## INDEX

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>INDEX</td>
<td>1</td>
</tr>
<tr>
<td>COMMUNICATION</td>
<td>2</td>
</tr>
<tr>
<td>OFFICE DOCUMENTATION GUIDELINES</td>
<td>2</td>
</tr>
<tr>
<td>Style guide and review</td>
<td>2</td>
</tr>
<tr>
<td>Filing System</td>
<td>2</td>
</tr>
<tr>
<td>WORKPLACE HEALTH &amp; SAFETY</td>
<td>3</td>
</tr>
<tr>
<td>Repetitive Strain Injuries</td>
<td>4</td>
</tr>
<tr>
<td>Ergonomics</td>
<td>4</td>
</tr>
<tr>
<td>Using Equipment Safely</td>
<td>5</td>
</tr>
<tr>
<td>General Safety Issues</td>
<td>7</td>
</tr>
<tr>
<td>YOUR RESPONSIBILITIES</td>
<td>8</td>
</tr>
<tr>
<td>RIGHTS &amp; RESPONSIBILITIES OF EMPLOYERS</td>
<td>8</td>
</tr>
<tr>
<td>LAWS &amp; LEGISLATION</td>
<td>10</td>
</tr>
</tbody>
</table>
COMMUNICATION

Communication relates to internal and external and addresses oral and written communication.

**Phone Calls:** It is anticipated that calls will be responded to within 3 rings.

**Phone Messages:** Phone Message pads are to be completed at time of call. These are then to be emailed to the relevant person they are intended for, within 15 minutes of receiving the call. Confirm information is correct before hanging up from customer.

**Email:** All responses are to be in professional writing. No slang or abbreviations are to be used. Copies of all correspondence are to be kept on clients file. Follow up emails or responses are to be diarised to ensure they are not forgotten.

**Written Communication:** Please review the information on Office Documentation guidelines

OFFICE DOCUMENTATION GUIDELINES

When you are required to create a letter you should use the XYZ Workplace templates.

**Style guide and review**

- Always check spelling, grammar and punctuation of all correspondence before releasing from the office
- Ensure that the information you have entered is correct and that the text is appropriately positioned on the page
- Font specifications: Verdana, regular, text size 10pts.

**Filing System**

XYZ Workplace uses an electronic central server filing system, with files stored in alphabetical order. The Administration Manger is responsible for setting up an
electronic file for each client for access from the internal server by the particular consultant assigned to the client.

WORKPLACE HEALTH & SAFETY

Any workplace can pose a range of hazards to the health and safety of employees. It is your responsibility, as an employee, to be aware of the Workplace Health and Safety (WHS) issues that affect your work environment.

XYZ Workplace has their WHS Manual available on the internal intranet and includes information such as what to do in an emergency and where the first aid kits are located. It is important for you to familiarise yourself with the information contained in the WHS Manual in order to keep yourself and others safe at work.

Safety at work is an issue that affects everybody and both the employer and the employee must be aware of their responsibilities.

Some of the employee’s responsibilities include:

- Reading and following instructions in the WHS Manual
- Keeping all areas clean and free from any hazards
- Reporting any health and safety issues they notice to the Workplace Health and Safety Officer (WHSO)
- Following manufacturer’s instructions when using equipment
- Using correct posture
- Taking appropriate breaks from repetitive work.
- Reporting any injuries and completing the appropriate forms as soon as possible
- Knowing where fire escapes are located.
- Knowing where first aid kits are kept

Some of the employer’s responsibilities include:

- Keeping the WHS Manual up to date an easily accessible to all employees
- Supplying first aid kits and, where relevant, first aid officers
Repetitive Strain Injuries

Introduction

Much of the work in a business office involves using a computer. Throughout a day you may repeat an activity many times, for example, when using the keyboard or the mouse. If the correct preventative measures are ignored, you may receive a Repetitive Strain Injury (RSI) in your neck, wrists, shoulders or back. RSI is also known as Occupational Overuse Syndrome (OOS).

Avoiding RSI

There are a number of preventative measures you can take to avoid RSI. These include:

• Making sure your posture is correct.
• Taking the appropriate breaks and performing the correct exercises.

Ergonomics

Your posture is very important when using computers. You should always make sure that:

• Your chair is at the correct height
• The computer screen is at the correct angle, that is, level with or slightly lower than your eyes
• Your feet are flat on the floor
• Your arms are at right angles to the desk
• Your posture is upright. Hunching forward can actually reduce your lung capacity

It is important to think about your posture every time you use your computer

Take the appropriate breaks and perform the correct exercises
Rest and exercise is very important in helping to reduce the possibility of RSI or back or eye injury.

You should always make sure you do the following:

- Take a fifteen-minute break, away from the computer, for every two hours of computer work completed.
- Perform stretching exercises during your fifteen-minute break. Remember to do stretchers for your neck, wrists, shoulders and back.
- Close your eyes for fifteen seconds at regular intervals and make sure that your work is correctly illuminated. This will help reduce eyestrain.
- Plan your tasks so that you are moving away from the computer screen whenever possible.

You can use your fifteen-minute breaks to perform other tasks away from your computer.

**Using Equipment Safely**

Working in a business office involves using a range of equipment. You should become familiar with the safety issues related to each piece of equipment in your workplace.

**Electrical equipment**

- Read the manufacturer’s safety instructions.
- Always use the correct power supply voltage and frequency.
- Check the length of power cords used for electrical equipment. Power cords should never be more than five metres long. Longer power cords can reduce the voltage supplied or cause problems with the equipment.
- Be aware of your office’s policy and procedures regarding the use of equipment, the reporting of faults and maintenance schedules.
- Always remove power cords by pulling the plug, not the cord.
XYZ Workplace Policies & Procedures

- If you need to turn the power off make sure that you wait for at least four seconds before you switch the machine back on.
- Never stretch power cords or cables across the floor where people can easily trip over them.

Photocopier safety

When using the photocopier in the office environment, it is important that you are aware of the following points:

- Always operate the photocopier following the manufacturer’s instructions.
- Ensure the photocopier is regularly maintained.
- Make sure that photocopiers are located away from other work areas in a well-ventilated area.
- Keep the document cover closed to avoid eyestrain.
- Switch off copier and allow cooling before attempting to remove paper jams, to avoid burns.
- Do not use metal implements to remove paper jams.
- Avoid contact with chemicals by wearing disposable rubber gloves when changing toner.
- Ensure the photocopier is at a comfortable height. If it is not at a comfortable height and you perform a lot of photocopying tasks, speak to your manager.
- Ensure that paper is stored at a comfortable height.
- Avoid liquids near the photocopier.
- Ensure all staples and paper clips are removed before using the photocopier feeder.
- Do not use metal implements to remove paper jams.
- Ensure that the photocopier is connected to the correct power supply voltage and
XYZ Workplace Policies & Procedures

• Make sure that the cord from the machine to the wall socket is no longer than five metres long.

You are responsible for alerting your supervisor if you notice any irregularities in the operation of the photocopier at your work.

Other equipment

• Be aware that filing cabinets can tip over when more than one drawer is open.
• Never leave an open filing cabinet unattended, as it is very easy for someone else to trip over an open drawer.
• Remember that scissors and knives can be potential hazards.
• Do not stand on chairs with castors, as it is very easy to slip and fall.

General Safety Issues

Other safety issues that you must be aware of include:

• Lift heavy objects correctly by bending with your knees not your back.
• Heavy or awkward items should be stored where access is easy. Areas to be avoided include the top and bottom shelves of storage systems.
• Noise should be kept to a minimum as it can annoy others and can affect people’s ability to carry out tasks. Noise related problems could be reduced by using dividing screens between desks and by locating equipment away from where people work.
• If your office has a kitchen make sure it is clean and tidy. Make sure you put knives away and do not leave boiling kettles unattended. Spills should be cleaned up promptly as wet floors can be a real hazard in the workplace.
• Fire exits and routes to them should always be clear of obstructions.
• Know where the first aid kits are located and who your first aid officer is.
• Stress is a real issue in today’s busy office environment. You need to make sure that you communicate any problems you may be having at work with your supervisor.

YOUR RESPONSIBILITIES

Attendance and punctuality
You are responsible for ensuring that you attend work when expected or inform your manager as early as possible when you are unable to attend. You are expected to arrive punctually to work and to any meetings or appointments. You are also expected to complete tasks on time, and to give early notice where there is a reason you will not meet your deadlines.

Confidentiality and security
You are expected to conduct yourself professionally at all times and are required to respect the confidentiality and privacy XYZ workplace as well as clients’ and colleagues’ personal information.

Workplace Health and Safety
All employees are responsible for complying with Health and Safety Legislation and must act with care for their safety and that of others. Safety issues that should concern you include

• Using business technology in a safe manner
• Checking your work station to ensure seating, lighting and equipment are appropriate
• Reporting hazards

RIGHTS & RESPONSIBILITIES OF EMPLOYERS

XYZ Workplace reserves the right to dismiss you if you:
• Commit a criminal offence
XYZ Workplace Policies & Procedures

- Are negligent, careless or cause an accident
- Commit an act of disloyalty such as revealing confidential information

Safe work environment

XYZ Workplace is responsible for providing a safe environment free from discrimination and sexual harassment.

Dispute Resolution

At XYZ Workplace we endeavor to resolve disputes as quickly and effectively as possible. Every attempt is made to resolve them internally before the need for involving external parties arises.

If a dispute arises, the following process should be followed:

Step one = Attempt to resolve dispute between parties of the dispute.

   If this is not successful,

Step two = One or both parties should inform their supervisor or a Partner who will assist in resolving the dispute.

   If either party is still not satisfied,

Step three = Contact the Business Support Manager who can arrange mediation through an external party.

Poor work performance and dismissal

If your performance at work is not up to the required standard, your supervisor will discuss the situation with you and suggest ways to overcome the problem. You will then be given the opportunity to improve your work performance.

Continuing poor performance may be documented. If counselling and training do not result in an improvement it may be necessary to take formal steps including formal warnings leading to dismissal.

You are entitled to three formal warnings before being dismissed.
In the event of dismissal, you will be given:

- A valid reason (this will be related to your work performance)
- The required notice (or compensation instead of notice)

**LAWS & LEGISLATION**

XYZ Workplace complies with Federal and State/Territory legislation including but not limited to:

**Work Health and Safety Act 2011**

The Workplace Health and Safety Act provide a framework for managing health and safety risks in workplaces. The objective of the Act is to prevent anyone from being injured, seriously or otherwise, or contracting an illness caused by a workplace, workplace activities or specified high risk in operation of equipment/plant. This is achieved by preventing or minimising exposure to risk.

Related links:

- Complete Version of Work Health and Safety Act 2011

**The Privacy Act 1988 - Applies to all States**

The Privacy Act regulates the handling of personal information such as but not limited to:

- Employees only collect personal information by lawful and fair means and for lawful purposes that are necessary for, or that relate directly to, a function or activity of the agency.
- Employees must keep personal information secure, maintain its accuracy, and ensure that it is used only if it is relevant and complete. Agencies m
- Guidelines regarding the use of Tax File Numbers and data matching in Australian Government departments and agencies.

Related Links:

- Compilation of the Privacy Act 1988

**Copyright Act 1968**

XYZ Workplace abides by the copyright law that gives the owner or author of any documents or pieces of information the right to decide what others can do with it.
XYZ Workplace Policies & Procedures

Related links:

- Compilation of The Copyright act 1968

Human Rights and Equal Opportunity - Applies to all States

XYZ Workplace abides by the anti discrimination and equal opportunity legislations by providing a work environment in which:

- All people are treated with dignity and respect;
- All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities;
- All selection is based on merit, i.e. the best person for the job; and
- Diversity is valued.

These acts promote equality of opportunity for everyone, by protecting from unfair discrimination.

These different acts ensure that there is no discrimination based on:

- Sex
- Marital Status
- Parental Status
- Age
- Race/Culture
- Disability
- Religious Beliefs etc.

Victimisation is also against the law. Victimisation includes threatening, harassing or punishing a person.

Related links:

- Australian Human Rights Commission