



STAFF MANUAL

MARCOOLA SURF LIFESAVING

SUPPORTERS CLUB

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PART A - WELCOME AND CODE OF CONDUCT

1. Welcome

- 1.1 Please take time to read through this manual. The information contained in it will assist you in your job and in carrying out your designated functions.

You are required to comply with all policies, procedures and standards outlined within this Staff Manual as they may be amended from time to time. Where there are significant amendments to policies, procedures or standards, you will be advised through briefings and/or written advice.

- 1.2 We hope that you will find your work with the Club satisfying and rewarding. We take great pride in our employees. A good team depends on each individual and we recognise that every person has an important part to play.
- 1.3 Our commitment to you is that we will be consistent and fair. By working together, we can make our Club one of the best in Queensland.

2. Our Aim

- 2.1 Our aim is to conduct our business in a commercially and environmentally responsible manner and to recognise that our staff are our most important asset in ensuring the benefits of a high-quality service to members and guests.

3. Code of Conduct

- 3.1 The purpose of the code of conduct is to reflect the values of the Club and assist all employees to understand their responsibilities and obligations.

- 3.2 The Code of Conduct of the Club is that:

- (a) we will treat each other with courtesy and respect;
- (b) we will develop and maintain the highest level of trust, honesty and understanding of members and their guests, clients and the public at large;
- (c) we will build and maintain a strong reliable relationship will be maintained with all suppliers, contractors and maintenance workers;
- (d) we will work as a team to achieve our goals;
- (e) we apply ourselves to perform our jobs diligently and to the best of our abilities;
- (f) we always act in the best interest of the Club and never take advantage of information gained during employment for personal benefit;
- (g) we understand that our actions both at work and outside of work may impact on the Club and therefore we must ensure that we conduct ourselves in an appropriate manner at all times;

- (h) we will always comply with legislative and regulatory requirements and we will maintain currency with changes in legislation, regulation, technology or industry trends;
- (i) we will constantly strive for improvement; and
- (j) we will ensure a safe working environment.

4. Achieving Service Excellence

- 4.1 Members want to be proud of their Club. It is up to you and how you treat the member that will determine whether we achieve this goal. Remember that you are the Club's Ambassador and you represent what the Club stands for.
- 4.2 In achieving service excellence, we acknowledge that:
 - (a) The members are the most important people in the Club;
 - (b) The members are not dependent on us. We are dependent on them;
 - (c) The members are not an interruption to our work, but rather the purpose of our work.
 - (d) The members are our business;
 - (e) The members do us a favor when visiting our Club. We are not doing them a favor by servicing their needs;
 - (f) The members are not cold statistics, but people with needs and feelings;
 - (g) The members are not people to argue, or match wits with or to belittle or snub;
 - (h) The members are deserving of the most courteous and attentive service we can provide; and
 - (i) The members are the reason why the Club exists so welcome them in a cheerful, pleasant and attentive manner.

PART B - COMMENCING EMPLOYMENT

5. Induction

- 5.1 You will receive a thorough induction to the Club to ensure the Club continues to produce a high standard of service and a quality product. This will be conducted by your supervisor or manager.
- 5.2 After your induction, you are to sign off on an induction completion checklist and this document will be retained on your personnel file. In addition to the induction checklist, you must also complete and return the following forms to your supervisor or manager:
- (a) Employment Application Form;
 - (b) Taxation Employment Declaration Form;
 - (c) Bank or Credit Union Details Form; and
 - (d) Choice of Superannuation Form.

6. Probation Period

- 6.1 You are engaged in a probationary period of six (6) months duration unless otherwise agreed and stated in your Letter of Offer.
- 6.2 The purpose of the probationary period is for the Club to evaluate your capacity to perform the job for which you were employed and for you to decide whether you like working at the Club. Your performance and abilities will be assessed at regular intervals during the probationary period and thereafter.

7. Letter of offer and Position Description

- 7.1 Prior to commencing employment, you will be presented with a Letter of Offer. By signing the Letter of Offer, you accept employment by the Club on the terms and conditions contained in that Letter of Offer.
- 7.2 You should retain a copy of your Letter of Offer for your reference. A copy of your Letter of Offer will also be kept by the Club on your Personnel File.
- 7.3 You will be given a Position Description by your supervisor or manager, who will explain your duties to you and answer any questions that you have in that regard.

8. Employee details

- 8.1 Employee records and information such as name, address, contact details, next of kin, any academic, trade or professional qualification are maintained on a personnel file and is confidential between the employee and the Club.
- 8.2 Employees are responsible for ensuring employee records are kept up to date and should notify the Club as soon as such details change.

PART C - EMPLOYEE BENEFITS AND ENTITLEMENTS

9. Payment of Wages

- 9.1 Wages will be paid directly into a bank, credit union or building society account nominated by you. You will be advised of the pay week of the Club and whether wages are paid weekly or fortnightly, as part of your induction.
- 9.2 All pay inquiries should be directed to the Payroll Officer within the Administration Section of the Club.

10. Payment of Superannuation

- 10.1 You will be paid superannuation entitlements to your nominated superannuation fund. You will have a choice to nominate your superannuation fund.
- 10.2 If you do not nominate a superannuation fund, payment of superannuation entitlements will be made to a default fund nominated by the Club.

11. Leave

- 11.1 You will be entitled to leave in accordance with the Registered and Licensed Clubs Award and the National Employment Standards.
- 11.2 Employees are to refer to the Club's **Leave Policies** with respect to leave entitlements and the taking of leave.

12. Union Membership

- 12.1 You have the right to decide if you wish to become a member of a Union. Your decision to become, or not become a member, is an individual choice and will be respected.

13. Staff Meals and Drinks

- 13.1 Meals are available to staff on duty at a 50% per meal discount, which is paid by the Club as a subsidy.
- 13.2 You are permitted to drink a realistic quantity of post-mix soft drink free of charge whilst on duty.

14. Parking

- 14.1 You are to consider the needs of our members, guests and visitors first when choosing where to park. You may use the Club carpark, but you must leave the carparks close to the Club for members, guests and visitors.

PART D - DURING EMPLOYMENT

15. Breaks

- 15.1 You will be entitled to breaks in accordance with the Registered and Licensed Clubs Award.
- 15.2 You are not to work longer than five hours without taking a 30-minute break which will be unpaid. This break must be taken no earlier than 1.5 hours after starting work and no later than five hours after starting work. If you are working a five-hour shift, you may request to take a 30-minute unpaid break.
- 15.3 If you work longer than five hours after you take your 30-minute unpaid break, you must take an additional 20-minute break which will be paid.
- 15.4 During designated breaks, you are still deemed to be at work, so the same standards of behaviour and workplace policies will apply.

16. Roster

- 16.1 Weekly rosters are subject to change and will be posted on Deputy. You are required to make yourself available for work at the times displayed on the roster.
- 16.2 You may be required to work beyond your rostered hours in which case such additional hours will be paid as approved overtime unless it is considered "reasonable."
- 16.3 If you are wanting to alter your roster, this can be done at any time subject to approval by your supervisor or manager. The Club may alter your roster but will provide 24 hours' notice of any alteration.
- 16.4 Subject to the prior written approval of management, the swapping of shifts may be permitted by agreement between members of staff.
- 16.5 The inclusion of casual employees on the roster is purely for the convenience of indicating the hours available expected to be allocated to each individual employee for the period covered by the roster. It should in no way be interpreted or implied that inclusion on the roster for any casual employee constitutes an acceptance by the Club that any casual employee works regular and systematic hours. It is a condition of employment of casual employees that there is no guarantee of ongoing or regular work and that each engagement stands alone and ceases at the end of each engagement.

17. Timesheets

- 17.1 Timesheets will be generated automatically via Deputy.

18. Punctuality

- 18.1 Being late for work increases the workload on other staff so you are required to be properly attired and ready to work at your workstation at the rostered commencing time. If you are running late for work, you must contact your supervisor or manager as soon as possible.
- 18.2 If you are late or do not turn up to your allocated shift, you may be subject to disciplinary action which could include the termination of your employment.

19. Making a complaint

- 19.1 The Club is committed to ensuring a harmonious working environment by ensuring that complaints are dealt with in a timely, fair, structured and transparent manner.
- 19.2 You should refer to the Club's **Grievance Resolution Policy** if you are wanting to raise a complaint relating to your employment.

20. Possession and use of mobile phones

- 20.1 Possession and use of mobile phones are strictly prohibited while on duty, unless permission has been granted by your supervisor or manager. Mobile phones should be kept in staff lockers or your bag.
- 20.2 Use of mobile phones is permitted during designated breaks.
- 20.3 In the event of an emergency, contact should be made through the via the Club's general phone line.

21. Leaving your workstation and the Club

- 21.1 You are required to gain approval from your supervisor or manager before leaving your workstation. Workstations should never be left unattended.
- 21.2 If you are going to leave the Club during a designated break, you are to inform your supervisor or manager. This is to ensure that in the event of an evacuation, the Club is able to account for all those that are on the premises.

22. Visitors

- 22.1 Except in cases of emergency, you are not permitted to receive personal visitors at the Club during your work time and in no cases will such visitors be permitted to enter your workstation.

PART E - EMPLOYEE OBLIGATIONS

23. Personal appearance, dress and hygiene

- 23.1 A high standard of personal hygiene is expected, as this is a food and beverage handling industry. Personal appearance and dress is a matter of common sense and personal taste. However, you are expected to comply with the following standards:
- (a) while at work, dress and appearance must be neat, clean and appropriate to the work you are doing;
 - (b) where there is a requirement to wear a uniform, that uniform be worn and be clean and ironed upon commencing work;
 - (c) name badges should be worn at all times;
 - (d) footwear must cover the feet, have non-slip soles and be in good repair;
 - (e) hair should be neat and tidy and long hair pulled back off the face;
 - (f) facial hair should be neatly trimmed;
 - (g) hands and fingernails should be kept clean at all times. The use of nail polish should be kept to a minimum;
 - (h) jewellery should be kept to a minimum, be conservative and tasteful and not interfere with job performance;
- 23.2 Personal grooming such as the combing of hair and application of makeup, deodorant or perfume should not occur on the floor of the Club.

24. Performance of duties

- 24.1 It is expected that you will perform your duties with due competence and care in accordance with the requirements of your position description, letter of appointment and the requirements of the Club.
- 24.2 Employees are to refer to the Club's **Performance Management Policy** for information on their responsibilities in relation to performance expectations and the performance management process.

25. Use of Club property

- 25.1 It is expected that you will safeguard all Club property issued and used by you against improper use or damage, as well as the property of your fellow employees.

It is also expected that you will assist in keeping your workplace and the equipment in which you work clean and safe.

26. Use of Social Media

- 26.1 It is expected that you will use all social media constructively, responsibly and in alignment with the Club's core values particularly where posts relate to or are likely to affect the Club, its members, other patrons, staff, management, committee members, suppliers, stakeholders and its competitors.

26.2 Employees are to refer to the **Club's Social Policy** for information about how staff are expected to use social media platforms.

27. Email and Internet Usage

27.1 You may be required to access the internet and email for work-related purposes on the basis that confidential information must remain protected external emails must not contain viruses or offensive content and internet use must be for legitimate business requirements.

27.2 Employees are to refer to the Club's **Email and Internet Usage Policy** for information on their responsibilities in relation to accessing the internet and using emails.

28. Responsible Service of Alcohol

28.1 The Club strives to foster responsible service of alcohol practices amongst patrons and staff. Your responsibilities and those of the Club are explained further in the Club's **Responsible Service of Alcohol Policy**.

29. Responsible Service of Gaming

29.1 The Club commits to minimising potential harm associated with gambling by creating a safe and responsible gambling environment for its members and guests. Your responsibilities and those of the Club are explained further in the Club's **Responsible Service of Gaming Policy**.

30. Staff gambling

Staff are not permitted to use any of the gaming facilities whilst employed at the club.

30.1 In line with legislative requirements, you are not permitted to gamble, or be a party to gambling, in the Club at any time, whether on or off duty. This policy applies to the playing of gaming machines, Keno, using the TAB.

30.2 Former employees are not permitted to partake in promotional activities including raffles, spin 'n' win or special offers such as promotions and giveaways for up to 12 months post-employment.

31. Tips, Gifts, Rewards, Gratuities and Promotional Items

31.1 No tip, gift, reward, gratuity or promotional item shall be solicited or accepted in consideration of services and/or products rendered.

31.2 If a tip, gift, reward, gratuity or promotional item is nevertheless offered and left by a patron, it is to be immediately provided to your supervisor or manager.

32. Staff Drinks

32.1 You are not permitted to provide free or discounted drinks to patrons, including but not limited to friends, family or colleagues. You are also not permitted to receive free or discounted drinks.

33. Smoking

- 33.1 You are only permitted to smoke before or after your shift or during designated meal breaks. You are not permitted to smoke in the view of patrons while in your uniform.

34. Use of Alcohol and Drugs

- 34.1 Employees are prohibited from attending work whilst under the influence of alcohol or illicit drugs and consuming alcohol or illicit drugs during paid working hours.
- 34.2 Employees are to refer to the Club's **Drug and Alcohol Policy** for information on their responsibilities in relation to the consumption of drugs and alcohol.

35. Personal Property

- 35.1 The responsibility for the security of your personal property rests with you. The Club will not accept any responsibility for any loss or damage of your personal property. The Club recommends that valuables not be left in insecure areas.
- 35.2 The Club maintains a lost and found. You must hand in any property found in the Club to a manager at the main bar.

PART F - SAFETY AT WORK

36. Injury at work

- 36.1 In the event of injury to yourself whilst on duty, notify your Supervisor immediately.
- 36.2 You are to complete an incident form and/or Worker's Compensation form before your shift is completed.

This form must be completed for any injury, even if it does not appear serious. These forms can be obtained from your Supervisor.

37. Workplace Bullying and Harassment

- 37.1 The Club is committed to providing a safe, flexible and respectful environment for all workers free from workplace bullying and harassment.

Employees are to refer to the Club's **Workplace Anti-Bullying and Harassment Policy** for information about how the Club's zero stance on workplace bullying and harassment.

38. Workplace Health and Safety

- 38.1 The Club is committed to providing a safe workplace and will, as far as reasonably practicable, ensure the health and safety of all persons on the Club's premises.

In order to achieve this, work health and safety need to be a collaborative effort between the staff and management of the Club. Maintaining a safe work environment requires everybody's cooperation.

Employees are to refer to the Club's **Workplace Health and Safety Policy** for information about the Club's commitment to providing a safe workplace.

39. Safe Work Practices

- 39.1 The Club is committed to maintaining safe work practices.

40. Armed Hold Up

- 40.1 The Club's policy with respect to Armed Hold Up is that **no amount of money is worth a life**. It follows that the Club recommends the following course of action, in the unlikely event of an Armed Hold Up:

- (a) Obey the bandit/s instructions, but do only what you are told and nothing more;
- (b) If you are out of danger, then stay out of danger;
- (c) If, with safety, you can leave the building, do so and raise the alarm;
- (d) If it is safe to do so, a member of staff should phone the police as soon as possible and keep the line open;
- (e) After the bandit/s have left, leave the area and anything they have touched completely alone until Police arrive;

- (f) Any witnesses present should observe as much as possible - in relation to the bandit, this may include speech, mannerisms, clothing, tattoos, scars etc. If possible, try to observe any vehicle used in the hold-up.

Note any observations in writing without conferring with fellow employees, so your impressions are not influenced by others;

40.2 Your safety and that of your fellow workers must be the first consideration at all times.

PART H DECLARATION

You are required to sign this sheet during your consultation with the Clubs Management and it will be kept on your personal file for any future reference.

By signing this Declaration, you acknowledge that:

- I have received a copy of the Staff Manual and its relevant attached Club policies. I understand that this manual supersedes all previously dated handbooks and/or materials;
- I have been made aware of the content of this staff manual, have read relevant parts and asked and had answered any questions as part of my induction, have acknowledged an understanding of its requirements in relation to my role and have retained this Staff Manual for reference on the policy requirements applicable to me as an individual and to my role;
- I understand all of the information, obligations, entitlements, and benefits set out herein apply to me and agree to abide by all of these requirements. I understand that any breach of the Staff Manual and/or policies may result in disciplinary action; and
- I understand that the Club may, from time to time change, add or substitute new benefits, procedures, policies, rules or regulations concerning working conditions. In turn, reasonable notification will be provided by the Club of such changes.

Employee's Name: _____

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____