

BRITEServices

Employee Handbook

March 2010

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



Introduction

This book tells people about what Brite Services does.

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

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

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

Employment conditions explain the rights and responsibilities of employees.

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

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

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

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

Contact Details

Brite Services

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Important Contacts

Villamanta Legal Service

44 Bellerine Street,
Geelong 3220
0352292925
Toll Free 1800 014111

Disability Rights Victoria

Action for Community Living
Advocacy House
9489 2999

Disability Justice Advocacy

(physical disabilities)
266 Johnston Street
Abbotsford 3067
9416 3488

FaHCSIA

(Family, Housing, Community Services
& Indigenous Affairs)
Disability Programs
Level, 2 Lonsdale Street
Melbourne 3000
8626 1151

Office of the Public Advocates

5th Floor 436 Lonsdale Street,
Melbourne
9603 9500

HumeLink

Arabic 9679 9815
Bosnian 9679 9816
Croatian 9679 9817
Greek 9679 9818
Italian 9679 9819
Serbian 9679 9820
Spanish 9679 9821
Turkish 9679 9822
Vietnamese 9679 9823
Other languages 9679 9824
English 9679 9839



Abuse & Neglect Hotline

1800 880 052 (8.00am – 8.00pm)
Free call

LIFELINE

24 Hour Counseling Service
131 114

Translating & Interpreting Service

(24Hour) 131 450

Centrelink Multilingual Telephone

Information Service 131202

Migrant Resource Centre

Northern (Coburg)
9383 6233
North West Region (St Albans)
9367 6044
Northern (Preston)
9484 7944

Centrelink

16-22 Pearcedale Pde
Broadmeadows 3047
9201 2578

Multi-Purpose Taxi Program

P.O. Box 666
North Melbourne
9320 4360

Citizen Advocacy

Sunbury & Districts Inc.
Suite 6, 36 Macedon Street
Sunbury 3429
9744 7378
Mobile: 0408 179 614

Citizen Advocacy

19 Hall Street
Newport 3015
9311 1182

Employee rights and responsibilities charter

(This information relates to standards 2, 3, 4, 7, 9, 10 and 12)

Employees have the right to.....

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



Employees have the responsibility to.....

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

Disability Service Standards

Brite Services follows the Disability Service Standards.

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

There are 12 Disability Service Standards:

Standard 1: Service access - This Standard means that there are fair rules about who can work at Brite Services.

Standard 2: Individual needs - This Standard means that the staff at Brite Services help you in the way that is best for you.

Standard 3: Decision making and choice - The Standard means that you are able to have a say in decisions important to you at Brite Services.

Standard 4: Privacy, dignity and confidentiality - This Standard means that information about you collected at Brite Services is kept private and that you are treated with respect.

Standard 5: Participation and integration - This standard means that Brite Services will help you to take part in the community.

Standard 6: Valued status - This standard means that Brite Services will help you find respect in the community by having a job.

Standard 7: Complaints and disputes - This Standard means that whenever you have a problem at Brite Services you can make a complaint without fear of getting in trouble.

Standard 8: Service management - This Standard means that Brite Services is well organized and managed so that it runs well.

Standard 9: Employment conditions - This Standard means that you have the same rights as everyone else, to be treated fairly and earn a wage at Brite Services.

Standard 10: Service recipient training and support - This Standard means that Brite Services will help you to learn the skills you need to do your job.

Standard 11: Staff recruitment, employment and training - This Standard means that staff at Brite Services have the right skills to best help you.

Standard 12: Protection of human rights and freedom from abuse - This Standard means that you can feel safe and respected at Brite Services because we will make sure that nobody can hurt you, abuse you or disrespect you.

General Information

(This information relates to standards 8 and 11)

Vision Statement

Providing Equity & Access to a Better Life

Mission Statement

Providing sustainable businesses and services.

Maximise and empower by invigorating the lives of people with a disability and who are vocationally disadvantaged.

Values Statement

At Brite Services the Board, Chief Executive Officer, Managers and Employees value

Accountability and Transparency	The upholding of individual and Organisational accountability and transparency in all we do and say.
Dignity & Respect	The right of each and every person to be treated with respect and dignity.
Honesty & Integrity	Honesty & Integrity in all we do, all we say and how we operate.
Care & Compassion	When we truly care we are compassionate and open to others' needs

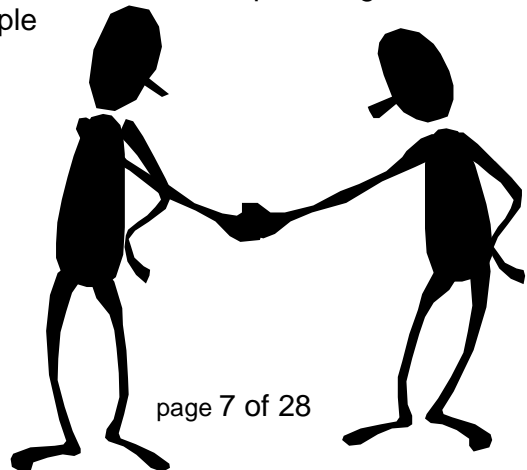
This means that Brite Services' main aim is to help support people with disabilities and people who struggle to find work.

History of Brite Services

Northern Brite Industries was formed in 1976 and renamed Brite Services in 2005. In 2006 we celebrated our 30th birthday.

Brite Services has two operations:

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



Brite Services Membership

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

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

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

Board of Directors

The Board of Directors at Brite Services is made up of up to 16 people.

The Board of Directors is responsible for:

- Setting the direction of the service
- Making sure the money is managed correctly
- Making sure funding bodies needs are met

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

Management

The Chief Executive Officer is responsible for the management of the service.

The Business Service Manager is responsible for overseeing the delivery of the service.

Staff

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

The Nursery Manager is responsible for the nursery

The Production Coordinator is responsible for production in the factory

The Warehouse Coordinator is responsible for the warehouse

The Maintenance Coordinator is responsible for overseeing maintenance

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

Employee Support is responsible for entry, induction and exit and for providing specialist advocacy support to employees on day to day issues

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



Access to Brite Services

(This information relates to standard 1)

Eligibility

The Brite Services service target group is people with a disability and people who are vocationally disadvantaged over the age of 17 years for employment.

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

Access to Brite Services is non discriminatory.

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

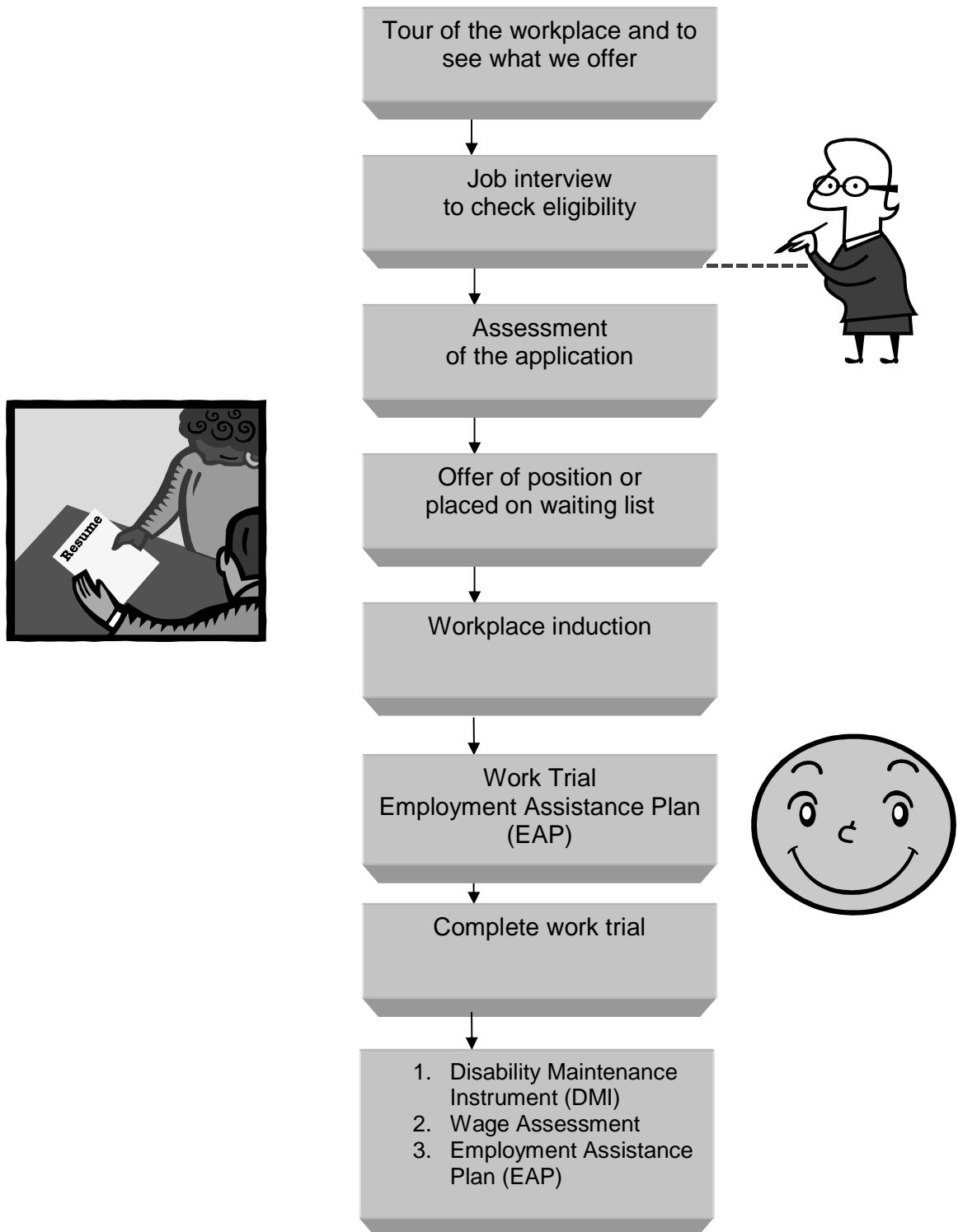
- For employment aged 17 years or over
- Motivated to work
- Able to work a minimum 8 hours per week
- Does not require attendant care
- Able to self administer medication
- Willing to follow Brite Services OH&S policies and procedures
- Willing to participate in the Wage Assessment process
- Willing to actively participate in the Employment Assistance Plan (EAP) process
- Receiving or eligible for a Disability Support Pension
- Not registered with another Commonwealth funded business service
- Responsible for own transport to and from work
- Clear Police check and willing to undergo a police check every three years

Applying for work

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

If you are interested in finding work at Brite Services please contact us on 9309 5111 and ask for a tour of the workplace.

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



Employment Conditions

(This information relates to standards 8 and 11)

Working hours

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



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

Lunch and tea times

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

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



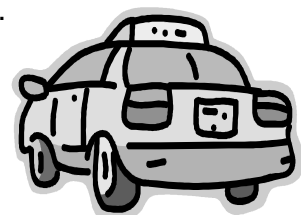
Afternoon tea from 2.00 pm to 2.15 pm or
from 2.25 pm to 2.40 pm



Transport

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

If you are travelling in a taxi, you need to make your own arrangements with the taxi company.



Starting time

You have a responsibility to be at work on time.

If you are going to be late, it is important that you phone and tell us before 9 a.m.

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

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

Wages

You receive a wage from Brite Services for your work.

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

Your terms and conditions of employment are covered by the Disability Service Award 2010 and current legislation.

Annual leave

Annual leave is the time you have for holidays.

All permanent employees are entitled to annual leave.

If you work full-time and have worked one full year, you receive 20 days (4 weeks) paid annual leave.

If you have not worked a full year or if you are working part-time, you will still get holidays, but the amount of paid annual leave will be less, this is called pro-rata.

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



RDOs, Public Holidays and Closed Days

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

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

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

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

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

Other leave

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

Leave forms are available in the workplace.

Personal Leave

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

This is called Personal Leave.

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

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

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

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

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



Compassionate Leave

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

If you need more time please speak with the Employee Support.

Parental and Adoption Leave

Parental and Adoption Leave is as per current legislation.

Long Service Leave

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

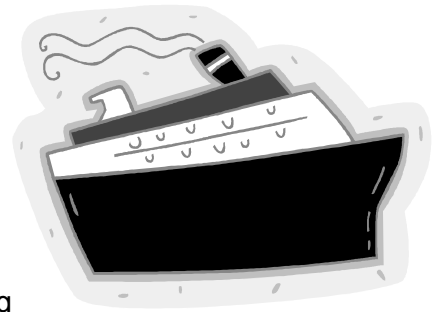
You receive 13 weeks paid Long Service Leave after 15 years employment.

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

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

If you leave Brite Services after 7 years employment you will receive a pro-rata Long Service Leave payment.

If you want to find out more about Long Service Leave, talk to Employee Support Staff.



Leaving Brite Services

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

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

Part time work

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

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

Superannuation

Superannuation is paid as per the current legislation.

Wage Assessments

At Brite Services you are paid under an Award which is the Disability Service Award 2010 and covered by current legislation.

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

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

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

It measures:

Your Task Skills (what kind of jobs you do)

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

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

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

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

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

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

Work Trial

All new employees start work at Brite Services on a 3 month work trial.

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

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

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

All new employees are paid during their work trial.

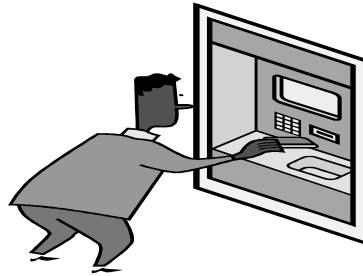
Pay slip

Every 2 weeks you receive a pay slip.

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

Payment

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



Overtime

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

If you work more than the normal hours you are entitled to be paid time and a higher rate.

Lockers

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

Smoking



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

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

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

Alcohol and drugs

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

Medication

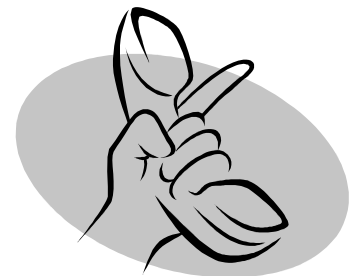
You are responsible for your own medication. If you are on medication and cannot self medicate then you cannot come to work.

Phone calls

Phone calls can be made at work

You can use the telephone in the meeting room.

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



Canteen

A canteen serving both hot and cold food at reasonable prices is available. There are seats and tables inside and outside and you can use the fridge, sandwich toaster, microwaves, tea and coffee making facilities as well as a television and lounge area.

Safety

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

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

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

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

Employment Assistance Plans

(This information relates to standards 2, 3, 5, 6 and 10)

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

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

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

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



Workplace training and support

(This information relates to standards 2, 3, 5, 6 and 10)

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

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

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



Making decisions at work

(This information relates to standards 2, 3, 7 and 8)

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

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

Some ways of doing this include:

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

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

If you are interested in being on the ERC, you can, if chosen by your fellow employees. This is called an election. Elections are held every year.

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



How we treat each other at work

(This information relates to standards 8 and 12)

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

This means that:

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



It also means that:

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

Complaints

(This information relates to standard 7)

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

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

Your complaint will be welcomed and taken seriously.

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

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

To make a complaint you can:

- Talk to a staff member who you feel comfortable with
- Fill in a Complaints Form and hand it to a staff member
- Telephone the Complaints Resolution and Referral Service on **1800 880 052**. This organisation is there to help you make a complaint.
- Talk to somebody outside Brite Services such as a friend, advocate or family member who can help you

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

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

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



Human rights

(This information relates to standards 4, 9 and 12)

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

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

These rights include:

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



Freedom from abuse and neglect

(This information relates to standard 12)

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

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

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

Types of abuse include:

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

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

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



Privacy

(This information relates to standard 4)

Brite Services has a responsibility to respect your privacy.

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

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

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

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

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

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



Disciplinary Procedure

(This information relates to standards 1 and 8)

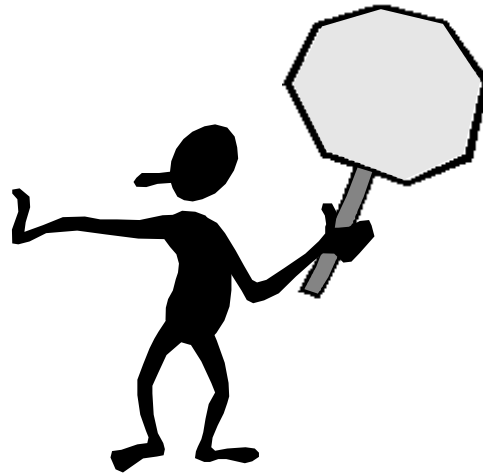
There is a disciplinary procedure for when we think you are not meeting your responsibilities at work.

This could happen if you are:

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

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

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



Leaving Brite Services

(This information relates to standard 1)

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

Sometimes an employee can be asked to leave Brite Services.

This happens when:

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

