe and practice safe work methods, such as safe handling and lifting
- b) Where safety equipment is provided, to ensure it is used correctly and at all times
- c) Immediately report any unsafe work condition or equipment to the Manager
- d) Ensure their own safety and the safety of others around them that may be affected by any action or inaction of the employee, which causes harm
- e) Report work hazards as they are observed

Employees are required to work safely, and adhere to the GBWCT Health & Safety Policy, observe all safety procedures, and use all protective clothing and equipment as specified by the Trust.

Staff must advise GBWCT of any medical condition including stress related symptoms or personal circumstances which may impact on their ability to perform their duties safely, or which may be affecting their health. Accidents are to be reported immediately to the Manager and the staff member is to be responsible for any such incident to be recorded in the accident register and signed by the Manager.

Staff shall notify GBWCT within one (1) working day of filing any work-related claim with the Accident Compensation Corporation.

8.8 Use of Resources/Equipment

Any resources or equipment belonging to the GBWCT must only be used with permission of the Manager. It must be documented that it has been removed from GBWCT premises and documented that it has been returned.

9 Employer Obligations

9.1 Recruitment and Induction

Prior to undertaking any recruitment, the General Manager must approve filling the vacancy. This approval must be in writing and include the remuneration payable for the role.

All roles should have a current Job Description, and this should be reviewed prior to any recruitment activity.

All approved vacancies will be advertised internally and, where appropriate, externally.

GBWCT is committed to complying with the Human Rights Act 1993 and to conducting recruitment processes that are fair to all applicants.

Reference checks must be carried out with at least two referees (preferably work related) before any offer of employment is made.

All prospective staff must undergo safety checking, including Police vetting, before employment commences.

9.2 Police Vetting

All staff, including volunteers, and Trustees must:

- a) Release details of their police record to the Management Board. No persons with a conviction for sexual crimes or crimes of violence against another person may be employed by the GBWCT.
- b) Be re-vetted every three years. A new risk assessment will also be completed at this time.
- c) Police Vets will be maintained on employee's file. The Trust Board, Manager, MSD Assessors, and any other relevant parties will have access to view completed Police Vets, as agreed to in writing on staff members "employee details" form.

9.3 Volunteers

Supervision of volunteers is the responsibility of the Manager and relevant staff. Volunteers must undergo the same security checks and induction as paid staff. They should not be expected to undertake the same level of responsibility as paid staff. Efforts should be made to include volunteers in planning and training as appropriate. Any agreement regarding reimbursement of expenses must be made in writing.

9.4 Employment Agreements

Staff will be provided with an employment agreement. This will clearly state the following:

- Names of both the employer and the employee.
- A description of the work (job description)
- Commencement date of employment
- Hourly wage and when and how payments will be made.

-
- Hours of work
 - Any other matters required by law.

Both parties will have a copy of this. A copy will be maintained on employee's file. It will be signed by both the employee and the Manager on behalf of GBWCT before the employee commences work. Employees are advised to seek advice if they have questions regarding their employment agreement.

Volunteers will be expected to sign an agreement of service and undergo all procedures as listed previously.

Most of the roles in our organisation are either funding or tender dependent, please see [Restructuring](#) and [Redundancy](#) to see how this may affect ongoing employment.

9.5 Induction

The Manager or senior colleagues of new employees are responsible for the induction process. The GBWCT Induction checklist should be followed.

9.6 Job Descriptions

Staff will be provided with a full job description that clearly states tasks and responsibilities, required outcomes, required skills, and any pre-requisite qualifications or training required.

Staff will be asked during appraisals if they feel their job description needs to be changed. It is the responsibility of the Manager to ensure these adequately reflect the nature of the job. If the Manager feels any changes should be made these will be discussed with the Employee before any changes are made.

9.7 Remuneration

Your remuneration is recorded in your employment agreement. Your remuneration is paid by direct credit into your nominated bank account.

For all staff, payment is made fortnightly in arrears. The pay period commences on a Monday concludes on the Friday and the funds are deposited into your account on that Friday. Accurate time records must be completed by midday on Thursdays before payday. Fridays hours for that week must be anticipated in advance.

Employees' remuneration will be reviewed regularly although there is no presumption that a review will result in an increase to the employee's remuneration. Increases to remuneration are merit based, taking into account market movement, need to retain people, and the organisation's ability to pay.

Any changes to individual's remuneration will be prioritised as follows:

- Comply with Minimum Wage Act requirements
- Reward staff performance
- Address any pay inequities

There will be no expectation or entitlement to any increase in remuneration and any change will be at GBWCT's sole discretion.

All new employees will be provided with a letter of offer stating remuneration and benefits. All existing employees will receive a letter following any changes to their remuneration.

9.8 Equal Employment Opportunities

The GBWCT is committed to the principals and practices of equal employment opportunities as a means of ensuring all applicants and employees have equal opportunity to achieve their potential.

Any vacant position in the organisation is to be filled by the best-qualified person available without regard to race, colour ethnic or national origin, gender, age, disability, marital or family status, religion, ethnic belief, political opinion or sexual orientation. Exceptions may exist where there is an appropriate bonafide occupational requirement.

All employees are to be appraised on the basis of management assessment of their past performance and their potential to handle greater responsibility as well as their willingness to do so. This decision is to be made without regard to any of the discriminatory characteristics outlined in the previous paragraph.

GBWCT policy and practice is based on the premise that character, loyalty, education, experience and performance determine a person's value.

For more information see [Equal Employment Opportunities \(EEO\)](#)

9.9 Employee Privacy

The GBWCT recognises its obligations under the Privacy Act 2020 and its amendments. The Manager and Privacy Officer are responsible for the management of privacy issues.

Employees are free to approach the Manager with any issue associated with their own personal information. The Trust will only collect personal information about individuals for lawful purposes relating to our business and will only use lawful means to collect that information.

Where the Trust needs to collect personal information from an individual, it will make every endeavour to collect that information directly from the person concerned or from a person they have authorised.

Where the GBWCT collects personal information from an employee, we will ensure that the employee concerned is advised of the reason for the need to collect the information, the names or designations of the people who will see the information and details of the person collecting the information. Finally, the employee has the right to view and correct any errors in the collected information.

Keeping your personal information is important to us, the Trust will make every effort to ensure that no person can gain access or alter your information or give it to another person.

The GBWCT will allow employees the opportunity to correct any personal information that is inaccurate. Where the Trust declines such an application the employee shall be entitled to have a note attached to the personal information that a request was made to have the information corrected but was declined.

The GBWCT will only use personal information for the purpose for which it was collected, or a directly related purpose. If any other use is identified the Trust will obtain your permission for its new use.

Employees acknowledge and accept that GBWCT is audited by the Ministry of Social Development. By signing the Employee Details Form, the employees consent to the employees' personal information being provided to the Ministry of Social Development.

9.10 Staff Grievances and Complaints

Staff complaints against other staff members must be referred to the Manager. If no agreement can be reached, the complaint will be taken to the Trust Board/Chairperson. The Trust Board will be informed of any serious complaints involving staff.

If it is clearly inappropriate to approach the Manager, staff may contact the Chairperson of the Trust.

9.11 Training and Development

If you find ways in which you can do your job more effectively or safely or if you have any ideas which may contribute to the smooth running of the GBWCT, discuss it with the Manager.

Permanent staff will be required to undergo the training listed below:

- Induction
- Health and Safety
- Recognising and responding to suspected child abuse as well as prevention and reporting (core workers only)
- Comprehensive or Workplace First Aid (selected staff only)

All staff will have access to written procedures for GBWCT Health and Safety policies.

All new staff members will undergo induction training with the Manager and/or other staff as required. This will be arranged prior to employment. Ongoing support and supervision will be given to new and less-experienced staff to ensure they receive the help they need. This will also help the Manager and others to easily identify any training needs.

Staff training needs will be reviewed during staff appraisals or as required, and opportunities provided for further training as needed.

All references to training will be held on staff members files.

For more information see [Training and Development](#)

9.12 Supervision (external)

All staff are entitled to regular supervision sessions, see the **Staff Professional Development and Supervision policy** and/or discuss with the Manager for more information.

9.13 Performance Reviews

Annual performance reviews are the responsibility of the Manager.

Performance reviews will be carried out in November, with the sole intention being to increase awareness of their performance and to ensure a high standard of service across all programmes.

The appraisal will be based on the staff members job description and will establish individual and group strengths and identify areas for personal development. It will consist of a self-appraisal (done prior to appraisal) and an interview with the Manager.

Objectives will be set for the next term of employment. All performance reviews will be confidential. An overall report will be written and if required, followed up with a corrective action plan. This will be filed in the personnel records.

Any one-on-one meeting held between Manager and staff will be documented and stored in employees file to show this has occurred.

9.14 Promotion

The GBWCT provides all employees with opportunities to apply for promotions for which they are eligible. It is the Trust's intention to promote staff internally where possible, however, if particular skills, or experience is required the Trust shall be entitled to advertise the position externally.

9.15 Restructuring

The process of change is continuous and forms parts of the organisation's continuous improvement. Consultation is an essential part of that process. The primary focus of the management of change procedures is to retain people in jobs. This will be achieved when the skills and resources of current staff are utilised and developed to the maximum extent practicable/possible.

Once the GBWCT has initiated an organisational review that is likely to result in significant change in the organisational structure, staffing or work practices affecting staff, it will notify the affected staff as soon as possible.

When organisational changes are being considered that immediately affect staff, they will have the opportunity to be involved and consulted and their views taken into account by the GBWCT before decisions are finalised.

However, the parties acknowledge that final decisions are for GBWCT to make. The objective of consultation is to reach agreement and make recommendations to the process, which take these views into account as far as possible before making decisions.

Organisational change occurs when the GBWCT makes a decision that requires:

- An increase or reduction in the number of employees required to do the work
- An increase or reduction in the number of hours required to do the work
- Significant changes to structures and/or location
- Significant changes to employees' current positions and/or the nature of their work

9.16 Redundancy

Redundancy may happen is when an employee's role is no longer needed. This could be due to:

- a) Restructuring
- b) A change in the employer's financial situation

c) Loss of a significant funding contract

If the event that GBWCT loses a major funding contract, we will work with the affected employees to minimise the impact on them as much as possible. The loss of a funding contract will likely result in a restructuring process.

If after following a good faith restructuring process the employee is made redundant, they will be given notice as set out in the Employment Agreement. They will not receive redundancy compensation or other redundancy entitlements.

10 Hours of Work

10.1 Office Hours

- The GBWCT Main office will be open from 9:00am to 3:00pm weekdays
- The Youth Education (Ākongā) classroom operates from 9:00am to 3:00pm weekdays and is closed during school holidays
- Heartland Services operates from 8:00am to 4:30pm weekdays
- Youth Services operates from 9:00am to 5:00pm weekdays
- Community Connectors operates from 9:00am to 4:00pm weekdays

All services are closed during NZ public holidays.

GBWCT main office and some services operate an annual closedown period over Christmas and New Year's. Dates will be given 1 month from end of year. This is generally two (2) weeks. For more information see [Annual Closedown](#)

All employees are expected to meet the highest standards of punctuality.

On leaving the office during working hours, all employees should inform the Manager and indicate their time of return.

10.2 Lunch Time

All employees working more than 5 hours on any given day are required to take an unpaid lunch break of at least 30 minutes. Lunch breaks do not count towards normal hours worked.

Office employees should arrange their lunch break with others to ensure that the office is always attended. Other employees can take their lunch breaks when convenient between 12-2pm where possible (a minimum of 30 minutes for all full-time employees).

Lunch breaks must be reflected in the PayHero payroll app and entered as a break.

10.3 Morning/Afternoon Tea Breaks

Paid morning and afternoon tea breaks are for 10 minutes and are normally taken two hours after start time and lunch breaks (usually 10am & 3pm).

Employees may be required to change rest break times to suit hours worked and employer organisational needs.

Morning and afternoon tea breaks are not entered in the PayHero payroll app.

For more information on breaks, please see the WorkSafe guidelines in the Staff Handbook section of the GBWCT website.

10.4 Flexible Hours

Some employees may have the ability to choose and/or vary their start and finish times to achieve their contracted hours of work. Normal office hours are 8am – 5pm, Monday – Friday. However, variation to contracted hours of work are subject to agreement with the Manager, whose responsibility it is to see that the needs of our organisation are met, and that the office is adequately staffed during normal office hours.

10.5 Limits of the working day

Monday to Friday, a maximum of 10 working hours per day between the hours of 6am – 8pm. (This excludes one off events such as travel/conference/events where extended hours may be required – these instances must be first agreed to with the Manager and hours agreed – see below).

10.6 Conferences/Meetings/Seminars/Training

Employees may be required to attend training/conferences/PD/meetings etc in the normal course of their work. Hours spent attending these and for required travel time may count towards normal contracted working hours, however hours should be agreed to with the Manager in advance. Hours will include travel time to and from the venue, plus actual time required to attend the conference/meeting less any scheduled meal, rest breaks & optional gatherings. This may not necessarily be hour for hour. Agreed times involved in travelling and attending meetings should be clearly recorded in writing before attendance.

10.7 Time in Lieu

See [TOIL](#) section of handbook

11 Attendance

11.1 Attendance

Regular attendance is very important as the absence of any one individual may affect the work of others. All employees are required to start work on time, to observe the proper times for breaks and to work until the scheduled time to cease work.

All employees are to submit daily time records via the PayHero app, stating starting and finish times and where required, the types of tasks worked on during that day, and record breaks as taken.

11.2 Punctuality

Employees are expected to be ready to commence work at their scheduled start time. Poor punctuality can form the basis for disciplinary action in accordance with the [Disciplinary Procedures](#) recorded in this Handbook.

11.3 Absences

If for any reason you are unable to get to work, you must report your absence by text to the Manager as soon as possible, but no later than the time your shift is supposed to start.

Failure to provide notice of absence in accordance with your employment agreement could result in loss of pay and after three days' absence your absence may be viewed as a resignation or abandonment of employment.

When you call the workplace to advise of an intended absence, you must inform the Manager (text message is preferred). Employees are not to leave messages regarding an absence with other members of staff or on the GBWCT answerphone system.

11.4 Personal Appointments

Personal appointments (for example, doctor, dentist, teacher interviews) should wherever possible be scheduled outside of work hours. When you wish to attend a non-work appointment during working hours you must obtain the agreement of the Manager first. Such agreement shall not be unreasonably withheld.

11.5 Timesheets

Section 130 of the Employment Relations Act 2000 requires employers to keep "wage and time records". For the GBWCT, time records via the PayHero app form part of that documentation.

You are required to record your time the PayHero app every day. We rely on the integrity of our staff to complete their time records honestly and accurately.

The GBWCT operates its pay period on a fortnightly basis. Time records in the PayHero app are to be completed in good time before the pay is processed. The Manager checks that all time records are correct before processing the fortnightly pay.

On time and accurate completion of time records is essential as it forms the basis of what you are paid. Incorrect completion of timesheets can result in the GBWCT paying you for time for which you are not entitled and depending on the circumstances such error could be viewed as serious misconduct. Additionally, the incorrect completion of timesheets can result in underpayment, or delays in wages being paid.

12 Leave

12.1 Leave Guidelines

Your specific leave entitlements are recorded in your employment agreement. Entitlements are per legislation and for example a full-time employee is entitled to 20 days per year.

These guidelines set out the principles and processes that apply with respect to the management of leave entitlements. It in no way intends to provide unnecessary boundaries; rather the primary goals of these guidelines are to:

- Encourage all employees to maintain a positive work and life balance by taking their full annual leave entitlement in the year it falls due
- Ensure compliance with the Holidays Act 2003 and GBWCT's Employment Agreements
- Guide the accurate recording of annual leave
- Minimise the carrying forward of annual leave and the negative affect this has on GBWCT's financial performance
- Assist GBWCT to meet its obligations as a good employer

The General Manager should monitor employees' leave balances and the amount of leave taken should ensure that all employees are provided with an opportunity to take their full annual leave entitlement for the year.

12.2 Applying for Leave

Notice of any intention(s) to take Annual Leave is by way of verbal communication and once both parties have confirmed then the employee submits an application through the PayHero App; ideally this is to be provided with the maximum amount of notice in order for the organisation to plan contingencies. A minimum of 3 weeks is expected.

Wherever possible Leave will be granted but this cannot be guaranteed due to the demand(s) on business operations.

For non-office staff, requests for Christmas and New Year period will be discussed as a collective and will be accommodated where/when possible.

Annual leave may only be taken once you have applied for it and your application has been approved by the Manager. Generally, it is the Trust's preference that staff members use their annual leave on an annual basis. This allows you a reasonable opportunity for rest and recreation during the course of the year, which improves your overall health and wellbeing.

When applying for leave you should also consider your upcoming work commitments, estimated workload throughout the year as well as that of the colleagues in your team.

Accumulation of annual leave is at the Trust's discretion. Where staff members are accumulating high levels of annual leave, the Manager may ask the staff member to reduce their annual leave balance. If this does not happen over a reasonable period of time and where the parties have been unable to agree on the timing for taking such leave, the Manager may require the staff member to take annual leave on 14 days' notice.

The taking of annual leave in advance of entitlement may be approved at the Managers discretion.

12.3 Annual Close Down

Where a close down period is observed between Christmas and New Year, or during some other time during the year, it is expected that employees take annual leave at that time.

GBWCT main office and some services operate an annual closedown period over Christmas and New Year's. Dates will be given 1 month from end of year. This is generally two (2) weeks.

Employees who do not have enough accrued leave at the time of the close down period will either use their annual leave entitlement in advance or, if they wish, leave without pay may be granted.

12.4 Public Holidays

Public Holidays are provided for in accordance with the provisions of the Holidays Act 2003 and its amendments. The Public Holidays are:

Christmas Day, Boxing Day, New Year's Day, 2nd January, Good Friday, Easter Monday, ANZAC Day, Matariki, Labour Day, Waitangi Day, Nelson Anniversary Day, Queens Birthday.

Where we require you to work on a public holiday, we will pay you one and a half times what you would normally have been paid for the time worked in accordance with the Holidays Act 2003. In addition, if that day would otherwise have been a working day for you will also be entitled to an alternative holiday.

Any work on a public holiday must be approved in advance and in writing, by the General Manager, otherwise the benefits in this clause will not apply.

12.5 Sick Leave

Sick leave of up to 10 days per year is available to employees in accordance with the provisions of their employment agreements. Sick leave is able to be used not only when the employee is sick, but also when the employee's spouse or a person who depends on the employee for care (for example, a child or elderly parent) is sick or injured.

Unused sick leave may be accumulated up to 20 days in accordance with the provisions of your employment agreement.

In terms of taking sick leave, if you are sick or cannot come to work for whatever reason, text and advise the Manager as soon as possible but no later than immediately following your start time. This ensures that we know where you are and that we have sufficient time to arrange replacement staffing for you during your absence.

Sick leave may be taken when you are unable to work because:

- You are sick or injured
- Your spouse or partner is sick or injured
- One of your dependents is sick or injured.

Medical Certificates

We may require you to provide a medical certificate if you take sick leave and:

- You or your spouse, partner or dependent has been sick or injured for three or more consecutive days (at your cost)
- You have used up your sick leave entitlement, or have taken more than the minimum entitlement of 5 days' sick leave provided for by the Holidays Act 2003 (at your cost)
- We otherwise want you to provide us with a medical certificate to support your sick leave (at our cost)

In addition, where we have concerns about your fitness for work, we may request that you consult one or more health professionals nominated or approved by us, at our cost, to provide advice to you and to us about your health and fitness for work, and about ways of managing your illness or injury while at work. We may make this a condition of you remaining at work or returning to work from sick leave. If you do not consult a health professional as requested, we may act on the basis of the information that is available to us at the time and draw whatever inferences we consider are appropriate and reasonable in the circumstances.

12.6 Bereavement Leave

In accordance with the terms of employees' employment agreements, staff are entitled to 3 days paid bereavement leave when they suffer bereavement due to the death of a close family member as defined in the Holidays Act and its amendments. Additionally, they are entitled to one day's leave for the death of any person that the employer accepts has caused the employee bereavement.

12.7 Unpaid and Other Leave

The Trust may approve unpaid leave at its sole discretion.

We may grant you additional or other leave (e.g. extended sick or bereavement leave) where we consider that to be appropriate. Such leave may be paid or unpaid, and conditions may apply.

12.8 Parental Leave

Employees who meet the criteria are entitled to Parental Leave in accordance with the Parental Leave and Employment Protection Act 1987 and its amendments.

Parental leave entitlement is described under a number of different names (Paternity Leave, Maternity Leave, Extended Leave and Special Leave) and some of these different forms of leave can be taken in different combinations and at different times over the period of parental leave. Some parental leave is paid.

If you are intending to take parental leave or if you wish to clarify the leave that is available to you, talk to the Manager.

12.9 Jury service

Where the employee is called for jury duty, the GBWCT shall allow the employee to take unpaid leave for that purpose. The employer may at its discretion, permit the employee to use annual leave, if any is owed, for the purpose of attending jury service.

The GBWCT does not subsidise employees who are required to undertake Jury Service.

The employee is entitled to receive a payment from the Ministry of Justice in respect of undertaking Jury Service.

13 Time in Lieu (TOIL)

The success of this organisation is founded on the skills, energies, and commitment of its employees. You may, on occasions, be required to work outside what are considered 'core' hours of work or beyond your contracted hours in order to meet the needs of the business and our stakeholders. Without this goodwill and adaptability, it would be impossible to provide a responsive service or cope with work demands.

However, GBWCT also recognises its duty to protect the health and safety of its employees by ensuring that they do not work too many hours and that they are recompensed by taking time off in lieu (TOIL) for any extra time that they do have to work. This policy seeks to set out both a definition of the TOIL system and some guidelines for its implementation.

13.1 What is TOIL

Lieu time is time off which you are allowed to take either in *lieu* of (i.e., instead of) overtime pay or to balance out for hours worked beyond the working day (i.e., evenings and weekends). Under no circumstances will overtime be paid other than in time off, and all references to "overtime" in this document mean unpaid overtime.

TOIL is not to be confused with working flexibly due to the nature of the role. For example, working to meet periods of high demand should be offset with lull periods. All instances will be treated carefully by the Manager and must be agreed in writing in advance.

TOIL allows employees to respond flexibly to unexpected service or personal needs as well as respond to the occasional need to vary the timings of service provision, such as irregular weekend workshops or seminars.

In addition, if an employee has an unexpected commitment in their personal life, time off can be agreed and made up at a later date.

13.2 TOIL Guidelines

- TOIL is not a tool to be used to accrue time to enable extra days leave to be taken. Most duties should be carried out as part of normal contractual working hours.
- TOIL is an exceptional rather than a routine occurrence. It is to ensure that when employees attend meetings, conferences or visits that extend beyond normal working hours, this time can be taken back. It also allows for employees to respond to requirements of their personal lives.
- TOIL should not result in changes to normal working arrangements, for example every Friday afternoon becoming a 'TOIL' afternoon or working through lunch times and leaving work early each day.
- The scheme must be utilised in the best interests of effective service provision. This requires co-operation between employees and managers to ensure adequate cover is provided as necessary.
- Some employees may be excluded by the nature of their workload, or variations agreed for operational reasons.
- The success of the scheme is based on trust. Any employee who is found to have abused the TOIL scheme may have it withdrawn and be subject to disciplinary action up to and including dismissal.

13.3 Accruing and Taking TOIL

- Employees must agree with the Manager, any time to be worked outside of normal working hours in advance. If this is not practical for any reason, employees must contact the Manager as soon as possible afterwards.
- Employees must obtain the Managers approval before taking any TOIL, in the same way that annual leave is approved.
- Following approval by the Manager TOIL is to be recorded in writing and submitted to the Manager.
- Employees will not accrue more than four days in TOIL in each month, except in exceptional circumstances and only with prior consent of the Manager.
- TOIL must be taken within the same month as accrued unless agreed in advance with the manager. Lieu time accrued and not redeemed as outlined will be considered lost.
- Employees cannot take more than 2 consecutive TOIL days.
- The accounting period will be each calendar month.
- Existing procedures will remain for all other authorised absences, such as annual leave, sickness, compassionate leave.
- TOIL is not payable on termination of employment.
- TOIL must be equal to time actually worked: i.e., there is no provision for time-and-a-half, double time, etc – if you work two hours, you can claim two hours TOIL, regardless of whether the occasion is evening or weekend.

14 Training and Development

GBWCT is committed to providing appropriate training and development opportunities to all employees in order to support high performance in their current role and to prepare them for potential future opportunities.

Training and development may be focussed on the specific technical requirements of an employee's role (such as 'coaching'), more general 'business based' skills (such as the use of software or presentation skills), or developmental needs (such as leadership skills).

Training needs may also be met via formal educational interventions with external providers.

Additionally, mandatory training will be part of the GBWCT strategic plan. This will include areas such as Health and Safety, relevant statutory and legal compliance, contractual compliance, and other areas identified by management.

14.1 Types of Training

Training will be either 'on the job', via informal coaching and instruction or via formal courses and events. Predominantly GBWCT will look to provide opportunities via on the job or coaching methods.

14.2 Planning Training

The Manager and employees should, as part of the annual Performance Review cycle, discuss and identify training and development needs and possible solutions to those needs. Agreed training needs and solutions should be recorded as part of the annual Performance Review cycle.

On the job and coaching based training should be agreed between the Manager and employee and arranged by either the Manager or employee.

14.3 Approval for Training

Budgeted training will be approved by the General Manager.

Unbudgeted training over \$500 per participant must be approved by the Trustees.

15 Misconduct and Disciplinary Matters

15.1 Disciplinary Procedures

GBWCT may invoke these procedures in a situation where there is, for example an instance of misconduct or serious misconduct, or a breach of the employment agreement, or this Handbook.

The GBWCT may take disciplinary action up to and including dismissal for poor performance, misconduct, and serious misconduct or for any other justifiable cause.

The objectives of these disciplinary procedures are to:

- Identify unacceptable performance/misconduct
- (in the absence of serious misconduct) To give the employee a fair opportunity to achieve a satisfactory level of performance/conduct
- Where the employee fails to achieve a satisfactory level of performance/conduct, to ensure the employee is fairly treated in relation to dismissal

Following a fair and reasonable process, the organisation may:

- Step 1. Give a formal written warning, the details of which will be placed on your file. The warning will remain on file unless GBWCT decides to remove it or it expires after 12 months.
- Step 2. Give a final warning if the formal written warning is not heeded or there is further misconduct or serious misconduct. This will state that further misconduct or serious misconduct may result in dismissal. This warning will also remain on file unless GBWCT decides to remove it or it expires after 12 months.
- Step 3. Dismiss you, either summarily or on notice, if the final warning is not heeded, or if there is further misconduct or serious misconduct.

Misconduct (including poor performance) and serious misconduct are discussed below. The distinction between the two forms of misconduct is not always clear and may overlap. Descriptions of types of conduct are given below but are not necessarily exhaustive and are provided as an indication of the types of behaviour, which the GBWCT regards as misconduct or serious misconduct. Any particular incident will be viewed in its own circumstances.

15.2 Poor Performance/Misconduct

In relation to poor performance and misconduct, some of these two areas also overlap, although with misconduct there is usually a wilful element to the alleged behaviour.

It is expected that employees shall conduct themselves properly and competently in their work. Where employees fail to maintain a satisfactory level of performance and/or behaviour the GBWCT may be entitled to take disciplinary action. The following are examples of types of behaviour, which could result in disciplinary action being taken.

This list is illustrative but not exhaustive:

- Poor punctuality
- Less serious use of obscene, abusive or offensive language
- Failure to report any personal injury occurring at work
- Failure to report any incident or matter of concern
- Minor rude behaviour towards a client, student, member of the public and/or other staff

-
- Minor wasting of time or material
 - Minor misuse of equipment or minor negligence, which causes less serious harm to another employee, client, student, member of the public, or to the equipment itself
 - Minor breach of the Trust's Health and Safety requirements
 - Failure to maintain the required standard of dress
 - Minor failure to perform the requirements of the position competently
 - Disruptive or irresponsible behaviour
 - Low level sexual or racial harassment
 - Minor misuse of email and internet policies
 - Minor misuse of GBWCT property or information
 - Poor work attitude
 - Failure to attend meetings as required
 - Failure to attend training as requested
 - Any other less serious failure to comply with this Handbook

15.3 Investigation of Poor performance/Misconduct

In the case of poor performance/misconduct the following procedure will apply:

The employee shall be invited to attend a meeting for the purpose of discussing the alleged poor performance/misconduct.

Prior to the meeting the employee will be advised of the following information and given a reasonable time to consider:

- The specific allegations or concerns
- Information or statements from relevant witnesses who may have observed the alleged behaviour
- All other relevant information that the GBWCT is taking into account as part of the investigation

The employee shall also be advised:

- That the employee may bring a support person to the meeting of the employee's choice
- The possible consequences of the meeting in the event the employee's explanation is not accepted (i.e., the nature of any disciplinary action in contemplation).

The GBWCT shall then meet with the employee and the employee shall be given a fair opportunity to respond to the GBWCT's concerns. The GBWCT will document the employee's response and other relevant matters discussed in the meeting.

The GBWCT will adjourn the meeting to consider the employee's explanation and investigate further if required. If as a result of the investigation significant new evidence arises, the employee will be given an opportunity to respond to that new evidence before the employer reaches a conclusion.

After considering all relevant information, the GBWCT may conclude its investigation. If the GBWCT concludes that the allegations of poor performance/misconduct are substantiated, the GBWCT shall allow the employee to comment on what penalty the employee believes is appropriate.

If the GBWCT decides to issue a written warning, the warning will:

- detail the aspects of the employee's performance/conduct which are unsatisfactory; and
- outline the corrective action the employee is required to take; and
- advise of the consequences of failing to improve; and
- advise of the length of time for which the warning is current.

In the case of poor performance or less serious misconduct, the GBWCT will give the employee two written warnings prior to termination of the employee's employment due to misconduct/poor performance.

The warning procedure shall be:

- (a) First Written Warning
- (b) Final Written Warning
- (c) Dismissal

Final Matters Pertaining to Warnings

In relation to offences for which warnings may be issued, the above provisions are not restricted to repetitions of a specific form of offence but may be applied to offences of a clearly dissimilar nature.

Depending on the seriousness of the offence, the GBWCT may depart from the warning procedure described above and move on to the next step in the warning process.

Likewise, in the case of serious misconduct, the GBWCT may elect not to invoke summary dismissal but may award a warning (whether first or final) as an alternative penalty.

The GBWCT may also elect to withdraw any single disciplinary warning at any time.

15.4 Serious Misconduct

An employee may be dismissed without notice for serious misconduct. This is referred to as summary dismissal.

Examples of actions which constitute serious misconduct include but are not limited to:

- Any material breach of the terms of the employment agreement, the Employee Handbook, or any applicable policy
- Any dishonesty or theft
- Any situation where you behave in a manner likely to bring you, or GBWCT, into disrepute
- Wilful damage of GBWCT property
- Any situation where you take unauthorised absence from work
- Any acts of violence, threatened violence or harassment against another person whilst in the course of duties for GBWCT
- Being drunk, or under the influence of, or using, illegal substances or drugs whilst on GBWCT business or on any work premises or property

-
- Wrongfully disclosing GBWCT information
 - The inappropriate use of electronic media, including PC's, internet
 - Use of seriously abusive, threatening or obscene language
 - Manufacture, distribution, dispensing, possession, consumption or being under the influence of drugs
 - Serious breach of health and safety requirements
 - Gross negligence
 - Falsification of any GBWCT document or record. This includes but is not limited to time, wage, accident, expense, sick leave, and annual leave records, etc.
 - Wilful breach of confidentiality
 - Wilful disobedience or insubordination
 - Serious sexual or racial harassment
 - Unauthorised absence in defiance of a declined request for leave or an unreasonable continued absence after being advised of being required to return to work
 - Giving false information or omitting to give material information at the time of initial employment or at other material times
 - Any other conduct which constitutes serious misconduct.

15.5 Procedure for Serious Misconduct

The following procedure is to be followed when dealing with matters of serious misconduct.

The GBWCT will undertake a full investigation into any allegations of serious misconduct.

If the allegations are sufficiently serious, the employee may be placed on suspension pending completion of the investigation.

The employee shall be invited to attend a meeting for the purpose of discussing the alleged serious misconduct.

Prior to the meeting the employee will be advised of the following information and given a reasonable time to consider it:

- The specific allegations or concerns
- Information or statements from relevant witnesses who may have observed the alleged behaviour
- All other relevant information that the GBWCT is taking into account as part of the investigation

The employee shall also be advised:

- That the employee may be supported at the meeting by a person of the employee's choice; and
- The possible consequences of the meeting in the event the employee's explanation is not accepted (i.e. the nature of any disciplinary action in contemplation)

The GBWCT shall then meet with the employee and the employee shall be given a fair opportunity to respond to the GBWCT's concerns. The GBWCT will document the Employee's response and other relevant matters discussed in the meeting.

The GBWCT will adjourn the meeting to consider the employee's explanation and investigate further if required. If as a result of the investigation significant new evidence arises, the employee will be given an opportunity to respond to that new evidence before the employer reaches a conclusion.

After considering all relevant information the GBWCT may conclude its investigation. If the GBWCT concludes that the allegations of serious misconduct are substantiated, the GBWCT shall allow the employee to comment on what penalty the employee believes is appropriate.

In the event of serious misconduct, the GBWCT may dismiss the employee without notice.

15.6 Resolving Employment Relationship Problems

The Employment Relations Act 2000 requires all employers to provide their employees with a plain language explanation of the services available for resolution of employment relationship problems.

The following are the options available to employees who believe there is an employment relationship problem.

GBWCT encourages employees to check their facts before taking things further.

Discuss the apparent problem with family or friends or advisers and find out what the law is and/or what the employment agreement says. For additional information:

- Contact the Employment Relations Info line – Call free 0800 800 863
- Visit the website at www.employment.govt.nz to obtain information and factsheets
- Talk to a lawyer, community law office or industrial relations consultant

Employees are encouraged to talk to the Manager or an appropriate person in the organisation. It is ideal if we can solve our own problems quickly and fairly wherever possible.

If the problem can't be solved internally, a Mediation Service run by the Ministry of Business, Innovation and Employment can be accessed. The Mediation Service provides information about employment rights and obligations, as well as providing impartial mediators to help solve the problem.

If the Mediation Service does not provide a solution, the Employment Relations Authority may be approached for help. Employees taking this more formal step may wish to have someone representing them. The Authority will investigate the problem and make a decision.

If the decision is not satisfactory to the employee, the problem can then be taken to the Employment Court or ultimately to the Court of Appeal.

If an employee has a personal grievance, it must be raised within 90 days after the action complained of, or the date the employee became aware of it (unless there are exceptional circumstances as outlined by the Employment Relations Authority).

If an employee believes they have a personal grievance based on discrimination or sexual harassment, they may be able to make a complaint under the Human Rights Act. A personal grievance can't be referred to both the Human Rights Commission and the Employment Relations Authority.

If the problem is about minimum entitlements under the law, a Labour Inspector can be contacted to enforce employee rights under minimum rights legislation, such as the Minimum Wage Act 1983 or the Holidays Act 2003.

16 Other Employment Matters

16.1 Equal Employment Opportunity (EEO)

GBWCT aims to be an equal opportunity employer and is committed to promoting equal opportunities regardless of religious belief, age, colour, race, creed, marital status, gender, sexual orientation, political affiliation, ethnic origin, family status or any disability you may have (subject to the exceptions contained in the Human rights Act 1993). This commitment applies to all areas of the work environment, all employment activities, resource allocation and all employment terms and conditions. Selection criteria and procedures aim to ensure that employees are selected, promoted, and treated on the basis of their relevant merits and abilities.

16.2 Harassment

Harassment and bullying in the workplace will not be tolerated. Such behaviour is regarded as serious misconduct when it occurs either within the workplace or outside the workplace where it would not have occurred but for the employment relationship between the person and the complainant.

If any employee feels they have been subjected to any form of harassment (sexual, racial, political, social, or religious) or bullying, it may be discussed (confidentially) with the General Manager, or another appropriate senior employee.

Complaints of harassment or bullying will be taken seriously, and instances of harassment or bullying may lead to dismissal or to other appropriate action being taken in respect of the person conducting such behaviour.

Staff may also experience harassment from clients, students, clients' family/whanau, visitors members of the public or other people in a relationship with Trust. This guideline is intended to deal with such situations as well.

In general terms Harassment is treatment or a specific nature that is unwelcome and offensive to the recipient. People have different levels of tolerance toward such behaviour and each person has the right to identify what is offensive to them. Harassment may not necessarily be intentional.

At the GBWCT all forms of harassment are prohibited. These are defined as follows:

Sexual harassment – verbal, written or physical behaviour of a sexual nature by one person or a group of people towards another person or group. The behaviour must be unwelcome and offensive to the recipient and must be repeated, or sufficiently serious, that it has a detrimental effect on the employee's employment, job performance or job satisfaction. It includes but is not limited to:

- Personally, offensive comments - whether verbal, written or electronic
- sexual or smutty jokes
- misuse of visual or written material
- repeated comments or teasing about a person's alleged sexual activities or private life
- persistent, unwelcome social invitations or telephone calls at work or at home
- wearing revealing clothing that makes colleagues feel uncomfortable or embarrassed
- offensive hand or body gestures
- physical contact such as patting, pinching or touching

-
- provocative posters with sexual connotations
 - sexual assault or rape

Sexual harassment is prohibited by sections 62 and 69 of the Human Rights Act 1993 and is grounds for a personal grievance under sections 103, 108 and 117 of the Employment Relations Act 2000.

Racial harassment - is defined by the Human Rights Act 1993 as 'behaviour that is uninvited and humiliates, offends or intimidates someone because of their race, colour, or ethnic, or national origin.' It can be spoken, written or visual material or a physical act. Usually, the behaviour has to be repeated, but there will be occasions when a single instance of the behaviour has such a detrimental effect on a person that it will be considered unlawful. Racial harassment includes but is not limited to:

- making offensive remarks about a person's race
- mimicking the way a person talks
- making jokes about a person's race
- calling a person by racist names
- deliberately pronouncing a person's name wrongly

Bullying - is a repetitive behaviour. While one-off acts of intimidation can be serious, they do not necessarily constitute bullying. It is unreasonable behaviour, obvious or hidden, that intimidates, humiliates, or causes harm to an individual or group in the workplace. It includes but is not limited to:

- verbal abuse and sarcasm
- unjust criticism
- threats
- setting someone up to fail
- isolating or ignoring a person on a constant basis
- gossip and rumour
- unnecessarily making a person wait for information or other requirements

Often bullying behaviour seems trivial until it becomes apparent that the pattern of the behaviour is undermining someone's confidence or self-esteem.

16.3 Process for Addressing Harassment

If you believe you have been subjected to harassment or bullying in the workplace, speak to the Manager.

Immediately upon receiving your complaint the Manager will take all reasonable steps to prevent any repetition of the alleged harassment in the workplace.

Once reported, the Manager or their authorised agent, will carry out an investigation in a timely manner.

As part of the investigation the complainant will be required to supply the Manager with a detailed written statement setting out the date, times and nature of the harassment.

The Manager will interview all relevant witnesses that are identifiable as a result of the complainant's written statement.

The Manager will provide the alleged perpetrator with the complainant's written statement together with all other relevant information.

The alleged perpetrator of the harassment will have a fair opportunity to respond to the allegations and may have representation if disciplinary action is possible.

If the allegations are serious, the alleged perpetrator may be suspended on full pay, pending the outcome of the investigation into the alleged harassment.

The Manager will interview any relevant witnesses identified by the alleged perpetrator.

If at the conclusion of the investigation, the Manager concludes harassment has occurred, the complainant shall be notified of the conclusion and of any actions taken in order to prevent a reoccurrence of the harassment.

If the Manager concludes disciplinary action is justified, such action may include one or more of the following:

- a formal apology to the complainant
- appropriate training
- a formal warning
- a final written warning
- termination of employment with notice
- summary dismissal

16.4 Victimisation

Anyone may discuss any issue relating to harassment, major or minor, in confidence, with the Manager or another advisor, and will not be victimised for doing so.

Victimisation of a complainant (should it occur) will be treated very seriously.

16.5 Discrimination

Under the Human Rights Act it is illegal to discriminate on the basis of age, sex, sexual orientation, race, disability, family, marital, family or employment status, political opinion, religion, and ethnic origin.

Discriminatory behaviour is behaviour that makes a person feel offended, humiliated or intimidated at work and leaves them feeling their work performance and morale has been negatively affected. Discrimination may include loss of or denial of opportunity, bullying, intimidation, insults, malicious gossip, insults and/or victimisation relating to the matters raised in the first paragraph.

16.6 Complaint process

Any person who has experienced discrimination, harassment, bullying or any other inappropriate behaviour, has the right to complain and take action to stop this behaviour. If you experience these behaviours, you should:

- Tell the person(s) that their behaviour is unacceptable and that you would like it to stop; and/or
- Report the matter to the Manager or to any other member of management, if you feel that you are unable to speak to the person yourself. Your complaint will be attended to in a completely confidential manner unless we agree otherwise

17 Leaving the Organisation

17.1 Resignation

We hope that you will enjoy your employment with us. However, should you decide to leave for other employment opportunities you must prior to finishing your employment with us:

- Give the notice recorded in your employment agreement to the Manager
- Complete any administrative processes
- Hand in all confidential information, equipment, and other property belonging to the Trust
- Return all keys used
- Complete your final time record in PayHero as is necessary.

The employee is not to destroy any files or records prior to their departure from the organisation. This includes paper files, digital files, emails, contracts, diaries, notes, and any other information.

In some cases, the employer may place the employee on paid leave (garden leave) for all or part of the employee's period of notice of termination. During this period of paid leave, the employee will remain a paid employee of the employer, but the employer may require the employee not to attend the workplace, contact any clients or other employees, or undertake any duties whatsoever. This will be done in agreement with the employee.

17.2 Return of GBWCT property

When you leave GBWCT we ask that you:

- return all company property including company vehicle, mobile phones, computers, computer peripherals, projectors, access cards and keys, company records, paperwork documents, and information, identification cards and any other relevant property
- hand over all current work to the appropriate people/person in order to ensure continuity of business/service
- hand over all notes of confidential information which you may have acquired during your employment to someone duly authorised to receive them.

17.3 Exit Interviews

When you leave GBWCT you may be invited to attend an exit interview. The interview will be scheduled in your last week. This is a confidential interview aimed at helping us to understand how we can improve our organisational performance. It focuses on aspects of our employment relationship with you including remuneration, training, working conditions, benefits, management practises etc. We aim to learn from your comments and use these to make improvements where appropriate.

18 Declaration

Employee Name: _____

I have received and read a copy of the Employee Handbook dated [insert date] which I understand forms part of the Terms and Conditions of my employment.

Signed: _____

Dated: _____

Please sign and return this page for placing on your employee file.