

HTN POLICY AND PROCEDURES



SUBJECT: GRIEVANCE PROCEDURE

POLICY: There will be occasions when, for various reasons, services are not up to the required standard and our host businesses, apprentices or trainees are not entirely satisfied. In such cases, there is a need to address the matter in the short term with a satisfactory solution. This procedure will address the short term or remedial action.

PURPOSE: To ensure that any complaints or problems, or potential problems, relating to our services or against a host business, apprentice or trainee, are identified, documented and brought to the attention of the responsible manager. To ensure that complaints and problems are addressed quickly and effectively.

SCOPE: Leadership Team
HTN Team
Apprentices and Trainees
Host Businesses

PROCEDURES AND AREAS OF RESPONSIBILITY:

HTN Team

Are encouraged and empowered to report any complaints, problems, and breaches in standard operating procedures or potential problems relating to our services, host businesses, apprentices or trainees.

Must take remedial action as soon as possible, any written complaints/comments received or record of verbal communication must be referred to the Leadership Team Member in the best position to take such action and recorded in the Employee Management System against the employee or host folder.

To avoid communication problems, ensure that the problem matter is referred to one Leadership Team Member only.

Leadership Team

Upon receipt of the Problem Report, enter details of the complaint/problem as an open-ended file note in the Employee Management System.

Ensures that appropriate action to address the problem is taken in the short term or refers the matter for discussion to the Chief Executive Officer, as required.

Ensures that contact is made with the complainant within 24 hours, gives them the right of reply and resolves the problem. If there are major difficulties and advice is required, it is expected that some discussion may have to take place with the Chief Executive Officer.

Ensures that any HTN documentation or service identified in the complaint/problem is withdrawn from use until a review has been undertaken and the offending paperwork or service is rectified.

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Once the immediate concerns have been attended to and the remedial action taken, will record details of the problem in the Employee Management System and report to the Chief Executive Officer for sign off and recorded action in the Employee Management System against the employee or host folder.

Will supply any information that will help identify the root cause(s) and/or suggested amendment or improvement in systems that is likely to prevent recurrence of such problems in the Employee Management System file notes in the relevant sections so that it can be considered by the Chief Executive Officer for further action.

Chief Executive Officer

Ensures that the problem logged is signed off when the complaint/problem is satisfactorily resolved and record result in the Employee Management System against the employee or host folder.

The Commissioner/Vocational Training Tribunal

Complaints not suitably resolved can be lodged with the office of the Commissioner. In the case of a complaint being made, the Commissioner will attempt to bring the parties to a settlement or if such a settlement is not achievable, the Commissioner will refer the complaint to the Tribunal.

Section Leadership Team

All staff should refer Problem Reports to the following personnel: -

Problems relating to	Referral to
Invoicing / Debtors/ Payroll	Financial Accountant
Host Business, Apprentice or Trainee / Training Quality	Area Territory Manager (first stage) Operations Manager (second stage)
Training Contract / Completions Funding Body/ General Administration	Operations Manager
Recruitment	Marketing & Recruitment Coordinator
HTN Team	Chief Executive Officer

CODE OF PRACTICE



HTN is a Group Training Organisation committed to achieving excellence and will continually strive to provide host businesses and apprentice/trainee clients with quality customer service.

All HTN staff recognise and promote the rights of clients and provide information, advice and support that is consistent with core business values and this Code of Practice. HTN will, at all times promote a working and learning environment that is fair, considerate and free from discrimination and harassment regardless of cultural background, gender, sexuality, disability or age.

Code of Ethics

We at all times, act with integrity in dealings with apprentices/trainees, host businesses, staff, members of the community and business/market competitors.

We adopt policies and practices that ensure the quality of apprenticeship and traineeship training offered are relevant and commensurate to industry requirements.

We will ensure that employees and representatives are familiar with this code of ethics. We refrain from relationships with companies or individuals that could be regarded as acting contrary to this code of ethics.

We at all times promote the highest ethical and professional standards and conduct group training activities with the best interest of the following key stakeholders in mind; HTN Staff, HTN Apprentices and Trainees, HTN's network of Host Businesses, Member Organisations and Industry Stakeholders partners.

We encourage employees to report on matters that will genuinely cause financial or nonfinancial loss to HTN or damage to HTN's reputation.

Constitution

We have in our constitution expressed our aims and purpose as an organisation. This expression is clearly communicated to members and stakeholders

Client Services

We will provide a quality service arrangement to all clients and respond effectively to client requests and requirements. We will provide a high level of customer service as outlined in the HTN Customer Service Charter.

We will coordinate an annual customer service survey to measure the effectiveness and quality of service delivery to gauge overall client satisfaction with any deficiencies documented and corrective actions detailed to respondents.

Conduct of Directors, Leadership Team & Staff

We make decisions that are consistent with HTN's aim/purpose, with proper documented and Board approved selection criteria used to appoint new members. We maintain adequate documentation to support any decisions made

We strive to achieve operating efficiencies. We obtain value for HTN money spent and avoid waste and extravagance in the use of resources

As a not-for-profit organisation, HTN meets its statutory obligations, elects to participate in optional regulatory guarantees (e.g. ISO Standards) and maximises its financial commitment to support hospitality and food service Apprentices and Trainees.

We do not take improper advantage of any information gained in the course of our appointment (Directors) or employment (Managers & Staff)

Conduct of Host Businesses and Apprentice/Trainee Employees

We have policies and procedures to support our Contractual Agreements for dealing with unacceptable behaviour by Host Businesses and/or Apprentice/Trainee employees. We ensure these procedures are followed stringently and apply the principles of natural justice in the hearing of a complaint against any individual or organisation.

Procurement of Goods & Services

We ensure that HTN's procurement of goods and services represents quality and good value, and is done so in the best interests of HTN and all its employees.

We have in place, and follow a sound framework for the procurement of goods and services All procurements are properly defined, documented, cost planned and approved.

Any major procurement is subject to appropriate written contracts with the chosen supplier The Board of Directors acts diligently and in the best interests of HTN in approving major procurement spending and fiscal strategies

If a Director of HTN has a real or potential material personal interest relating to HTN's procurement activities, the nature of that interest is disclosed at the earliest possible meeting of the Board.

Financial Management & Reporting

Our financial management practices are consistent with the appropriate standards. Financial decisions are consistent with the Board's approved goals and approved budgets. The Board establishes boundaries and limits regarding capital investments and the remuneration and benefits of CEO. Management provides prompt detailed reporting where limits and boundaries are exceeded, and proves the appropriate standards are met in the:

1. Protection of assets
2. Tendering
3. Cost containment
4. Efficient use of labour

Financial reports accurately reflect the true financial position of HTN and will be provided for each Directors meeting.

The operation of financial systems and financial safeguards is subject to independent, external high level audit review on a six monthly basis and a full audit on an annual basis.

Complaints Handling & Dispute Resolution

We have in place speedy, responsive, accessible, and user friendly procedures for dealing with complaints. Please refer to the HTN Issues & Complaints Policy.

Human Resource Management

We ensure that all aspects of Human Resource Management are both fair and equitable.

We recruit and employ staff internally and externally on the basis of proper assessment of merit. HTN does not unlawfully discriminate against staff or prospective apprentices/trainees on the grounds of: marital status, sexuality, race, physical or intellectual disability, pregnancy, age or any other unjustifiable type of discrimination; HTN staff are required to promote these principles.

We promote good industrial relations between management and all employees. Management, with the full support of Directors, ensures that minimum award conditions and rates of pay, and the requirements of all other law, are applied at all times, and that any employee's legitimate grievance is promptly and fairly processed within the appropriate statutory requirements.

We deal effectively and fairly with reports from whistleblowers in a way that protects the identity and security of the whistle blower and provide for the secure storage of any information provided.

We are committed to developing staff professionally within the organisation and support learning through the company's Employee Educational Assistance Program.

Staff performance is reviewed annually to assess and support development. The review process provides feedback and consultation, with any deficiencies documented and corrective actions detailed.

Skills assessments are conducted for all HTN apprentice and trainee employees in consultation with Host Businesses in order to evaluate apprenticeship or traineeship progression, with any deficiencies documented and corrective actions detailed.

We provide access to professional support to staff and apprentice/trainee employees where required through the provision of an Employee Assistance Program (EAP). Professional counselling is available to provide assistance with personal issues that may encompass drug and alcohol addiction, depression, relationship issues or anxiety to name a few.

CODE OF PRACTICE



Privacy

We will protect and not disclose information provided by apprentices, trainees, host business or staff members. We will maintain a separate and up to date Privacy Policy, and display the policy at all times. Please refer to the HTN Privacy of Information Policy.

Work Health and Safety

We proactively promote Work Health and Safety to all apprentices, trainees, host businesses and staff.

We will maintain separate and up to date Work Health and Safety publications and policies that exceed minimum expectations. Please refer to the HTN WHS Policies Statement.

Legislative Requirements

We will monitor Commonwealth, State and Territory laws and legislation to ensure compliance and we will communicate to staff, apprentices, trainees and host employers with regard to legislative obligations and requirements.

Particular attention is paid to legislation covering Apprenticeships and Traineeships, Work Health and Safety, Workplace Gender Equity, Discrimination and Harassment.

Signed: _____

Date: _____

HTN POLICY AND PROCEDURES

SUBJECT: WORKPLACE VIOLENCE AND BULLYING



POLICY: Bullying conduct is unlawful and as such, HTN will not tolerate violence, threats or bullying in the workplace or at work related events by our employees or directed at our employees.

Courtesy, understanding and mutual respect towards all persons are necessary for excellence in what we do, for safety & wellbeing in the workplace, and in creating an environment that is conducive to quality training and employment outcomes.

PURPOSE: To create and maintain an environment for all employees (both internal and external) that is free from violence or bullying.

SCOPE: All Staff
Host Businesses
Apprentices and Trainees
Contractors

DEFINITIONS:

For the purpose of this policy, the following definitions apply:

Violence:

- Any act of physical violence
- Any threat or behaviour that has the potential to harm or endanger others.
- Any threat or behaviour that has the potential to result in an act of aggression.
- Any threat or behaviour that has the potential to destroy or damage property.

Bullying or Harassment:

Harassment includes words as well as acts, pictures and images manifest attitudes and a hostile or threatening work environment. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately, safe. Harassment is unlawful if it happens because of a person's sex, race, age, marital status, sexual preference, disability, transgender status or carer's responsibilities.

- Verbal bullying with sexual overtones (sexual harassment).
- Persistent shouting and swearing.
- Unreasonable threats of dismissal.
- Peer to peer bullying and bullying by supervisors and managers.

HTN POLICY AND PROCEDURES

SUBJECT: WORKPLACE VIOLENCE AND BULLYING



Any employee found to be responsible for workplace bullying or alternatively commits an act of violence or threatens to commit an act of violence towards other persons or property will be subject to disciplinary action, up to and including dismissal.

As per WHS Legislation, all employees have a responsibility to report incidents pertaining to workplace violence or bullying to his/her Host Business in conjunction with their HTN Employment Coordinator. All incidents will be thoroughly investigated and appropriate action devised by HTN Leadership Team, Field Staff in conjunction with the Host Business and Apprentice in accordance with legislative obligations.

PROCEDURES AND AREAS OF RESPONSIBILITY:

Employment Coordinator / Leadership Team:

If an incident has occurred:

1. HTN Leadership Team to be alerted.
2. A written account will be requested, i.e. an Incident Report form, from the victim.
3. A formal investigation will be conducted that includes; questioning relevant parties, witnesses, HTN employees, other HTN apprentices / trainees, Host employees, supervisors etc.
4. All details and communications to be recorded on employee files and in the Employee Management System.
5. HTN Leadership Team to determine an action plan through counselling sessions, Employee Assistance program or disciplinary action and then provide feedback to employee and/or Host (if appropriate).
6. HTN to document outcome on the Employee Management System and record in employee file.

HTN POLICY AND PROCEDURES

SUBJECT: AMBULANCE POLICY – INJURY MANAGEMENT



- POLICY:** HTN is responsible for the effective and prompt treatment of injured HTN apprentices or trainees.
- SCOPE:** This policy applies to HTN apprentices and trainees employed throughout NSW and the ACT and is communicated to all Host Businesses.
- COMMITMENT:** HTN is committed to all aspects of our Duty of Care in relation to our employees and wish to ensure the effective, appropriate and timely treatment of injuries sustained by apprentices and trainees employed within the Network.

PROCEDURES AND AREAS OF RESPONSIBILITIES:

This policy applies to any HTN apprentice or trainee that sustains an injury through the course of their duties at their host establishment.

If a HTN apprentice or trainee requires medical attention, an ambulance is to be called to attend to the injury. Under no circumstances is an apprentice or trainee to be placed on public transport or sent to hospital in a taxi.

The cost associated with the ambulance is covered by HTN's worker's compensation insurance and will not be incurred by the host business or apprentice/trainee employees.

Note:

It is not expected that an ambulance should be called if the injury sustained by a HTN Apprentice/Trainee was of the nature that it would be considered reasonable to be treated with equipment that was available in a basic 1st aid kit and if no further medical treatment was considered necessary.

HTN POLICY AND PROCEDURES



SUBJECT:

EQUAL EMPLOYMENT OPPORTUNITY FOR WOMEN IN THE WORKPLACE

POLICY: HTN is firmly committed to achieving best practice in the provision of quality apprenticeship and traineeship training in NSW and the ACT.

HTN acknowledges that this is achievable through the provision of non discriminative access to HTN services and employment activities.

HTN recognises that the fields of commercial cookery and meat processing have long been “Non-Traditional roles for women”, and further acknowledges obligations under the Equal Opportunity for Women in the Workplace ACT 1999.

Therefore, this policy endeavours to assist HTN to achieve employment outcomes for women as well as provide equal employment opportunities within the network.

COMMITMENT:

HTN is firmly committed to:

- Promoting the principle that employment for women should be dealt with on the basis of merit.
- Promoting amongst host businesses, the elimination of discrimination against, and the provision of equal opportunity for women in relation to employment matters.
- Fostering workplace consultation between host businesses, apprentices and trainees on issues concerning equal opportunity for women in relation to employment.

SCOPE:

Leadership team
All Staff
Apprentices and Trainees
Host Businesses

ROLES AND AREAS OF RESPONSIBILITY:

Leadership Team:

Leadership Team are required to ensure that the principle of equal employment for women is widely promoted to staff and apprentices/trainees employed within the network, as well as to report on the program on an annual basis.

HTN POLICY AND PROCEDURES



SUBJECT:

EQUAL EMPLOYMENT OPPORTUNITY FOR WOMEN IN THE WORKPLACE

Employment Coordinators/ Territory Managers:

Employment Coordinators/ Territory Managers are required to:

- Distribute information regarding HTN's policy relating to "Equal Opportunity for Women in the Workplace" to host business', trainees and apprentices.
- Provide assistance and guidance regarding discrimination complaints (In accordance to HTN's complaints and grievance policy and procedures).
- Provide information and guidance to apprentices and trainees regarding employment issues relating to pregnancy and breastfeeding etc.

Apprentices and Trainees:

Apprentices and trainees employed within the network have a responsibility to assist in the promotion of equal employment opportunities for women in the workplace as well as to assist in the promotion of a harassment free workplace.

Host Businesses:

Host Businesses within the network have a responsibility to assist in the promotion of equal employment opportunities for women in the workplace as well as to assist in the promotion of a harassment free workplace

HTN POLICY AND PROCEDURES

SUBJECT: SEX BASED HARASSMENT



POLICY: HTN is firmly committed to achieving best practice in the provision of quality apprenticeship and traineeship training in NSW and the ACT.

HTN acknowledges that this is achievable through the provision of a harassment free workplace.

HTN recognises that the field of commercial cookery and meat processing have long been “Non- traditional roles for women”, and further acknowledges legal obligations under the Sex Discrimination Act and that sexual harassment is against the law.

PURPOSE: To assist HTN to achieve “harassment free” employment conditions for all employees.

SCOPE: Leadership Team
All Staff
Apprentices and Trainees
Host Businesses

COMMITMENT:

HTN is firmly committed to:

- Promoting a non-discriminatory and harassment free work environment within the network.
- Promoting amongst host trainers, the elimination of sex based harassment at all levels.
- Assisting HTN employees, apprentices and trainees employed within the network with regard to sex based harassment issues as per HTN complaints and grievance procedure.

ROLES AND AREAS OF RESPONSIBILITY:

Leadership Team Member:

Leadership Team are required to:

HTN POLICY AND PROCEDURES

SUBJECT: SEX BASED HARASSMENT



- Ensure that the principle of a harassment free work environment for both men and women is widely promoted to all employees, apprentices and trainees employed within the network.
- Formulate appropriate literature to inform apprentices and trainees about sex based harassment in the workplace.

Employment Coordinators\Territory Managers:

Employment Coordinators are required to:

- Distribute information regarding HTN policy relating to sex based harassment to host businesses, trainees and apprentices.
- Provide assistance and guidance regarding harassment complaints (In accordance to HTN complaints and grievance policy and procedures).
- Provide information/guidance/counselling to apprentices and trainees regarding sex based harassment.

Apprentices and Trainees:

- Apprentices and trainees employed within the network have a responsibility to assist in the promotion of a “harassment free” work environment. Apprentices or trainees found to be engaged in sex based harassment will be subject to disciplinary action and/or termination.

PROCEDURES:

If an incident has occurred:

1. HTN Leadership to be alerted.
2. A written account will be requested, i.e. an Incident Report & Investigation Form is to be completed.
3. A formal investigation will be conducted that includes; questioning relevant parties, witnesses, HTN employees, other HTN apprentices / trainees, Host Business employees, supervisors, etc.
4. All details and communications to be recorded on employee files and in the Employee Management System.

HTN POLICY AND PROCEDURES

SUBJECT: SEX BASED HARASSMENT



5. HTN Leadership to determine an action plan through counselling sessions, Employee Assistance Program and/or disciplinary action, up to and including dismissal.
6. HTN to document outcome in the Employee Management System and record in employee file.

HTN POLICY AND PROCEDURES

SUBJECT: WORK HEALTH AND SAFETY POLICIES STATEMENT



POLICY: HTN pro-actively promotes a cultural awareness with regard to work health and safety (WHS) to all apprentice/trainee employees, host businesses and direct employees. The ongoing implementation of a range of programs and initiatives will assist in the creation of a work health and safety awareness in all work sites associated with the HTN's apprenticeship employment activities.

THE HTN LEADERSHIP TEAMS' RESPONSIBILITIES:

The primary responsibility of the HTN Leadership Team is to contribute to, and maintain, an up to date focus with regard to work health and safety, as well as to ensure that all work health and safety programs are implemented and monitored.

WH&S PROGRAM:

In order to achieve the objectives of this policy, the following activities will be implemented and reviewed regularly.

- Work Health and Safety induction program facilitated for all new recruits/employees.
- Risk Assessment Analysis conducted by HTN with hosts to identify and control hazards prior to any HTN apprentice/trainee employee commencing duties.
- Consultation with HTN employees and apprentice/trainee employees on a regular basis to identify and then eliminate hazards in the workplace and within host businesses.
- Prior to commencement of a HTN apprentice/trainee employee at the Host establishment, HTN is to conduct an on-site induction and orientation.
- Dissemination of relevant information pertaining to work health and safety on a regular basis.

PROCEDURES AND AREAS OF RESPONSIBILITY:

(i) HTN's Leadership Team

All leadership team members are required to ensure that this policy and the WHS program are effectively implemented, and to support Employment Coordinators in their specific WHS responsibilities.

(ii) HTN's Employment Coordinators & Territory Managers

Each Employment Coordinator and Territory Manager is responsible for reasonably practicable measures as detailed below:

- Ensuring each work site where HTN apprentice/trainee employees are placed is safe and without risk to health by conducting and reviewing a “Host WHS Assessment and Risk Analysis”.

HTN POLICY AND PROCEDURES

SUBJECT: WORK HEALTH AND SAFETY POLICIES STATEMENT



- Ensuring that the behaviour of HTN apprentice/trainee employees as well as others in the work place is safe and without risk to health.
- The Employment Coordinator and Territory Manager will liaise with HTN leadership with regard to work health and safety issues when a resolution cannot be achieved at operational level.

(iii) HTN Apprentice/Trainee Employees

All apprentice/trainee employees and direct employees of HTN are required to adhere to the work health and safety policy and its contents - To ensure their own health and safety as well as the health and safety of others.

(iv) Host Businesses

Host Businesses are required to maintain a safe working environment for HTN apprentice/trainee employees (as well as their own staff and customers/visitors) as well as fulfil concurrent WHS responsibilities.

(v) WHS Leadership Action Group

The Work Health and Safety Leadership Action Group is a platform for consultation for all HTN apprentices and employees. The charter of the group is to also act as a focus group for improvement of HTN's WHS system.

HTN POLICY AND PROCEDURES

SUBJECT: WORK HEALTH AND SAFETY (WHS) CONSULTATION STATEMENT



Commitment: HTN is committed to protecting the health and safety of all internal employees and apprentice and trainee employees.

HTN shall consult all employees (including apprentices and trainees) at all levels to ensure their health, safety and welfare.

The HTN Work Health and Safety Leadership Action Group has been established to promote and improve health and safety in the workplace.

HTN WHS Leadership Action Group:

The HTN Work Health and Safety (WHS) Leadership Action Group is a platform for consultation on work health and safety matters. The group will be consulted with respect to changes to WHS policy and will focus on providing input on the continuous improvement of HTN's WHS systems.

The HTN WHS Leadership Action Group is comprised of employee representatives as well as leadership team representatives.

The composition of the committee provides representation for field based staff, administration personnel, injury management staff and apprentice/trainee employees. An open invitation to all HTN apprentice/trainee employees is communicated frequently along with information on how to contact individual group members.

Members of the group are invited annually and apprentice representation invited through various communications including "face to face" meetings with HTN's Employment Coordinators, tool box talks and various electronic communications. Host businesses are also encouraged to attend and participate should they wish to do so along with HTN's Directors.

The WHS Leadership Action Group examines and discusses issues relating to the health, safety and welfare associated with HTN's employment activities. HTN responds to the Committee's recommendations within an agreed time frame based upon the complexity of the issue.

How Employees (Internal and External) Will Be Consulted About WHS:

HTN's Employment Coordinators are required as part of their regular visit reporting to consult HTN apprentice/trainee employees with regard to WHS issues. Any issues that arise are discussed directly with the host business and apprentice employee in order to rectify the problem. If the issue is not resolved it is escalated with HTN leadership to be resolved and closed out.

HTN POLICY AND PROCEDURES

SUBJECT: WORK HEALTH AND SAFETY (WHS) CONSULTATION STATEMENT



HTN apprentice/trainee employees are required to raise WHS related issues with their host in the first instance in order that the issue can be quickly addressed.

HTN apprentice/trainee employees are invited to contact any member of the WHS Leadership Action Group and are advised as to how to contact them in the event that they do not wish to raise their issue with their Employment Coordinator or host business.

All HTN employees are required to raise WHS related issues with their immediate supervisor in the first instance in order that the issue can be quickly addressed. Consultation is undertaken in a variety of other forums including regular Employment Coordinator and Leadership Team meetings, Team workshops and conferences and one on one meetings.

Establishment of Consultation Arrangements:

HTN discussed the establishing of consultation arrangements with employees and it was determined that the most efficient and effective approach would be to establish a WHS Committee. The WHS Committee has since been renamed the "HTN WHS Leadership Action Group".

Review of Consultation Arrangements:

WHS consultation arrangements will be monitored and reviewed on an on-going basis to ensure that consultation with all parties associated with HTN's employment activities is effective and that all safety issues are addressed effectively and efficiently.

HTN POLICY AND PROCEDURES



SUBJECT: SOCIAL MEDIA

POLICY: HTN supports the use of social media online applications for communication and promotion of HTN's services as well as creating a digital community.

PURPOSE: This policy has been developed to provide HTN employees and apprentices/trainees with standards of use as they engage in interactions using digital media for professional and personal use. The policy encourages the use of social media whilst protecting the interests of HTN and its stakeholders.

SCOPE: All Staff
Apprentice/Trainee employees
Contractors

CONTEXT: This policy should be considered and read in conjunction with the following HTN policy documents:

- Code of Practice
- Ethical Practice
- Use of IT Systems/Programs

DEFINITIONS:

For the purpose of this policy, the following definitions apply:

Social Media: Social media is defined as any conversation or exchange that occurs online where people share information or data.

Social media may include, but is not restricted to:

Social Networking sites e.g.: Facebook, Myspace, Bebo, Friendster, LinkedIn
Video and image sharing sites e.g.: Flickr, You Tube, Instagram and Snapchat
Micro-blogs and activity stream sites e.g.: Twitter and Yammer
Blogs and blogging platforms e.g.: Blogger, Tumbler, and WordPress
Forums and discussion boards e.g.: Yahoo! Groups, Google Groups
Online dating platforms e.g.: RSVP, Tinder, eHarmony
Any other websites that allow users or companies to use publishing tools such as wikis.

Professional use: Professional use is when an employee, HTN representative or HTN apprentice/trainee is using official HTN social media with permission from HTN.

Posts from HTN accounts must: Be ethical, truthful, not do any harm or promote anything that is not officially endorsed by the Leadership Team of HTN.

Personal use: Personal use is when HTN employees and apprentices/trainee employees are using social media as themselves and not representing HTN (but may or may not identify as being affiliated with HTN).

HTN POLICY AND PROCEDURES

SUBJECT: SOCIAL MEDIA



INAPPROPRIATE USE:

Inappropriate use of social media includes but is not limited to:

- Using discriminatory, defamatory, abusive or otherwise objectionable language.
- Stalking, bullying, trolling or marginalising any individual or group.
- Accessing or uploading pornographic or illegal content, including graphic content (such as blood and gore) or information relating to terrorist activity such as bomb making.
- Accessing or promoting sites that promote hatred or extreme beliefs and values.
- Criticising or being derogatory about HTN, our employees, apprentice/trainee employees, host business or other stakeholders/organisations.
- Communicating confidential information including employee contact information and commercial in confidence policies/procedures or records.
- Activity that interferes with work commitments at HTN or a host business venue.
- Activity that uses excessive bandwidth either through uploading or downloading files within the HTN network.
- Unauthorised formal endorsements of any company, person or product.
- Any activity that brings HTN or any employee or affiliate's professionalism into disrepute.
- The installation of any social media platforms on HTN devices and machines that have not been authorised by HTN leadership.

BREACH OF POLICY:

Misuse of social media can have serious consequences for HTN and consequently that misuse can have serious consequences in terms of disciplinary actions for staff and apprentice/trainee employees. HTN's Leadership Team are responsible for the adherence to the Social Media Policy. This includes risk assessment, performance management or disciplinary action as a result of any suspected or identified breach of policy.

In the event of serious misconduct, disciplinary action up to and including dismissal may occur.

HTN POLICY AND PROCEDURES



SUBJECT: PAID PARENTAL LEAVE

POLICY: Parental Leave Pay will be paid to HTN employees by Centrelink or by HTN, depending on the employee's circumstances.

PURPOSE: HTN will generally be required to provide Parental Leave Pay to their long-term employees who have a child born or adopted on or after 1 July 2011. Alternatively, Centrelink may pay the employee directly.

HTN will pay in these cases if the person:

1. will have been an employee of the employer for 12 months or more prior to the expected date of birth or adoption, and
2. will be an employee of the employer until at least the end of the Paid Parental Leave period, and
3. is an Australian-based employee, and
4. is entitled to receive eight weeks or more of Parental Leave Pay.

SCOPE: All Staff

PROCEDURES AND AREAS OF RESPONSIBILITY:

The Paid Parental Leave scheme is funded by the Australian Government and provides Parental Leave Pay to mothers and other primary carers, including adoptive parents, who have been in the paid workforce and who have a baby or adopt a child on or after 1 January 2011.

Parental Leave Pay will be a legal entitlement for working parents who meet the scheme's eligibility criteria. To be eligible for the scheme, claimants will need to pass a work history test, an income test and a residency test.

Parental Leave Pay is not a leave entitlement, but will complement employees' entitlements to leave, such as the minimum entitlement to 12 months unpaid parental leave under the National Employment Standards for employees who have completed 12 months continuous service with their employer immediately before the expected date of birth or adoption.

Parental Leave Pay is currently \$672.60 per week before tax for a maximum of 18 weeks. This is the weekly rate of the national minimum wage. It's a taxable payment that can be paid by either HTN or Centrelink. As is the case with wages, Parental Leave Pay will be taxable and recipients (generally mothers) will usually be paid in arrears. Parental Leave Pay must be taken over one continuous period of up to 18 weeks.

Paid Parental Leave recipients can nominate the period over which they wish to receive their Parental Leave Pay.

The start date cannot be before the child's birth or adoption, and all the Parental Leave Pay must be received within the first 12 months after the date of birth or adoption of their child.

HTN POLICY AND PROCEDURES



SUBJECT: PAID PARENTAL LEAVE

Parents will lodge their claim with the Family Assistance Office. Claims can be lodged up to three months prior to the expected date of the birth or adoption. The first claims for Paid Parental Leave can be lodged with the Family Assistance Office from 1 October 2010. Parents are encouraged to lodge their claim early to ensure payment arrangements are in place with employers in time for their Parental Leave Pay to start.

Employers will generally be required to provide Parental Leave Pay to their eligible long-term employees who have a child born or adopted on or after 1 July 2011. A long-term employee is a person who has been an employee of the employer for 12 months or more prior to the expected date of birth or adoption of the child.

The Family Assistance Office will advise an employer if they are required to pay an employee Parental Leave Pay. It will also advise the parent of this. In other cases, the Family Assistance Office will make the payments direct to the parent.

If the employer is to provide Parental Leave Pay, the Family Assistance Office will provide written notice (electronically where possible) to the employer. It will collect the details that are required to ensure it can advance the employer the Paid Parental Leave funding amounts and it will advise the employer of the employer's rights and obligations.

The Family Assistance office will ensure that funds are made available to an employer in advance of the employer's obligation to provide Parental Leave Pay to an employee. If employers adhere to their normal and proper pay practices when providing Parental Leave Pay to their employees, they will not breach any of their obligations under the Paid Parental Leave scheme.

The employer will withhold Pay As You Go (PAYG) amounts and provide Parental Leave Pay to the employee in accordance with the employee's usual pay cycle.

A parent will not be able to work while receiving Parental Leave Pay, but may 'keep in touch' with the workplace.

If a person returns to work before they have received all of their 18 weeks of Parental Leave Pay, the person's Parental Leave Pay will stop. In these cases, the person's partner may be able to receive the unused amount of Parental Leave Pay.