



Away Team Volunteer Induction Policy

1. Policy Statement

Rural Aid Ltd recognises the importance of the induction process for new Volunteers of the organisation. The induction process allows Volunteers to fully understand their terms and conditions of Volunteer placement and their responsibilities within Rural Aid Ltd.

The induction process is also valuable for:

- 1.1 Decreasing the anxiety of new Volunteer;
- 1.2 Assisting current Volunteers to understand how the new person will fit into the team’s environment;
- 1.3 Raising the new Volunteer’s awareness of Rural Aid’s vision, and strategy, and their role in the achievement of the overall objectives.

2. Definition

Induction is a systematic introduction of a new Volunteer to their position, co-workers and Rural Aid. Therefore, the induction process is the first step in aligning an individual’s objectives with that of the organisation.

3. The Induction Process

Volunteers will be inducted into the workplace through an onsite induction process, on their first day of commencing with Rural Aid Ltd. This process will be as follows;

- 3.1 Ensure a suitable onsite program is available for volunteer inductions;
- 3.2 Ensure each volunteer receives an “Away Team Induction Packet” prior to the start of the induction;
- 3.3 Encourage the new Volunteer to ask questions during the induction;
- 3.4 At the completion of the induction process, both the new Volunteer and the person conducting the induction are to complete the “Away Team Induction Checklist” to ensure all information was covered;
- 3.5 Ensure the person conducting the induction returns all “Away Team Induction Packets” to the Human Resources Department at the completion of the project.

5. Policy Review

This Induction Policy will be reviewed annually or as required due to policy changes.

Date Policy Issued	Policy Owner & Designation	Contact Person & Designation	Version	Date of Review	Comments
01/03/2023	CEO, Rural Aid	Human Resource Officer, Human Resources DEPT	Away Team Volunteer Induction Policy	Annually or as required	



Away Team Volunteer Declaration Form

I agree to undertake my duties as directed by representatives of Rural Aid in a safe manner and to take responsible care for myself and others.
I agree to accept guidance and direction from appointed Rural Aid representatives.
I agree to participate in induction and/or training provided by Rural Aid. I understand Rural Aid’s volunteer policies and procedures and I agree to abide by them.
I understand that if there is evidence of unacceptable behavior or serious misconduct, Rural Aid may terminate my services as a volunteer at any time.
I understand that Rural Aid do not accept responsibilities for any damage, loss or theft of property, however measures will be put in place to minimize this risk.
I understand that this volunteer position is unpaid and is entirely based on my personal choice .
I understand that Rural Aid does not promise any paid job opportunities within or outside the organization.

Privacy Statement

Your privacy is our priority. Rural Aid abides by the National Privacy Act 1988 in all its dealing with all its partners, volunteers and the public. The personal information you have provided will help us process you as a valued volunteer with our organization and will be treated as confidential.

Date Policy Issued	Policy Owner & Designation	Contact Person & Designation	Version	Date of Review	Comments
01\03\2023	CEO, Rural Aid	Human Resource Officer, Human Resources DEPT	Workplace Dress and Appearance Policy	Annually or as required	

Scope

This Code applies to all Rural Aid employees (permanent, part-time/full time, casual), Rural Aid volunteers and any other persons engaged by Rural Aid to undertake activities for or on behalf of Rural Aid. All Parties are responsible and accountable for complying with the Code in all aspects of their work.

Policy Statement

We aim to inspire confidence in and demonstrate our values in all of the roles we undertake for our customers, stakeholders and within the community. The Code sets out the principles to guide us to make the right choice about our activities, actions, decisions and behaviour.

The Board and the Senior Executive Team take compliance with the Code very seriously. Compliance with the Code is an obligation of all of us. Additionally, all employees have an obligation to report potential and known breaches of the Code immediately, even when unsure if a breach has occurred.

Principles

The three principles of our Code are:

- We demonstrate a high standard of workplace behaviour and personal conduct;
- We are committed to the highest ethical standards and act with honesty, integrity, transparency and professionalism; and
- We work together as a supportive team, efficiently and effectively and in the best interests of Rural Aid.

Principle One

We demonstrate a high standard of workplace behaviour and personal conduct.

We take seriously the trust placed in us by our customers, stakeholders and each other. Our behaviour at work and outside of work impacts how others perceive us and Rural Aid. We treat all people we deal with through our work at Rural Aid with dignity and respect.

For example:

- We are friendly, helpful, respectful and courteous at all times to our customers, stakeholders and each other;
- We act appropriately and understand some behaviour which may be acceptable to us may not be acceptable to others;
- We are committed to an inclusive workplace and we never discriminate, harass, bully or treat less favourably any person we deal with throughout our work at Rural Aid;
- We undertake our roles and responsibilities with due care, diligence and attention;
- We exercise our authority responsibly and within legislative limits;
- We make certain we are fit for duty and ensure the safety, health and wellbeing of ourselves and others in the workplace;
- We use Rural Aid property, including equipment and resources for the purposes it is provided; and
- We ensure our private conduct maintains the integrity of Rural Aid and our ability to undertake our duties and responsibilities.

Principle Two

We are committed to the highest ethical standards and act with honesty, respect, integrity, transparency and professionalism.

We ensure our engagement with customers, stakeholders and each other is honest, fair and ethical. We act impartially in our actions and decisions and manage information as guided by legislation and our policies and procedures.

For example:

- We are open and honest in all our communications and interactions within and externally to Rural Aid;
- We behave ethically and take action to prevent unethical behaviour or actions;
- We use information properly and not to gain a personal advantage, or cause detriment to Rural Aid;
- We comply with and adhere to the Code, Rural Aid values, policies and procedures in undertaking our roles and responsibilities;
- We never release confidential information about our customers, stakeholders, each other or Rural Aid unless expressly directed or required by law;
- We immediately report any suspicions of fraud, serious misconduct, theft of other dishonest inappropriate behaviour; and
- We don't use Rural Aid funds, property or information for personal benefit or another improper purpose.

Principle Three

We work together as a team, collaboratively, efficiently and effectively and in the best interests of Rural Aid regardless of our roles.

We manage Rural Aid resources effectively, efficiently, appropriately and economically.

For example:

- We work cohesively, support each other and encourage each other's contributions while recognising that others have the right to hold opinions different to our own;
- We share ideas, knowledge and experience openly;
- We are open to change and flexible in our approach to identifying and reaching solutions;
- We focus on achieving our vision "that farming and rural communities are safeguarded to ensure their sustainability before, during and after natural disasters";
- We listen carefully and recognise concerns and complaints;
- We undertake our responsibilities in alignment with the best interests of Rural Aid, our Values, Vision, Mission and Promise;
- We are committed to our obligations to avoid financial, business, private, personal or other relationships or activities which might conflict with the interests of Rural Aid or the proper performance of our duties in the best interest of Rural Aid.

Reporting breaches of code

If you have a concern about a potential breach of this code, you should always speak up, even if you are not directly affected by it. When concerns are raised, it helps us to understand and address matters that help improve our organisation.

Where a concern is raised, we will treat it sensitively and commit to investigating where appropriate. All concerns will be treated seriously and respectfully and will be responded to in a timely manner.

There are several ways that you can raise a concern:

- Your manager;
- Any member of the Leadership team; or
- Human Resources.

When raising a concern, be open and honest and provide as much information as possible. This will help us either resolve the concern, or appropriately escalate for investigation.

When you speak up, the information that you provide will be dealt with confidentially. If you wish to remain anonymous, all reasonable steps will be taken to reduce the risk of you being identified.

Addressing Breaches of code

Breaches of the Code compromise our values and have the potential to impact our culture and reputation. If you are found to have breached the standards described in the Code, you could face disciplinary action including:

- Verbal counselling with your manager;
- Verbal warning/s;
- Final written warnings; and
- Termination of employment.

Retaliation

It is important that all employees feel empowered and protected to raise a concern. We do not allow any form of punishment, discipline or retaliatory action to be taken against an employee for speaking up or cooperating with an investigation. Retaliation can take many different forms, including threats, intimidation, harassment, exclusion or humiliation.

We consider all forms of retaliation to be a breach of the Code.

Responsibilities

All Rural Aid employees, volunteers and others engaged by Rural Aid

- Uphold the Code and demonstrate our values and our principles in all aspects of performing duties and responsibilities; and
- Report potential/and or known breaches of the Code

Management

- Demonstrate, model and uphold the Code, Rural Aid Values and our promise and mission;
- Ensure understanding of responsibilities, provide direction and guidance in relation to behavioural expectations;
- Influence, foster and promote a culture that values ethical behaviour and standards.

Quick test

To help with making decisions or taking actions, ask yourself:

- Does my action comply with the spirit as well as the letter of the law?
- Is my behaviour consistent with Rural Aid's Values and the Code?
- Is this the 'right thing' to do?
- Is my decision being driven by responsible professional judgment?
- If the decision ended up in the media, would I feel comfortable with my decisions and actions?
- What is my intuition or 'gut feel'?
- Could it directly or indirectly endanger someone or cause them physical or mental harm?

If you have difficulty answering, or feel uncomfortable with the answers to any of these questions, you should speak up and seek assistance.

Definitions

Serious Misconduct

The Fair Work Regulations define serious misconduct as follows:

- (a) wilful or deliberate behaviour by an employee that is inconsistent with the continuation of the contract of employment; and
- (b) that causes serious and imminent risk to: (i) the health and safety of a person; or (ii) the reputation, viability or profitability of the employer's business.

The following is deemed as serious misconduct:

- (a) The employee, in the course of the employment, engages in theft, fraud or assault;
- (b) The employee being intoxicated at work;
- (c) The employee refusing to carry out a lawful and reasonable instruction that is consistent with the employee's contract of employment.

Fit for Duty

An individual is in a physical and/or mental state to be able to perform the role responsibilities and tasks competently and in a manner that does not place at risk the safety or health of themselves or others.

Related legislation and policies

Rural Aid Values

Rural Aid Workplace Bullying, Sexual Harassment & Unlawful Discrimination Policy & Procedure

Fair Work Act 2009

Date Policy Issued	Policy Owner & Designation	Contact Person & Designation	Version	Date of Review	Comments
23/06/22	CEO, Rural Aid	Human Resource Officer, Human Resources DEPT	Code of Conduct	Annually or as required	



Discipline Policy and Procedure

All staff members are required to adhere to Rural Aid's policies and procedures which reflect the behaviour expected, and are designed to encourage integrity and professionalism.

Application of the Policy

This policy applies to all staff members of Rural Aid. The policy shall be implemented in accordance with appropriate industrial relations legislation and the relevant Award as amended from time to time.

The purpose of the Discipline Policy and Procedure is to provide a structured corrective action process to improve and prevent a recurrence of unacceptable behaviour and misconduct issues. It has been designed in line with our values, best practices and current employment laws.

Rural Aid Statement

The following are guidelines and steps of Rural Aid's Discipline Policy and Procedure. Rural Aid reserves the right to alter the procedure, depending upon the facts of each situation and the nature of the offense. The level of disciplinary action may also vary. Some of the factors that will be considered will depend upon whether the offense is repeated despite counselling and/or training, the employee's work record, the severity impact of the conduct and performance issues may have on the organisation or other individuals involved.

Rural Aid also reserves the right to contact independent Industrial Relations advisors or Lawyers to handle any disciplinary action as necessary.

Underlying Principles

- A disciplinary process is instigated to address conduct and/or behaviour which impedes the operation of Rural Aid;
- Disciplinary matters are managed confidentially, and respectfully for all persons involved;
- Disciplinary matters are addressed in a timely and effective manner where possible;
- All parties in a disciplinary process are entitled to procedural fairness and the final decision on any action to be taken will be in the best interests of Rural Aid;
- Any staff members member facing a disciplinary process is entitled to due process and will have an opportunity to formally respond and can have a support person present at all points in the disciplinary process.

Responsibilities

All staff members are expected to conduct themselves in a manner which respects the rights and welfare of other staff members, volunteers, Rural Aid clients and both internal and external stakeholders and to show competence, care, good faith and compliance with instructions, policies and procedures in the performance of their duties.

All staff members will be made aware of the Discipline Policy and Procedure and must abide by this policy and procedure, as updated from time to time, and by any directions given by Rural Aid in the course of employment.

Serious Misconduct

If there are concerns about an employee's conduct, which may include a serious breach of Rural Aid policy(s), neglect of performance and duty or other serious misconduct, the following procedures may be followed in

accordance with the current requirements of the industrial relations legislation, and/or the provisions of the relevant Award.

Under industrial relations legislation, this procedure does not affect the right of the employer to dismiss summarily any employee for incompetence, theft, fraud, misrepresentation, neglect of duty and other gross misconduct.

A staff member's performance is below the expected standard for their particular role if any of the following are substantiated:

- dishonesty and fraud;
- failure to disclose information on job application;
- bullying, fighting or abusive behaviour;
- sexual harassment;
- continual lateness and absenteeism;
- drunkenness and/or illegal drug use;
- acting in an unsafe manner;
- misusing confidential information;
- misusing workplace email/internet (including pornographic material etc.);
- breach of WH&S obligations;
- breach of Information Security;
- refusing reasonable lawful instructions.
- breach of any Act or Legislation relating to the employee's employment.

Reporting of alleged misconduct

Once a Line Manager and/or Human Resources has received information of alleged misconduct they will investigate the allegation and use the information that is available to evaluate what disciplinary process if any, is to be taken.

The initial assessment of the misconduct is conducted promptly where possible and may include:

- assessing relevant documentation
- interviewing person/s who may have knowledge of the employee's alleged misconduct.
- conducting a workplace investigation

If the Line Manager and/or Human Resources determines that there is enough evidence to the alleged misconduct, the Line Manager and/or Human Resources will investigate the matter.

Procedure of Disciplinary Action:

Step 1: Counselling and Verbal Warning:

The Line Manager will schedule a meeting with the staff member to bring attention to the issue. The Line Manager and/or Human Resources will discuss with the employee the nature of the issue and clearly advise Rural Aid's policies or procedures.

The Line Manager will clearly outline the expectations and steps the staff member must take to improve. The staff member will be required to demonstrate corrective action or improvement in their performance, within an agreed timeframe.

If the staff member does not improve to a suitable level within the agreed timeframes, further disciplinary action may be taken.

Step 2: Written Warning:

If the alleged misconduct is deemed serious enough, if there is no improvement following Step 1, the Line Manager may proceed to a written warning.

The Line Manager or Human Resources will schedule a meeting with the staff member to bring attention to the existing performance, conduct or attendance issue.

The staff member will be informed in writing of the nature of the serious misconduct or performance issue. The letter will outline the details of the alleged misconduct or performance issue and will also inform the employee that they will be required to reply in writing to the allegations by a set date. The letter will also include a meeting date to be held between the employee and the Line Manager and Human Resources. The staff member will also be offered to bring a support person to attend the meeting. This support person can be a friend, family member etc.

At the meeting, the Line Manager and/or Human Resources will review and discuss the allegations and any additional incidents or information as well as any prior relevant corrective action plans with the employee and their responses to these allegations. The Line Manager and/or Human Resources will outline the consequences to the employee of their continued failure to meet conduct and/or performance expectations.

A formal performance improvement plan, requiring the employee's immediate and sustained corrective action may be issued within seven (7) working days of the meeting. The staff member will also be warned that continued performance or misconduct may be subject to additional disciplinary process up to and including termination if the staff member's behaviour, conduct or performance does not improve.

The Line Manager and/or Human Resources reserves the right to bring an independent Industrial Relations advisor to assist in this meeting and the staff member will be notified of the independent Industrial Relations involvement prior to the meeting

Step 3: Show Cause - Why you should not be terminated:

The Line Manager and/or Human Resources department may schedule a show cause meeting. The purpose of this meeting is to ask the staff/volunteer member to show cause why they should not be terminated. The staff/volunteer member will be given a letter outlining the allegations of the specific issues.

The staff/volunteer member may be stood down on full pay (applicable for paid staff/volunteer) until a meeting is scheduled and the staff/volunteer member (applicable for paid staff/volunteer member) will be required to reply in writing to the allegations as to why they should not be terminated prior to attending the meeting. The staff/volunteer member will be given an opportunity to bring a support person along to this meeting.

All aspects of confidentiality will be strictly enforced during this process.

A decision surrounding the employee's continued employment will be made at this meeting.

The Line Manager and/or Human Resources reserves the right to bring an independent Industrial Relations advisor or lawyer to assist in this meeting.

Termination Notice and Entitlements:

Any staff member that has been terminated for misconduct or poor performance (except for serious misconduct) will be given notice as per the relevant Award and National Employment Standard (NES).

Terminated staff members will be paid out any outstanding applicable leave entitlements or TOIL on the next pay cycle after the date of termination.

A Statement of Service will be issued to the employee upon request.

A Centrelink Separation Certificate will also be issued upon request.

Confidentiality:

All persons associated with any procedures within this policy are required to maintain confidentiality and only discuss the matter with those who have responsibility for dealing with the matter. If it has been found that there is a breach of confidentiality, disciplinary action will be taken, which may result in termination of employment.

Policy Review:

The Discipline Policy and Procedure will be reviewed annually, and all volunteers or employees will be trained and educated and will be required to acknowledge that they understand the policy through HappyHR.

Should the need arise; the policies will be translated into appropriate languages.

Rural Aid is committed to providing an environment which is safe for all volunteers or employees.

Sources

- Fair Work Act 2009
- Fair Work Regulations 2009
- National Employment Standard (NES)

Date Policy Issued	Policy Owner & Designation	Contact Person & Designation	Version	Date of Review	Comments
10/02/22	CEO, Rural Aid	Human Resource Officer, Human Resources DEPT	Discipline Policy and Procedure	Annually or as required	

BACKGROUND

The All parties, employees and volunteers is currently working with the Organisation in the position of: Volunteer Farm Rescue.

In addition to this responsibility (the “All parties, Employee and volunteer Engagement”), this agreement also covers any position or responsibility now or later held with the Organisation.

All parties, Employees and volunteers will receive from the Organisation, or develop on the behalf of the Organisation, confidential information because of “the All parties, Employee and volunteer engagement” (the Permitted Purpose”).

Rural Aid aims to protect its confidential information. All parties, volunteers, Employees and Rural Aid are entering into a mutual confidential agreement to abide by the organisations’ terms and conditions at all times. In consideration of the agreement herein both parties agree as follows:

Confidential Information

All written and oral information or materials disclosed or provided by the organisation to the All parties, Employees and volunteers under this agreement, is confidential information regardless of whether it was provided before, or after the date of this agreement.

“Confidential Information” means all data and information relating to the business and management of the Organisation, including but not limited to, the following:

- **‘Customer Information’** which includes names of customers of the Organisation, their representatives, all customer contact information, contracts and their contents and parties, customer services, data provided by customers and the type, quantity and specifications of products and services purchased, leased, licensed or received by customers of the Organisation;
- **‘Intellectual Property’** which includes information relating to the Organisation’s proprietary rights prior to any public disclosure of such information, including but not limited to, the nature of the proprietary rights, production data, technical and engineering data, technical concepts, test data and test results, simulation results, the status and details of research and development of products and services, and information regarding acquiring, protecting, enforcing and licensing proprietary rights (including patents, copyrights and trade secrets);
- **‘Marketing and Development Information’** which includes marketing and development plans of the Organisation, price and cost data, price and fee amounts, pricing and billing policies, quoting procedures, marketing techniques and methods of obtaining business, forecasts and forecast assumptions and volumes, and future plans and potential strategies of the Organisation which have been or are being discussed;
- **‘Business Operation’** which includes internal personnel and financial information of the Organisation, vendor names and other vendor information (including vendor characteristics, services and agreements), purchasing and internal cost information, internal services and operational manuals, and the manner and methods of conducting the Organisation’s business;

- **‘Product Information’** which includes all specifications for products of the Organisation as well as work product resulting from or related to work or projects performed or to be performed for the Organisation or for clients of the Organisation, of any type or form in any stage of actual or anticipated research and development;
- **‘Production Processes’** which includes processes used in the creation, production and manufacturing of the work product of the Organisation, including but not limited to, formulas, patterns, models, methods, techniques, specifications, processes, procedures, equipment, devices, programs and designs;
- **‘Service Information’** which includes all data and information relating to the services provided by the Organisation, including but not limited to, plans, schedules, manpower, inspection, and training information;
- **‘Proprietary Computer Code’** which includes all sets of statements, instructions or programs of the Organisation, whether in human readable or machine readable form, that are expressed, fixed, embodied or stored in any manner and that can be used directly or indirectly in a computer (‘Computer programs’); any report format, design or drawing created or produced by such Computer Programs; and all documentation, design specifications and charts, and operating procedures which support the Computer Programs;
- **‘Computer Technology’** which includes all scientific and technical information or material of the Organisation, pertaining to any machine, appliance or process, including but not limited to, specifications, proposals, models, designs, formulas, test results and reports, analyses, simulation results, tables of operating conditions, materials, components, industrial skills, operating and testing procedures, shop practices, knowhow and show-how;
- **‘Accounting Information’** which includes, without limitation, all financial statements, annual reports, balance sheets, company asset information, company liability information, revenue and expense reporting, profit and loss reporting, cash flow reporting, accounts receivable, accounts payable, inventory reporting, purchasing information and payroll information of the Organisation; and

Confidential Information will also include any information that has been disclosed by a third party to the Organisation and is protected by a non-disclosure agreement entered into between the third party and the Organisation.

Confidential Information will not include the following information:

- Information that is generally known in the industry of the Organisation;
- Information that is now or subsequently becomes generally available to the public through no wrongful act of the All parties/volunteers/employees;
- Information that the All parties, Employees, volunteers rightfully had in their possession prior to receiving the Confidential Information from the Organisation, the burden being on All parties, Employees, volunteers to establish this through documentation;
- Information that is independently created by the All parties, Employees, volunteers without direct or indirect use of the Confidential Information, the burden being on the All parties, Employees and volunteers to establish this through documentation; or
- Information that the All parties, Employees and volunteers rightfully obtains from a third party who has the right to transfer or disclose it, the burden being on the All parties, Employees and volunteers to establish this through documentation.

Confidential Obligations

- Except as otherwise provided in this Agreement, the All parties, Employees and volunteers must keep the Confidential Information confidential.

- Except as otherwise provided in this Agreement, the Confidential Information will remain the exclusive property of the Organisation and will only be used by the All parties, Employees and volunteers for the Permitted Purpose. The All parties, Employees and volunteers will not use the Confidential Information for any purpose that might be directly or indirectly detrimental to the Organisation or any of its affiliates or subsidiaries.
- The obligations to ensure and protect the confidentiality of the Confidential Information imposed on the All parties, Employees and volunteers in this Agreement and any obligations to provide notice under this Agreement will survive the expiration or termination, as the case may be, of this Agreement and those obligations will last indefinitely.
- The All parties, Employees and volunteers may disclose any of the Confidential Information:
- To such of their agents, representatives and advisors that have a need to know for the Permitted Purpose provided that:
 - the All parties, Employees and volunteers has informed such personnel of the confidential nature of the Confidential Information;
 - such personnel agree to be legally bound to the same burdens of confidentiality and non-use as the All parties, employees and volunteers;
 - the All parties, Employees and volunteers agree to take all necessary steps to ensure that the terms of this Agreement are not violated by such personnel; and
 - the All parties, Employees and volunteers agrees to be responsible for and indemnify the Organisation for any breach of this Agreement by their personnel.
- To a third party where the Organisation has consented in writing to such disclosure; and
- To the extent required by law.

Avoiding Conflict of Interest

All parties, employees and volunteers of Rural Aid must never place themselves in a position where their personal interest may lead to a conflict of interest or duty, or a reasonable perception of an actual or potential conflict with the interests or business of Rural Aid.

All parties, employees and volunteers must promptly disclose to Rural Aid's material information regarding any relationship ownership or business interest, whether direct or indirect, that the employee or a member of his/her immediate family has with any person, or in any business or enterprise, that:

- Competes with the Rural Aid; or
- Purchases or sells, or seeks to purchase or sell, goods or services to or from Rural Aid.

Ownership and Title

- The All parties, Employees and volunteers acknowledge and agree that all rights, title and interest in any Confidential Information will remain the exclusive property of the organisation. Accordingly, the all parties, employees and volunteers specifically agree and acknowledge that the All parties, employees and volunteers will have no interest in the Confidential Information, including, without limitation, no interest in know-how, copyright, trademarks or trade names, notwithstanding the fact that the All parties, employees and volunteers may have created or contributed to the creation of that Confidential Information.
- The All parties, Employees and volunteers do hereby waive any moral rights that the All parties, Employees and volunteers may have with respect to the Confidential Information.
- The Confidential Information will not include anything developed or produced by the All parties, Employees and volunteers during the term of this Agreement, including but not limited to intellectual property, process, design, development, creation, research, invention, know-how, trade name, trademarks or copyright that:
 - was developed without the use of any equipment, suppliers, facilities or Confidential Information of the Organisation;
 - was developed entirely on the All parties, employees' and volunteers' own time;

- does not relate to the actual business or reasonably anticipated business of the Organisation;
 - does not relate to the actual or demonstrably anticipated processes, research or development of the Organisation; and
 - does not result from any work performed by the All parties, Employees and volunteers for the Organisation.
- The All parties, Employees and volunteers agree to immediately disclose to the Organisation all Confidential
 - Information developed in whole or in part by the All parties, Employees and volunteers during the term of the All parties, Employees and volunteers' engagement and to assign to the Organisation any right, title or interest the All parties, Employees and volunteers may have in the Confidential Information. The All parties, Employees and volunteers agree to execute any instruments and to do all other things reasonably requested by the Organisation (both during and after the term of the All parties, Employees and volunteers engagement) in order to vest more fully in the Organisation all ownership rights in those items transferred by the All parties, Employees and volunteers to the Organisation.
 - The All parties, Employees and volunteers agree and acknowledge that the Confidential Information is of a proprietary and confidential nature and that any failure to maintain the confidentiality of the Confidential Information is in breach of this Agreement, and cannot be reasonably or adequately compensated for in monetary damages and would cause irreparable injury to the Organisation. Accordingly, the All parties, Employees and volunteers agree that the Organisation is entitled to, in addition to all other rights and remedies, available to it at law or in equity, an injunction restraining the All parties, employees and volunteers, any of their personnel, and any agents of the All parties, employees and volunteers, from directly or indirectly committing or engaging in any act restricted by this Agreement in relation to the Confidential Information.

Return of Confidential Information

The All parties, Employees and volunteers agrees that, upon request of the Organisation, or in the event that the All parties, Employees and volunteers ceases to require use of the Confidential Information, or upon expiration or termination of this Agreement, or the expiration or termination of the All parties, Employees and volunteers engagement, the All parties, Employees and volunteers will turn over to the Organisation all documents, disks or other computer media, or other material in the possession or control of the All parties, Employees and volunteers that:

- may contain or be derived from ideas, concepts, creations, or trade secrets and other propriety and Confidential Information as defined in this Agreement; or
- is connected with or derived from the All parties, employees and volunteers services to the Organisation.

Notices

- In the event that the All parties, Employees and volunteers are required in a civil, criminal or regulatory proceeding to disclose any part of the Confidential Information, the All parties, Employees and volunteers will give to the Organisation prompt written notice of such request so the Organisation may seek an appropriate remedy or alternatively to waive the All parties, employees and volunteers' compliance with the provisions of this Agreement in regards to the request.
- If the All parties, Employees and volunteers lose or fails to maintains in the confidentiality of any of the Confidential Information in breach of this Agreement, the All parties, Employees and volunteers will immediately notify the Organisation and take all reasonable steps necessary to retrieve the lost or improperly disclosed Confidential Information.
- Any notice or delivery required in this Agreement will be deemed completed when:
 - Hand-delivered;

- Delivered by agent;
- Sent by email to the parties at the email addresses contained in this Agreement or as the parties may later designate in writing, after a successful confirmation report is received via email; or
- Seven (7) days after being placed in the post, postage prepaid, to the parties at the addresses contained in this Agreement or as the parties may later designate in writing.

Representations

In providing the Confidential Information, the Organisation makes no representations, either express or implied as to its adequacy, sufficiency, completeness, correctness or its lack of defect of any kind, including any patent or trade mark infringement that may result from the use of such information. The Organisation will not be liable for any damage or loss that may occur from such provision or use of the Confidential Information.

Termination

This Agreement will automatically terminate on the date that the All parties, employees and volunteers's engagement with the Organisation terminates or expires, as the case may be. All rights and obligations under this Agreement should be kept confidential. Breach of this agreement may lead Rural Aid to take disciplinary action if required.

Assignment

Except where a party has changed its corporate name or merged with another corporation, this Agreement may not be assigned or otherwise transferred by either party in whole or part without the prior written consent of the other party to this Agreement.

Amendments

This Agreement may only be amended or modified by a written instrument executed by both the Organisation and the All parties, employees and volunteers.

Governing Law

This Agreement will be construed in accordance with and governed by the laws of the State of Queensland.

General Provisions

- Headings are inserted for the convenience of the parties only and are not to be considered when interpreting this Agreement. Words in the singular mean and include the plural and vice versa. Words in the masculine mean and include the feminine and vice versa.
- The clauses, paragraphs, and subparagraphs contained in this Agreement are intended to be read and construed independently of each other. If any part of this Agreement is held to be invalid, this invalidity will not affect the operation of any other part of this Agreement.
- The Organisation and the All parties, Employees and volunteers acknowledge that this Agreement is reasonable, valid and enforceable. However, if a court of competent jurisdiction finds any of the provisions of this Agreement to be too broad to be enforceable, it is the intention of the Organisation and the All parties, Employees and volunteers that such provision be reduced in scope by the court only to the extent deemed necessary by that court to render the provision reasonable and enforceable,

bearing in mind that it is the intention of the All parties, Employees and volunteers to give the Organisation the broadest possible protection to maintain the confidentiality of the Confidential Information.

- No failure or delay by the Organisation in exercising any power, right or privilege provided in this Agreement will operate as a waiver, nor will any single or partial exercise of such rights, powers or privileges preclude any further exercise of them or the exercise of any other right, power or privilege provided in this Agreement.
- This Agreement constitutes the entire agreement between the parties and there are no further items or provisions, either oral or otherwise.

Date Policy Issued	Policy Owner & Designation	Contact Person & Designation	Version	Date of Review	Comments
26/10/20	CEO, Rural Aid	Human Resource Officer, Human Resources DEPT	Non-disclosure/Confidentiality Agreement	Annually or as required	

Introduction

All manual work involves lifting and handling to some extent. Although mechanical equipment should be used whenever practicable, much of the work will inevitably continue to be done manually. The risk of injury can be greatly reduced by a knowledge and application of correct lifting and handling techniques and by taking a few elementary precautions.



Common Injuries

Strains and sprains to muscles and joints, torn ligaments and tendons, disc trouble and hernias. These are often caused by sudden and awkward movements, e.g. twisting or jerking while lifting, or handling heavy loads; they are also caused by persons attempting to lift loads beyond their physical capabilities. The muscles of the abdominal wall are particularly vulnerable, and excessive strain may lead to ruptures.

Other injuries include but not limited to cuts and abrasions from rough surfaces, sharp or jagged edges, splinters, projections, etc. Protective clothing must be worn; especially leather or PVC gloves to protect the hands.

Back injuries are most frequently sustained while lifting and handling manually. They may be the cumulative effect of repeated minor injuries, or the result of an abrupt strain. Stoop lifting should be avoided; it greatly increases the chances of sustaining back injuries. Laboratory tests show that the stresses imposed on a rounded back during stoop lifting is six times that experienced if the trunk is kept erect while bending at the knees.

The risk of injury is reduced by knowledge of correct lifting techniques and not by attempting to lift excessively heavy loads without assistance.



Crushing of limbs, etc. by falling loads, or by fingers, hands or feet becoming trapped by loads. Correct positioning of hands and feet in relation to the movement of the load is essential. Timber wedges should be used when raising or lowering heavy loads to prevent fingers and hands becoming crushed. Safety shoes with steel toe caps will protect the feet. Soles of footwear should also provide a secure grip.

Lifting capacities

The weight that can be lifted by any individual will vary according to personal physique, age, condition and practice, and the techniques employed. Compact loads of up to 25 kg can be safely carried by an average male worker providing the proper techniques are used. The general rule is that the load should not be lifted if it causes a feeling of strain. Assistance should be available if required; an employee must not be required to lift loads beyond his capacity.

Special factors in operation	Rough guide
Operation repeated once or twice a minute	Reduce weight by 30%
Operation repeated five to eight times a minute	Reduce weight by 50%
Operation repeated more than 12 times per minute	Reduce weight by 80%
'Average' female	Reduce weight by 30%
Handler twists through 45 degrees	Reduce weight by 10%
Handler twists through 90 degrees	Reduce weight by 20%
Handler seated and twisting	Less than 5 kg
Handler seated	About 5 kg
Pushing or pulling a load (assumed that force is applied with hands between knuckle and shoulder height)	About 25 kg for starting or stopping a load About 10 kg for keeping a load in motion

Youthful exuberance and bravado often tempt younger employees to attempt to lift loads that are too heavy. While they may succeed in the short term, long term damage may be done. Lifting capacity declines with age and an older person may not be capable of lifting the same load as a younger person; although this can be offset by employing a better technique.

Before lifting and handling any load, the following points should be established:

- What has to be moved?
- What does it weigh?
- Can it be safely handled by one person?
- Where is the load's centre of gravity?
- Does it really have to be moved?
- How far does it have to be moved and from where to where?
- Will assistance be required?
- Can the process that requires it to be moved be changed?
- Can the move be carried out more safely with mechanical assistance?

Suitable protective clothing should be worn. This may include gloves, safety footwear, safety helmets, and special overalls if hot or corrosive substances are to be carried.

Ensure that the lifting and lowering areas are clear of tripping hazards, and likewise check the route over which the load is to be carried.

Not all loads need to be carried, of course. It may be easiest to roll, slew or push them. But assistance might still be required to avoid the risk of injury.



Kinetic method of lifting



Some lifting and handling techniques employing the kinetic method are described below:

Bend at the knees (1)

The weight to be lifted must be within the lifting capacity of the individual worker and the load should be approached squarely, facing the intended direction of travel. The feet are positioned about a hip's width apart, one foot slightly in front of the body. The knees are bent and the body lowered as close to the load as possible

while remaining relaxed and balanced. The back should be straight from hips to shoulders, but not necessarily vertical.

Grasp the load (2)

The load is tilted with one hand (if necessary) so that the other hand can obtain a secure grip at the corner nearest the body. The free hand is then transferred to the furthest corner of the load and drawn as close to the trunk as possible. Arms should be well tucked in to provide maximum support to the load.



Lift, using the legs (3)

The load can then be lifted by straightening the legs so that the body and load move upwards in unison. All movements should be smooth and natural. Jerking, twisting, or straining movements should be avoided. Lifting should feel comfortable. Lifting movements will remain smooth and natural providing the back and head are kept naturally erect. This is achieved by looking straight ahead when straightening the legs, instead of looking down at the load.

Carrying the load (4)

The load should be held firmly into the body and carried to where it is to be deposited. The closer the centre of gravity of the load can be kept to that of the body, the easier and more natural the lift. It is important to be able to see over or around the load so as to avoid tripping hazards.

When the weight is approaching the maximum lifting capacity of the individual, it will be necessary to lean back on the hips with the load to bring the trunk to the erect position before straightening the legs to lift the load. In this instance the body is being used simply as a counterbalance to keep muscular effort down to a minimum.

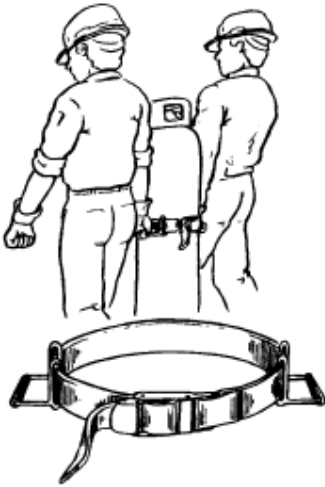
Changing grip (5)

Grips should not be changed while carrying the load. First rest the load on a ledge or other firm support, then change the grip if necessary.

Team lifting

When large or awkward weights are involved, assistance should be sought. The assistant should be of similar height and build, so that the raised load does not become unbalanced or unevenly distributed.

Co-ordinating team activity is important in team lifting. One person should give directions during lifting, carrying and lowering. Properly designed lifting aids will enable some tasks to be performed more quickly and easily and also eliminate the risk of injury or damage



Safety checklist Manual handling and Lifting

Preparation

- What is being lifted?
- Where to and how far?
- How many people will be needed to move the load safely?
- Are they all trained in kinetic lifting and handling?
- What methods and equipment will be required?
- Is the required equipment available?
- Would mechanical means be more practical or appropriate?
- Is the lifting and handling area clear of hazards?
- Is the operation part of a routine? If so, could it be more effectively planned and executed?

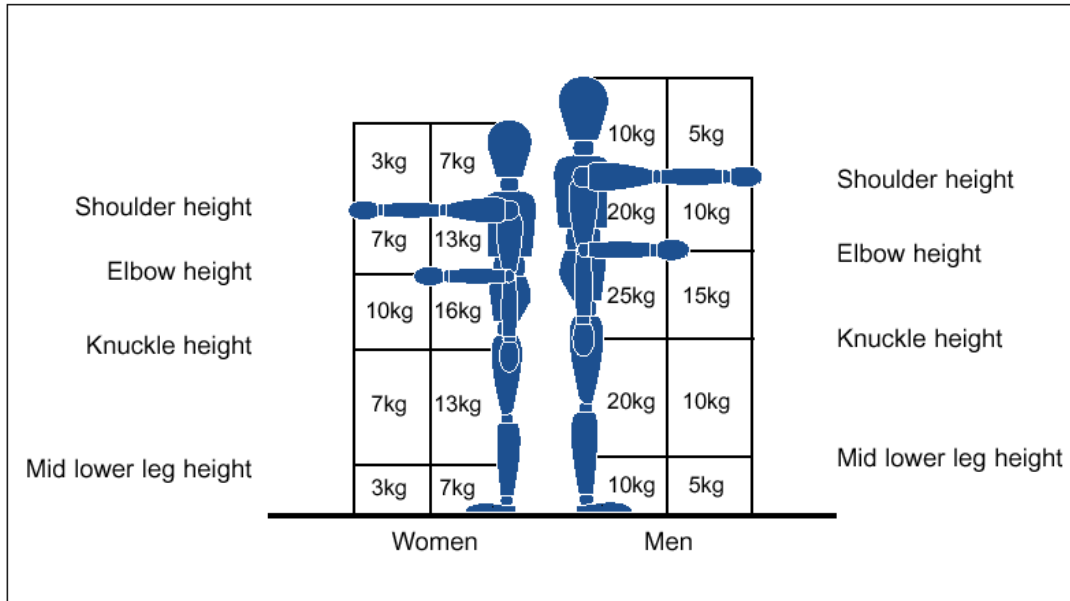
Lifting and handling

- Is the proper clothing in use?
- Are proper (kinetic) lifting methods being employed?
- Is co-ordination satisfactory in dual and team lifting?
- Is the necessary equipment in use or to hand?
- Are excessively heavy weights being lifted?
- Are loads being deposited or stacked safely and securely?
- Is adequate supervision employed where necessary?

After lifting and handling

- Are any incidents or accidents reported and recorded?
- Where injuries have been sustained, has medical attention been sought?
- Is the damage or loss of equipment etc. recorded?

Guideline Weights for Manual Handling Operations.



Each box in the diagram above shows guideline weights for lifting and lowering.

Observe the activity and compare to the diagram. If the lifter’s hands enter more than one box during the operation, use the smallest weight. Use an in-between weight if the hands are close to a boundary between boxes. If the operation must take place with the hands beyond the boxes, make a more detailed assessment.

The weights assume that the load is readily grasped with both hands.

The operation takes place in reasonable working conditions with the lifter in a stable body position.

Any operation involving more than twice the guideline weights should be rigorously assessed –even for very fit, well-trained individuals working under favourable conditions.

There is no such thing as a completely ‘safe’ manual handling operation. But working within the guidelines will cut the risk and reduce the need for a more detailed assessment.

Date Policy Issued	Policy Owner & Designation	Contact Person & Designation	Version	Date of Review	Comments
9/12/20	CEO, Rural Aid	Human Resource Officer, Human Resources DEPT	Away Team Volunteer Manual Handling	Annually or as required	

Policy Statement

All parties, employees and volunteers are required to adhere to Rural Aid's policies and procedures which reflect the expected behaviors, which is designed to encourage integrity and professionalism.

The Media Policy is a set of guidelines for which all parties, employees and volunteers are expected to adhere to.

This policy forms part of all parties, employees and volunteers of Rural Aid Ltd employment conditions.

Application of Policy

This policy covers all parties, employees and volunteers and their participation on external websites and social networking websites, such as, but not limited to, Facebook, Twitter, LinkedIn, YouTube, or through any other form of electronic media.

All parties, employees and volunteers access to, and use of, non-work related websites during the course of employment or volunteering is covered by Rural Aid Ltd Media Policy, which covers email, internet, and computer use.

Definitions

Social Media may include, but not limited to:

- blogs, including corporate blogs and personal blogs;
- blogs hosted by media outlets (e.g. 'comments' or 'your say');
- blogging sites (e.g. Twitter);
- forums and discussions boards, (e.g. Yahoo Groups or Google Groups, Whirlpool);
- social networking sites (e.g. Facebook, Myspace, LinkedIn);
- video and photo sharing websites (e.g. Flickr, YouTube);
- wikis and online collaborations (e.g. Wikipedia);
- podcasting;
- online multiplayer gaming platforms (e.g. Second Life, World of Warcraft);
- geo-spatial tagging (Foursquare).

Personal use of Social Media

Whilst all parties, employees and volunteers can access and use any of the above sites outside of their employment or volunteering, is a private matter, but situations may arise when Rural Aid Ltd is mentioned, or where it may be possible to link the employees or volunteers to their place of employment. It is essential that you understand that the comments you make via social media platforms are public and must adhere to Rural Aid's strict media protocols.

All parties, employees and volunteers should be aware when befriending and communicating with colleagues or clients as this could be viewed as a potential conflict of interest.

The following rules will apply where references are made to Rural Aid Ltd and related subsidiaries.

You must:

- only disclose and discuss publicly available information;
- ensure that all content/s published is accurate and not misleading and complies with Rural Aid policies;

Aid policies;

- do not imply that the person comments are a representation of Rural Aid Ltd; and
- always be polite and respectful to all persons you are interacting with.

You must not:

- reveal confidential or commercially sensitive information about Rural Aid Ltd or other employees, volunteers, clients, and sponsors; parents, children, or anyone associated with Rural Aid Ltd;
- post material that is offensive, obscene, defamatory, threatening, harassing, bullying discriminatory, hateful, racist, sexist, infringes copyright;
- use your work email address or any organisation logo's or insignia that may give the impression of official support or endorsement of your personal comment;
- use the identity of another employee, contractor, client, customer, sponsor or other member of Rural Aid Ltd;
- post any material that is or might be construed as threatening, harassing, bullying or discriminatory towards another employee/contractor of Rural Aid Ltd;
- make any comment or post material that might otherwise cause damage to Rural Aid's reputation or bring the organisation into disrepute; and
- publish comments or report on conversations or information that is deemed confidential or classified.

Using Social Media Sites and not mentioning Rural Aid

Rural Aid Ltd has no interest in what their volunteers or employees do when participating on websites in their own time and away from work, where they do not mention and give no association with Rural Aid Ltd.

It is very important that all parties, employees and volunteers abide by the following:

- blog comments are permanently accessible. Tracking tools can identify the contents of a website at a particular date, even if the contents are deleted later on;
- management can do a search of the employees' name and will produce a full list of any blogged comments about organization. This means anyone with internet access can find these comments;
- a search using an email address or individual name will also produce a full list of comments and other material made from that address or attributed to that individual; and

- any personal comments or photos can be accessible by not only Rural Aid Ltd, its clients and customers, but also any future employers. This can be detrimental to your position at Rural Aid Ltd and any future employment prospects you may have.

Breach of Policy

Non-compliance with this policy has the potential to damage the reputation, image of competitive, or financial position of Rural Aid Ltd, and may result in disciplinary action, which could include termination of employees' and volunteers' in certain cases.

Any parties, employees and volunteers that breach the law in anyway, such as, but not limited to, committing fraudulent acts, and uploading or downloading of pornographic material, may be personally liable for their actions through common law claims.

Rural Aid Ltd takes breaches of policy extremely seriously and where applicable, your details maybe passed onto the Queensland Police Service for further investigation and/or prosecution.

Press Authorization

Third parties, employees and volunteers are allowed to give interviews to the media about relevant Rural Aid events when requested by the Rural Aid media officer, or other member of staff.

Policy Review

The Media Policy will be reviewed from time to time, and all parties, employees and volunteers will be trained, educated and will be required to sign an acknowledgement that they understand and will comply with this policy.

Rural Aid is committed in providing an environment which is safe for all who attend or work at its workplaces.

MEDIA AUTHORISATION

I hereby understand the following in relation to any and all press matters:

- I am allowed to be interviewed by the media in relation to Rural Aid events that I am attending, provided I am happy to do so, and that it's been approved by a Rural Aid staff member.
- I must ensure any and all press related matters are directed to Rural Aid Ltd Chief Executive Officer or his/her elected officer.

Date Policy Issued	Policy Owner & Designation	Contact Person & Designation	Version	Date of Review	Comments
1/03/23	CEO, Rural Aid	Human Resource Officer, Human Resources DEPT	Media Policy	Annually or as required	



Workplace Health and Safety Policy

Rural Aid Ltd is committed to providing and maintaining a safe and healthy workplace for all workers (including volunteers and contractors) as well as clients, visitors and members of the public. Hazards and risks to health and safety will be eliminated or minimised, as far as is reasonably practicable. It’s our aim to create a work environment in which all workers are safe and secure. The responsibility for managing health and safety ultimately rests with the person in control of the business or undertaking (PCBU), Directors and Management. Workers also have important responsibilities for health and safety in the workplace.

Rural Aid Ltd is committed to complying with the Work Health and Safety Act 2011, the Work Health and Safety Regulation 2011, codes of practice and other safety guidance material.

Management will:

- Ensure that Rural Aid complies with all applicable legislation relating to health and safety.
- Eliminate or minimise all workplace hazards and risks as far as is reasonably practicable.
- Provide information, instruction and training to enable all workers to work safely.
- Supervise workers to ensure work activities are performed safely.
- Ensure workers and subcontractors identify and control risks in the workplace.
- Involve workers and subcontractors in the decision-making process through regular communication and consultation on matters relating to workplace health and safety.
- Provide appropriate safety equipment and personal protective equipment.
- Provide suitable injury management and return to work programs.

Workers will:

- Take reasonable care for their own health and safety.
- Follow safe work procedures, instructions and rules.
- Participate in safety training.
- Report health and safety hazards.
- Report all injuries and incidents
- Use safety equipment and personal protective equipment as instructed.

Rural Aid’s goal is to provide a safe and healthy work environment that is free from workplace injury and illness. This is only achieved through the participation, cooperation and commitment of everyone in the workplace.

Date Policy Issued	Policy Owner & Designation	Contact Person & Designation	Version	Date of Review	Comments
21/02/23	CEO, Rural Aid	Human Resource Officer, Human Resources DEPT	Workplace Health and Safety Policy	Annually or as required	