POLICY:	**2.2**	**Employee Support and Workplace Relations**		
Approval By:		Manager Community	**Approval Date:**	30-05-14
Document Owner:		Manager People & Culture	**Next Review Date:**	30-05-16

Purpose

This policy is intended to clearly outline QEC's commitment to ensuring employees are well supported and there are fair and productive workplace relation procedures.

Target Audience

This policy applies to all QEC employees including permanent employees, casuals, contractors, volunteers, students, and honorary appointees.

Definitions

Policy

QEC acknowledges the importance of developing and maintaining a safe environment for all employees that is fair, productive and positive. This policy sets out how this will be achieved.

QEC will:

- Adhere to all relevant legislation, industrial instruments and common law in all facets of employee support and workplace relations.
- Provide the necessary training, development, tools and support to ensure compliance with this policy.
- Ensure that all procedures under this policy are fully documented communicated and complied with by all employees
- Adhere to National Employment Standards and industrial instruments in regards to minimum salary and conditions of employment and leave entitlements.
- Support flexible work practices to promote a positive, healthy balance for all employees.
- Ensure that all employees are in a fit condition to perform their work without compromising their own safety, the safety of fellow employees, the safety of those in their care or members of the public.
- Maintain a commitment to ensuring that staff interact with each other in a mutually respectful way at all times free of harassment and discrimination.
- Provide a consultative, transparent procedure to manage and resolve identified workplace relations issues
- Ensure that management and employees work cooperatively with each other and external parties to achieve effective workplace relations.
- Provide a grievance procedure for all employees that is managed effectively, fairly and in a timely way.
- Provide support services such as: Employee Assistance Program (EAP) and a Critical Incident Stress Management (CISM) program for employees.

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- Make all employees aware of available support services and know how to access them.
- Provide employees (where required) with access to the necessary training, tools and support to enable compliance with this policy
- Ensure managers actively facilitate employees access to support services and have the skills to identify 'at risk' employees behaviour.
- All procedures under this policy are fully documented and communicated, evaluated and improved to continue to meeting the needs of QEC.

Related Links

2.2.1 Leave Procedure
2.2.2 Remuneration, Rewards and Benefits Procedure
2.2.3 Flexible Work Procedure
2.2.4 Bullying and Sexual Harassment Procedure
2.2.5 Fit for Work Procedure
2.2.6 Alcohol and Drugs Procedure
2.2.7 Smoking Procedure
2.2.8 Disciplinary Procedure
2.2.9 Grievance Procedure
2.3.1 Code of Conduct Procedure
5.1.5 Work Related Stress Procedure

Key Legislation, Acts and Standards

Fair Work Act 2009
Victorian Equal Opportunity Act 2010
Workplace Relations Act 1996
Victorian Charter of Human Rights and Responsibilities Act 2006
Human Rights and Equal Opportunity Act 1986
Code of Conduct for Victorian Public Sector Employees
Victorian Occupational Health and Safety Act 2004
National Employment Standards
All relevant Industrial Awards

PLEASE PLACE A 'Y' IN THE BLANK COLUMN relating to the applicable standards below:-
e.g.

1.0 Empowerment	**1.1**	Understanding Rights & Responsibilities	Y
	1.2	Exercising Rights & Responsibilities	

DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	

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POLICY: 2.2 Employee Support and Workplace Relations

3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	Y
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	
	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	
	5.5.3	Internal Communication	
	5.6	Management Review	
6.0 Resource Management	6.1	Provision of resources	Y
	6.2	Human resources	Y
	6.3	Infrastructure	
	6.4	Work Environment	Y
7.0 Product Realization	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

Key Legislation, Acts and Standards

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POLICY: 2.2 Employee Support and Workplace Relations

Key words	Safe environment, salary, conditions, leave entitlements, flexible work practices, fitness to work, workplace relations, grievance, employee assistance program, critical incident stress management

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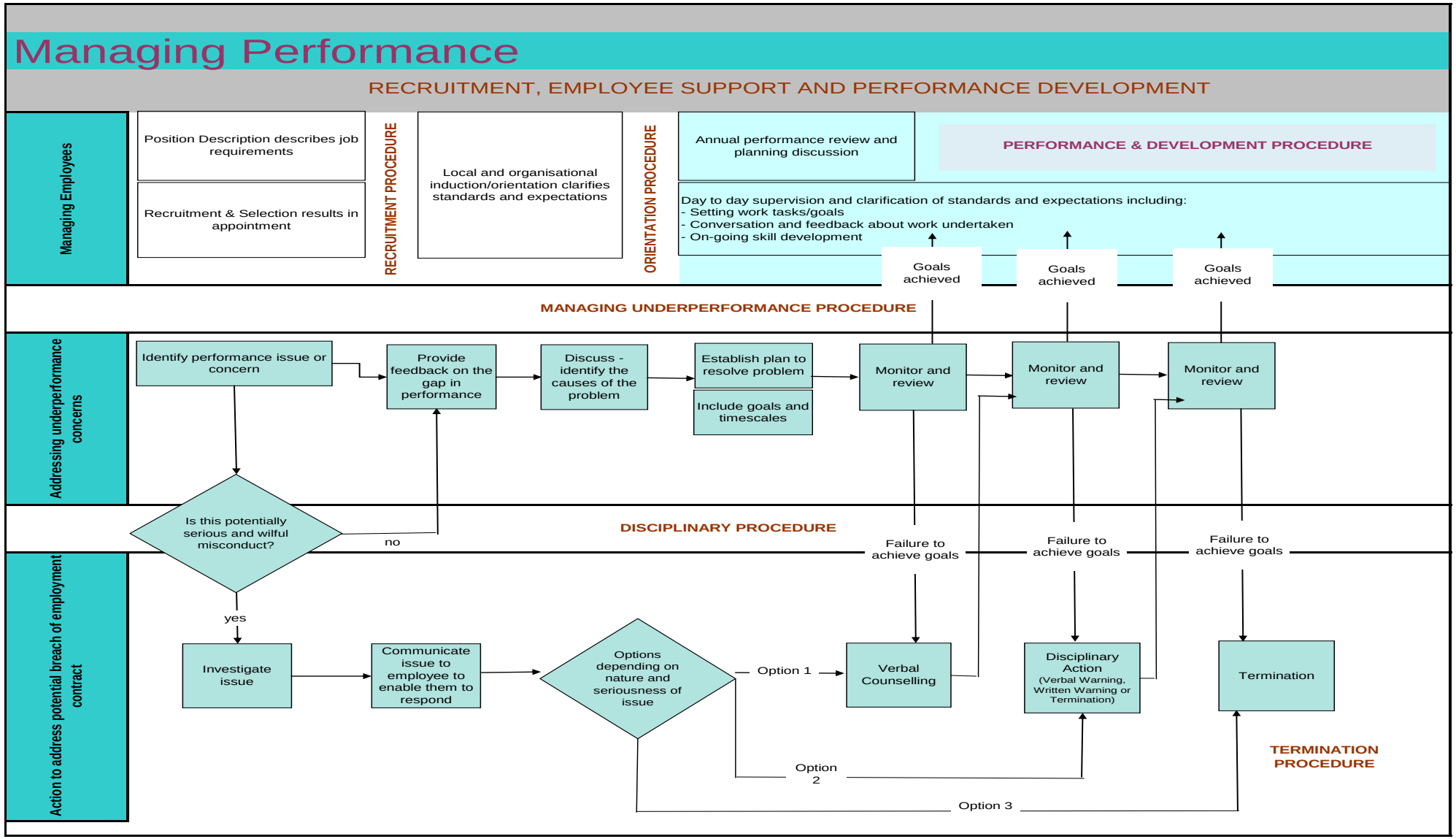

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