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**Apprentice & Trainee General  
Induction Handbook**

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## Welcome to AGA

This handbook is provided to explain AGA's procedures and outline some of your responsibilities as an apprentice/trainee. We trust that you will read this handbook and keep it in a safe place for future reference.

## Contacts

Phone: **1300 000 AGA** (1300 000 242)

Email contact for all locations can be directed to: [gtoadminsupportteam@aga.com.au](mailto:gtoadminsupportteam@aga.com.au)

## Our Commitment to Apprentices and Trainees

AGA, in cooperation with the host employer, is strongly committed to providing a flexible, rewarding and a productive workplace by:

- Providing a safe, healthy and supportive work environment, where all employees are treated with courtesy and respect
- Adherence to our strong social ethos, through continuous improvement in the way we provide opportunities and support to individuals with barriers
- Communicating openly and honestly with employees, encouraging communications from and between employees, and actively listening to suggestions
- Having a fair and transparent appraisal system, with clear expectations of performance

## Benefits

Every apprentice and trainee is supported by a dedicated Field Officer that will support and mentor you through any issues you may encounter within your apprenticeship or traineeship for the duration of their employment.

- Ensure your correct wages and entitlements are paid on time
- Take care of the arrangements for off and/or on the job training
- Conduct workplace/occupational safety assessments to ensure your health and safety
- Conduct regular performance appraisals with you and your host employer
- Benefit of rotation between host employers to ensure you gain exposure to all elements of your qualification and as an option if it's not the right fit or work is not available.

## Group Training Organisation Roles and Responsibilities

### What is Group Training?

A Group Training Organisation (GTO) is an organisation that employs apprentices and trainees, and then places them with a suitable host employer who they work for whilst receiving their on-the-job training.

As a Group Training Organisation, AGA is the legal employer and assumes responsibility for the legal aspects of your employment contract as well as your training needs.

AGA is committed in supporting you throughout the apprenticeship/traineeship process. You will have a dedicated Field Officer who will mentor and support you, visit you at your workplace and liaise with your host employer.

## The Role of your Field Officer

Your Field Officer provides the all-important link between you, AGA and your host employer.

The role of your Field Officer includes:

- Acting as the first point of contact within AGA for you and your Host Employer
- Monitoring your performance on the job, and providing feedback and support
- Monitoring your progress with training, both on and off the job
- Working cooperatively with your Host Employer/s to minimise health and safety risks
- Sourcing and organising suitable workplace rotations when required

Please ensure you get in touch with your Field Officer with any concerns you may have within your hosted workplace or Training Organisation such as:

- If you are being bullied at work
- If someone makes a racial remark to you
- You are sworn at
- You are asked to do something unsafe or see unsafe things happening
- If you are struggling with your RTO/TAFE formal training

Please note that the above list are just some examples of what we need to be made aware of. Please contact us about anything that has concerned you.

## Your Host Employer

AGA is your legal employer. The business/organisation where you are placed to undertake your apprenticeship/traineeship is referred to as the host employer. Your host employer is responsible for providing appropriate supervision and guidance as you work on the job, to learn and develop the skills required in your trade/vocation. It is important that you adhere strictly to the policies, procedures and work instructions provided by your host employer.

You may spend the duration of your training contract with the one host employer, or you may work for several different hosts. AGA provides a safety net to apprentices and trainees by supporting you to source an alternative placement if your host employer is unable to support your employment. This is called a “rotation” and it can occur for different reasons such as seasonal work fluctuations, host business closure, or in situations where a host employer cannot provide you with the opportunity for increased or varied skill development in your trade/vocation.

## Rotation

A host employer has the right to return an apprentice or trainee to AGA at any time. In situations where an apprentice or trainee has been returned to AGA as the result of a shortage of work, a lack of appropriate training opportunities, or another reason that has impacted on your Host’s ability to sustain your placement in their business, AGA will make every endeavour to source you a suitable placement with another host employer in your relevant trade/vocation.

If you are returned to AGA, you will be able to use any outstanding leave, and then leave without pay, while we attempt to find an alternate employer.

Unless there has been a serious breach of workplace behaviour warranting immediate cancellation of your training contract, you are entitled to receive one week's notice (or one week's pay in lieu of notice) in the event that you are being returned to AGA by a host employer.

## Statutory Authorities

Each state has its own statutory authority which is responsible for regulating apprenticeships and traineeships in that state. They are responsible for ensuring employers of apprentices and trainees and the providers of education and training meet quality standards for education and training.

In Victoria, the Victorian Registration and Qualifications Authority (VRQA) is the statutory authority. You can contact them by calling 1300 722 603 or emailing [vrqa.apprentichips@education.vic.gov.au](mailto:vrqa.apprentichips@education.vic.gov.au) you will reach the Apprenticeships Info helpline who will assist you with any enquiry you may have.

In South Australia, Skills SA is the statutory authority. You can contact them by calling 1800 673 097 or go to <https://mytraining.skills.sa.gov.au/contact> and fill in the online form.

## Expectations and Important Things to Remember

### Important Points to Remember

- You must never commence work with a new host employer without the approval of your Field Officer
- On commencing with your host employer, you must complete a site specific induction to ensure you are familiar with your work environment, and any equipment or machinery you will be operating.
- It's important that you foster a good relationship with your host employer. This means being punctual, reliable and courteous at all times, and making an effort to be part of the team.
- If you have a concern, always try to raise it with your host employer first. If your concern is serious in nature, or you believe it is not being addressed satisfactorily by your host employer, contact your Field Officer immediately.

### Our Expectations

We trust that all apprentices and trainees will behave in a responsible, professional manner, treat co-workers and clients with courtesy and respect, and act ethically, with integrity, and honesty. In the interests of Host Employers and other staff we expect apprentices and trainees to:

- Be on time - If you are running late or will be away sick, you must call your host employer and training provider (if due to go to TAFE that day) before you are due to start. Reasonable notice of absence is minimum one hour before your start time that day.
- Be professional
- Be respectful in your language, behaviour and comments
- Dress appropriately for your workplace and wear your supplied PPE
- Don't be afraid to ask questions – If you have questions about work instructions, safety procedures, working hours, or host facilities, don't hesitate to ask your host supervisor or your Field Officer
- Mobile phones - It is strongly advised you refrain from making or taking personal calls during working hours. In the case of an emergency, ask permission prior to making any personal calls. Switch your mobile off or have it on silent at the bare minimum

- **Qualifications** – If you accept a position which legally requires a licence, ticket or certification of any type, you must agree to ensure that those licences are current and valid during the period of the assignment. It is vital you immediately provide AGA with a copy of any renewed licences and advise them if a licence/ticket expires or becomes invalid. Any false or misleading information regarding licences or qualifications may result in the immediate termination of your placement.
- **Email and internet** - Do not use your host employer's work email or internet for personal use unless you have obtained permission. Make sure you learn and adhere to your host employer's policy on email and internet usage.
- **Confidentiality of information** - In your placement, you may have access to confidential information. Please refrain from discussing the specific details of your work with anyone but your immediate host supervisor.
- **Change of contact details** - please inform AGA via email as soon as possible
- **Comply with health and safety instructions** – compliance with AGA's Health & Safety policy, procedures and guidelines, and those of your host employer is mandatory. Take all reasonable care for you own health and safety and avoid harming the health and safety of other people.

### Call us immediately when:

- The duties required by your host employer change significantly, requiring you to undertake new tasks or use machinery/equipment without appropriate training and supervision.
- You are being asked to perform duties or operate equipment/machinery that you believe is unsafe.
- You feel you are being subjected to bullying, harassment or any other form of inappropriate treatment.
- You are involved in an accident at work, whether you are injured or not.

## Legislation in the Workplace

Legislation in the Workplace includes, but is not limited to, the Fair Work Act 2009, AGA's Privacy Policy, and WHS & OHS Legislation.

## Training and Training Contract

### Training and Assessment

Your host employer, in consultation with AGA, will select an appropriate training organisation to carry out your trade/vocational training. Your Field Officer will advise you the method of delivery.

There are different forms of delivery of formal training including:

- **On the job training** – your RTO trainer will come out on site and assess you in the workplace
- **Off the Job training:**
  - **Block release training** – completed through the RTO/TAFE
  - **Day release training** – completed through the RTO/TAFE
  - **Online training** – completed through an online platform
    - If you work 35 hours or over each week, you are entitled to 3 hours per week for this planned training, averaged over a 4 week cycle.
    - If you work less than 35 hours each week, you are entitled to 1.5 hours per week for this planned training, averaged over a 4 week cycle.



Competency based training focuses on your ability to demonstrate that you can undertake a particular task to a certain level of achievement. Once you achieve this level, you receive a result of 'competent'.

For apprentices and trainees, your qualification will be completed when the training provider assesses you as competent and the Host Employer confirms you have demonstrated the required competencies in the workplace to meet the requirements of the qualification. When these requirements have been fulfilled, the training contract is complete.

## Registered Training Organisation (RTO) Responsibilities

The RTO is responsible for:

- Developing a training plan with AGA and your host employer, taking into account any RPL or credit transfers
- Delivery of formal training and assessment of the qualification nominated on your training contract.
- Managing progress on your training plan.
- Making all reasonable provisions for you to achieve all competencies for the structured training of your qualification within the nominated timeframe listed on your training contract.
- Advising you and your Employer that an extension may be required if they feel that you won't be able to complete the structured training prior to your nominal completion date.

If you have previously commenced this apprenticeship/traineeship with a different employer, your AASN will apply for credit which if approved will determine the remaining length of your training contract.

## RTO Enrolment Fees

For apprentices and trainees, AGA will pay your RTO enrolment and materials fee.

Remember, when completing your enrolment form for the RTO, you need to advise that AGA is your legal employer. This will ensure that AGA is invoiced for the enrolment fee.

If you are invoiced for your enrolment, please pass this on to your Field Officer immediately for payment.

## Health Care/Concession Card

You may be entitled to a low income health card as an apprentice or trainee if you earn under a certain amount.

To apply for a card, you can visit <https://www.servicessaustralia.gov.au/low-income-health-care-card> to determine if you are eligible and to commence your application.

If you already have a health care or concession Card, please ensure you advise AGA during your induction.

## Unique Student Identifier (USI)

Your USI links to an online account that contains all your USI training records and results. When enrolling with your RTO, you will be required to supply your USI.

If you don't already have one, you will need to make this application via the USI Website at [www.usi.gov.au](http://www.usi.gov.au).

## Duration of Employment

AGA employs apprentices and trainees under the provisions of a training contract that has been registered with the relevant state authority. The expected duration of your employment with AGA is the same as the period specified in your training contract.



The duration of your training contract may be reduced if you meet the requirements for early completion set by the relevant State Training Authority. The length of your training contract may also be reduced if you have previously commenced the same qualification.

In all circumstances, your employment with AGA will cease upon completion of your apprenticeship/traineeship or upon cancellation of the training contract. AGA is under no obligation to continue your employment beyond the term of your training contract.

Your host employer, while not obliged or required by law, may choose to offer you continued employment upon completion of your training contract.

### **Suspension of a Training Contract**

Suspending a training contract is a means of placing your apprenticeship or traineeship 'on hold' temporarily which may be due to a number of reasons. In this instance, the time under suspension will be added to your Expected completion date.

If a suitable rotation cannot be sourced by the end of a hand back period, your Field Officer will discuss the need for a suspension of a registered training contract. Once in place, this means your training contract will be suspended for an agreed period of time.

During this period, your Field Officer will be working actively to source an alternative Host Employer. It's important you work cooperatively with your Field Officer during this time to ensure all available hosting prospects are explored with the aim of having you placed with another Host Employer to continue your apprenticeship/traineeship.

### **Cancellation of a Training Contract**

Cancellation of your training contract may occur in circumstances where, after all reasonable efforts to source an alternative Host Placement has been made, there is a lack of available work, or after your resignation.

Cancellation of your training contract may also occur as a result of a serious misconduct, such conduct may include theft, fraud, and wilful disobedience of a lawful order, or behaviour that poses a serious risk to the health and safety of a person.

## **Licences and Checks**

Certain roles and occupations require mandatory licences. Some host employers may require you to have a driver's licence (minimum probationary). It is critically important that you notify AGA and your host employer of any expired, suspended or cancelled licences or tickets that are required in the performance of your job. Failure to do so may compromise your safety and the safety of others and will be considered a breach of your employment.

Some host employers will require their staff to have a police check prior to commencing work; and depending upon your role, a Working with Children Check (WWCC) may also be necessary. Your Field Officer will advise you prior to commencement if either of these are required and we can help facilitate them.

Like with any other licences you hold, you are responsible in providing AGA with an updated WWCC prior to any expirations.

## Vehicles and Machinery

If you are using a host employer's vehicle/machinery, you take on the below responsibilities:

- Ensuring you hold a current and valid licence to operate
- Personal responsibility for all parking or traffic fines
- Report all damage to the host employer and your Field Officer within 24 hours. In the case of an accident or near miss, you must advise your host supervisor and AGA Field Officer immediately
- All host vehicles must be treated as non-smoking vehicles
- Operating any vehicles or machinery whilst under the influence of alcohol or illicit substances is expressly prohibited by law
- Any employee who has had their licence suspended for any reason, must not drive a company vehicle. Any such loss of licence must be advised immediately to your Field Officer as this may affect your ability to carry out your role.
- If you are involved in a car accident, you will be required to complete an Incident Report form, with original to be provided to your Field Officer

## Timesheets

AGA use an online timesheet system called AnyTime. Once you have been onboarded, Payroll will provide you with your login details and the AnyTime User Guides.

AGA is responsible for paying your annual and sick leave, public holidays and wages for the period of time you attend off-the-job training.

As AGA are paying your wages, to ensure you are paid the correct amount, and on time, your timesheet and any leave forms should be legible, filled in correctly and approved by both yourself and the Host Employer representative.

All approved timesheets and leave forms must be received by payroll before 12pm (noon) each Monday, to ensure that the timesheet is processed in that week's pay run. Wages will be deposited to ensure they are received by you on or before Thursday each week (Payday), be aware of this if you have direct debits planned with your bank.

**Please note:** When Public Holidays occur, you may have your pay processed a day earlier than usual to ensure wages are received by your normal Payday.

It is recommended to submit your online timesheet via AnyTime by 10am each Monday. This will allow ample time for your Host Employer representative to approve your timesheet, as your timesheet must be received no later than 12pm each Monday.

You are legally required to submit a timesheet each week and AGA is legally obligated to pay you a wage each week. With this in mind, if no timesheet is received and you have not contacted your Field Officer by the due time on Monday, every attempt will be made to contact you to submit a timesheet. The exception to this rule is when you are on approved annual leave – if you have provided a completed and approved annual leave application to AGA, you are not required to submit a timesheet for this same period.

Your pay advice will be emailed to you upon payment of wages into your bank account. Please review and contact payroll if you need to discuss.

## Employment Conditions

### Superannuation

AGA participates in the Federal Government's Superannuation Guarantee Scheme. During onboarding you will be required to provide your Superannuation fund member number to allow payments to be made on your behalf.

### Employment Conditions for Apprentices and Trainees

Apprenticeships and traineeships combine paid work and structured training. They allow you to learn a trade or workplace skill and receive a nationally accredited qualification.

AGA pays under the appropriate modern award or agreement which is listed on your Letter of Offer.

If your placement ceases and you are rotated to another host employer, your rate of pay and allowances may change.

In all circumstances, the National Employment Standards (NES) will apply. The National Employment Standards include maximum weekly hours, requests for flexible working arrangements, parental leave and related entitlements, annual leave, personal/carer's leave and compassionate leave, family/domestic leave, community service leave, long service leave, public holidays, notice of termination and redundancy pay.

Each time you work at a host employer, your Field Officer will advise you of the relevant pay and conditions which will apply. If you have any questions regarding the terms and conditions of your employment, please contact your Field Officer.

### Probationary Period

Probation is a trial period at the beginning of your apprenticeship or traineeship which allows you and your host employer to work together before deciding whether you want to continue. Either party may terminate employment for any reason during the probationary period and you will be paid for the time that you have worked along with any accrued annual leave and RDO hours (if applicable).

In Victoria probation lasts for 90 days for apprenticeships and 30 – 90 days for traineeships. This also applies to school based apprenticeships and traineeships. The period can be confirmed by contacting your Field Officer.

In SA the Skills Commission has determined the standard probationary period for Training Contracts:

- Up to and including 24 months duration is 60 days
- Greater than 24 months duration is 90 days.

These standard probationary periods apply to full-time and part-time apprenticeships and traineeships.

During your probationary period, AGA, in conjunction with your Host Employer will monitor your work performance and provide feedback to you about your progress. The review will assess your performance during the probationary period and will be used to provide you with feedback to continue your development. If your performance is not satisfactory, your Host Employer may choose to cease your employment.

## Leave Entitlements

Dependent on your employment conditions as advised in your Letter of Offer, you may be entitled to the following leave:

- Annual leave – 20 days (pro rata for part time)
- Personal/Carers leave – 10 days (pro rata for part time)
- Bereavement leave – 2 days per instance
- Family and Domestic violence leave – 10 days (pro rata for part time)
- Rostered Days Off (RDO's) – subject to host employer and award conditions

If you are taking a personal/carers day of leave, you are expected to contact your Host Supervisor by phone as soon as possible (ideally at least one hour prior to start time) as well as your RTO/TAFE teacher if you are due to attend that day. You are required to supply a medical certificate to AGA with your timesheet for payment. If you do not have a sufficient amount of accrued leave to cover your absence from work, this leave may result in leave without pay.

You must notify your Host Employer and your Field Officer prior to your start time, on any day (including consecutive days) that you are absent through illness.

AGA may require sufficient evidence to support your Personal/Carer's leave. A medical certificate or statutory declaration is required if you:

- a. Take 2 or more days off in a row; or
- b. Take a day off on either side of a weekend or public holiday.

The above also applies while attending off-the-job training. If you fail to notify AGA when you are sick, you will not be paid for this day(s).

AGA encourages you to take your annual leave when accrued, if you have an amount of leave in excess of eight weeks, we will request leave to be taken at a time which is mutually agreeable to you, your host employer and AGA.

## Miscellaneous Information

### Union Memberships

Union membership is not compulsory in many workplaces and no apprentice or trainee can be required to join a Union. You are advised to conduct your own research about the benefits of union membership and make up your own mind about joining a union.

### Reimbursements

In the event that you need to make a claim for approved reimbursements such as PPE, you will be required to provide your Field Officer your approved receipts.

**Note:** Any traffic infringement notices incurred during use of vehicle are your responsibility and will not be reimbursed.

## Performance at Work

### Progress Monitoring

During your employment, your Field Officer will make regular contact with your supervisor and RTO/TAFE to gain feedback on your progress.

AGA will conduct regular performance appraisals with you over the duration of the training contract which are generally completed at your workplace.

These meetings will provide you with feedback about your work performance, training and any areas for improvement. This will also allow you to discuss how you are finding your training and employment, however we do encourage you to contact your Field Officer prior to these meetings if you need to discuss any issues or concerns.

### Performance Management, Discipline and Dismissal

AGA will follow a formal performance management plan in all discipline and dismissal matters.

AGA has the right to dismiss you without notice for any serious misconduct. This can include, but is not limited to:

- Engagement in theft, fraud, or assault;
- If you are found to be intoxicated at work;
- If you refuse to carry out a lawful and reasonable instruction that is consistent with the employee's contract of employment.

The State Training Authority may be involved in some or all disciplinary procedures, and are available for both AGA as the employer and the apprentice/trainee to contact for advice and counselling.

## Communication

Communication between you, your host employer and AGA, is critical to maintaining a positive culture in your workplace. This three-way communication will help streamline your progress throughout your apprenticeship /traineeship. AGA is committed to continuously improving our service to our apprentices and trainees and we encourage you to participate in our Annual Survey of apprentices and trainees.

We also coordinate exit surveys for our apprentices and trainees upon termination of employment. We encourage you to contact us at any time for any matters you have questions or concerns about.

## Employee and Student Assistance Program

AGA recognises that employees encounter a range of complex challenges in their personal and professional lives and has introduced the Employee and Student Assistance Program (ESAP) to provide individuals with access to professional and confidential counselling services with experienced and qualified psychologists.

Counselling can be accessed for assistance with a broad range of personal and work related issues and the entitlement is three sessions per financial year for every employee/student. These three sessions are free of charge to all AGA employees.

To make use of this service, employees and students are required to call the Assure Programs free call number on 1800 808 374 which is available 24 hours a day, all year round.

Please refer to the Employee and Student Assistance Program Policy for further information.

## Assistance and Support

AGA are available to assist you during your apprenticeship or traineeship. You are encouraged to report any cases of bullying, harassment or discrimination to your Field Officer or another AGA representative. If you feel you are being treated unfairly you should take action as soon as possible. You will not be required to provide details in writing and you will not be victimised in any way.

If you require specialist attention outside our area of expertise we may refer you to an appropriate specialist or community-based organisation, such as:

- Lifeline (available 24 hours) 13 11 14
- Relationships Australia 1300 364 277
- Kids Help Line (free call) 1800 551 800
- Assure Programs (refer to section on Employee and Student Assistance Program) 1800 808 374.

Further information is available in AGA's Complaints Handling Policy and Bullying, Harassment and Discrimination Policy.

## AGA Policies relevant to Apprentices and Trainees

Following are a list of policies relevant to apprentices and trainees, with some key points from each. Full copies of the policies are available at [www.aga.com.au](http://www.aga.com.au).

Complaints Handling Policy:

- Outlines how AGA will handle complaints, including any reports of bullying, harassment or discrimination.
- Complaints may be made to any AGA staff. People making complaints will be taken seriously and treated with respect.

Employee and Student Assistance Program Policy – Refer to the Employee and Student Assistance Program section of this manual.

Fraud and Corruption Control Policy:

- AGA is committed to upholding the highest standards of business integrity and to practicing the values of dignity, social responsibility, honesty, fairness, trust and respect.
- Fraud is normally characterised by some form of deliberate deception to facilitate or conceal the misappropriation of assets, whereas corruption involves a breach of trust in the performance of official duties.

Privacy Policy:

- The policy covers topics such as who we collect personal information on, what information may be collected and how it will be managed.
- In summary, 'personal information' is information or an opinion relating to an individual which can be used to identify that individual.

Apprentices and Trainees Annual Leave Policy – Refer to the Addendum to this Handbook

Bullying, Harassment and Discrimination Policy – Refer to the Addendum to this Handbook

Drug and Alcohol Policy – Refer to the Addendum to this Handbook:

- Where a Host Employer's policy is more stringent than that of AGA, the Host Employer's policy shall prevail.

Workplace Health and Safety Policy – Refer to the Addendum to this Handbook

Workplace Harassment and Bullying Policy – Refer to the Addendum to this Handbook

Health and Safety Obligations, Responsibilities and Procedures – Refer to the Addendum to this Handbook

WorkCover Return to Work Information – Refer to the Addendum to this Handbook

Social Media Guidelines for Employees – Refer to the Addendum to this Handbook

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## Addendum

### Social Media Guidelines for Employees

The objective of the AGA Social Media Policy is to protect the reputation of AGA, Host Employers and Employees, including apprentices and trainees, in online social environments. These guidelines outline what should be followed by employees in order to ensure the principles of integrity, professionalism, privacy and impartiality are observed when posting online. These guidelines apply to the professional use of social media on behalf of AGA and the personal use of social media when mentioning any businesses within the IntoWork Group, its partners, employees, clients or business interests.

Social media is defined as online communications channels dedicated to community-based input, interaction, content-sharing and collaboration. It includes, but is not limited to, forums & discussion boards, blogs & microblogs, social networks, social bookmarking, social curation, video & photo sharing sites, VOD & podcasting, multiplayer gaming platforms, instant messaging, geo-spatial tagging and wikis.

1. **Public vs Private:** Many items published in social media are publicly accessible and it is difficult to guarantee that sites are fully private. As such, before you post anything be mindful that what you post can be read by anyone, anywhere and at any time. Always exercise good judgement when posting and be aware that inappropriate conduct can negatively affect AGA, yourself and others. Only employees authorised by the AGA Business Leader are permitted to engage in social media as a representative of AGA. Authorised employees should use their own identity or an approved official account or avatar. Authorised employees must not use the identity or likeness of another employee
2. **Be transparent:** You should be open, honest and transparent about who you are, your views and what you post is not misleading or deceptive, and that what you post is not false or make misleading representations like false claims or testimonials.
3. **Be accurate:** Any posts made should be accurate and factual. If you make a mistake, this is OK as long as it is corrected promptly.
4. **Be professional:** Always act in a professional and constructive manner and use sound judgement before posting. Always be polite and respectful of individuals' opinions, especially when discussions become heated. Also show proper consideration for other's privacy. Written consent should be sought before referring to or posting images of, current or former employees, contractors, partners, clients, or suppliers. For children under 18 years of age, written parental consent must be received.
5. **Be fair and respectful:** Never post malicious, misleading or unfair content about AGA, its employees, partners, clients or business interests.
  - a. DO NOT post content that is obscene, defamatory, threatening or discriminatory to an individual, brand or entity.
  - b. DO NOT post comments that you would not say directly to another person and consider how other people might react before you post.
  - c. Be authentic, constructive and respectful.
6. **Be aware of confidentiality:** Only reference information that is publicly available. Do not disclose any information that is confidential or proprietary to AGA, employees, clients, business interests, or any third party that has confidentially disclosed information to you.

Non-compliance with this policy may damage AGA's reputation and/or cause AGA and/or its partners and clients to be prejudiced and to suffer damages and/or losses.

Those who fail to comply with these guidelines may face disciplinary action and termination of their employment.

## Workplace Health and Safety Policy

The objective of this policy is the provision of healthy and safe workplaces at all of the IntoWork Australia businesses and the elimination of work-related injuries and illness. IntoWork recognises that the health and safety of the employees of our businesses is the responsibility of its management in accordance with health and safety legislation. It is acknowledged that this obligation extends to staff and the placement of employees within the workplaces provided by clients.

IntoWork is committed to continuous improvement in our health and safety performance. It is the policy of IntoWork and our businesses that:

1. Senior management has a defined role, responsibility and authority for the implementation, maintenance and improvement of the business' Health and Safety Management System
2. Measurable objectives and targets are implemented for relevant health and safety functions
3. Management Plans are established and maintained for achieving the health and safety objectives and targets
4. The health and safety performance of the business is reported to senior management and the Board for review and as a basis for continuous improvement
5. Consultation arrangements are implemented for the involvement of staff, or their representative, regarding health and safety issues, facilities, training and proposed changes that may affect their health and safety
6. Competencies are developed and maintained for employees in identified needs for the effective management of health and safety
7. A risk management process is utilised for the identification, assessment and control of health and safety hazards and risks with elimination the first control to be considered
8. Potential emergency situations are identified and appropriate procedures are maintained for responding and implementing corrective action
9. Relevant documents, records and data are created and maintained for the effective implementation and review of the Health and Safety Management System and to demonstrate compliance with legislative obligations
10. Senior management implement a periodic review of their Health and Safety Management System so that it remains relevant and appropriate to the health and safety requirements and objectives of the business

Implementation of this policy at each IntoWork business is the responsibility of their senior management. The maintenance and review of this policy is the responsibility of the IntoWork Executive Manager People and Culture. The review will be conducted in consultation with senior management of the IntoWork businesses.

This policy has been developed in consultation with interested parties and with consideration to access and equity principles and legislative requirements.

## Workplace Bullying and Harassment Policy

The objective of this policy is the provision of workplaces free of harassment and bullying at all of the IntoWork Australia businesses. Intowork recognises that the coverage of health and safety legislation applies to workplace harassment and bullying. It is acknowledged that this obligation extends to staff; the placement of employees within the workplaces provided by clients; and students of any training programs conducted. Workplace harassment and bullying is illegal and will not be tolerated.

Workplace bullying is repeated and unreasonable behaviour directed towards a person, or group of people, that creates a risk to health and safety. Harassment involves unwelcome behaviour that intimidates, offends or humiliates someone because of a particular personal characteristic, such as age, race or gender. Unlike bullying, harassment does not have to be repeated. It is acknowledged that harassment and bullying are a risk to the physical and mental health of our employees and other people.

Harassment and bullying may include, but are not limited to, such behaviours as threats; verbal abuse and offensive language; physical violence and abuse; sexual harassment or unwelcome sexual advances; exposure to offensive material; being given meaningless or impossible tasks to do; excluding or isolating employees including withholding information needed for effective work performance; intimidation and being humiliated by such actions as hurtful teasing, jokes, or practical jokes.

Management has the responsibility to direct and control the way work is carried out, including monitoring an employee's performance. Such actions are not considered to be workplace bullying as they are carried out lawfully and in a reasonable manner, taking the particular circumstances into account.

It is the policy of IntoWork and our businesses to minimise the risk of harassment and bullying by adopting a systematic approach to managing the hazard including:

1. Providing initial and regular information and training regarding workplace harassment and bullying, reporting procedures and the IntoWork policy to all employees
2. Promoting employee awareness of the right to work in a supportive and mutually respectful workplace free from inappropriate behaviour
3. Providing management with adequate information and training on identifying occurrences of bullying and harassment; incident investigation and complaint resolution; and post incident support
4. Taking reasonable management action to direct and control the way work is carried out and providing feedback on an employee's performance
5. Monitoring the provision and maintenance of a workplace free from harassment and bullying
6. Dealing with all complaints of workplace harassment or bullying in a prompt, impartial and confidential manner
7. Taking appropriate action, which may include termination of employment, for breaches of this policy by an employee under the relevant discipline procedures

Implementation of this policy at each IntoWork business is the responsibility of their senior management. The maintenance and review of this policy is the responsibility of the IntoWork Executive Manager People and Culture. The review will be conducted in consultation with senior management of the IntoWork businesses.

This policy has been developed in consultation with interested parties and with consideration to access and equity principles and legislative requirements.

## Drugs and Alcohol Policy

The objective of this policy is the provision of healthy and safe workplaces at all of the IntoWork Australia businesses including the hazards associated with employees taking or being under the influence of drugs and/or alcohol at work. IntoWork recognises that inappropriate drug and alcohol use may contribute to workplace incidents due to poor physical coordination, impaired judgement and decreased alertness. This policy is also applicable to attendance at work-related functions conducted outside normal working hours.

For the purpose of this policy, the term 'drugs' refers to all legal and illegal drugs including but not limited to nicotine, tobacco, alcohol, cannabis, heroin, cocaine and amphetamines. Illegal drugs are those for which the production, possession, consumption or sale is an offence under Commonwealth or State laws. The term 'medical drugs' refers to all drugs and medication which are used for medical purposes and includes drugs prescribed by a medical practitioner or those purchased from a pharmacy or elsewhere for the purpose of assisting with the treatment of an illness.

IntoWork is committed to take reasonable action to control the risk to our employees from the inappropriate or misuse of drugs and alcohol. It is the policy of IntoWork and all our businesses that:

1. This policy and other relevant information on the risks associated with the use and abuse of drugs and alcohol in the workplace will be provided to all employees and training participants
2. The possession, consumption, distribution or sale of illegal drugs is strictly prohibited at any IntoWork business controlled premises or workplaces provided by clients
3. The employment of any employee in the possession of, or involved in the consumption, distribution or selling, of illegal drugs at any IntoWork business, controlled premises or workplaces, provided by clients and work sanctioned events, will result in immediate termination
4. Inappropriate drug and alcohol use at work or any work sanctioned events is to be reported to an employee's supervisor or management, for action which may include possible referral to appropriate treatment or counselling
5. Employees are responsible for checking with their doctor to establish if medical drugs that are prescribed or recommended for their use may affect their ability to work safely. Employees are required to inform their supervisor if medical drugs being consumed may impair their judgment or performance and capacity to work safely so that alternative work arrangements can be determined
6. Senior management has the discretion to permit limited alcohol consumption for approved and authorised business functions. Arrangements for such functions will include the provision of low-alcohol and non-alcoholic beverages
7. Procedures are developed and maintained for dealing with alleged breaches of this policy

Implementation of this policy at each IntoWork business is the responsibility of their senior management. The maintenance and review of this policy is the responsibility of the IntoWork Executive Manager People and Culture. The review will be conducted in consultation with senior management of the IntoWork businesses.

This policy has been developed in consultation with interested parties and with consideration to access and equity principles and legislative requirements.

## Health and Safety Obligations, Responsibilities and Procedures

### Apprentice and Trainee Health and Safety Obligations

Health and safety laws in each State and Territory require that an employee, like our Apprentices and Trainees, must take reasonable care for their own health and safety and for the health and safety of anyone else who may be affected by their actions.

AGA are committed to providing, as far is reasonable and practicable, a workplace with an acceptable risk to health and safety. A WHS assessment and monitoring of our Host Employers is conducted by AGA. We also provide WHS information, training and safety gear.

As the nature of our business means that you will be working at our Host Employers' premises, special care must be taken both by the Host Employer and you to ensure that work is carried out in a safe working environment.

Our Apprentices and Trainees must co-operate with AGA and their Host Employer on any action taken to comply with the requirements of the law.

### Apprentice and Trainee Health and Safety Responsibilities

Your health and safety responsibilities whilst at the workplace include:

- Complying with all instructions and procedures given for your own health and safety and that of others.
- Not wilfully or recklessly interfering with or misusing safety equipment that is provided.
- Not wilfully putting at risk the health and safety of others.
- Not operating equipment or machinery under any circumstances unless you have been shown how to use it, know how to stop it in an emergency and are authorised by your supervisor to use it.
- Not using equipment or machinery unless all guards are in place and it is not possible for any part of your body to come in contact with movable parts or products being processed.
- Not working at a height above 2 metres without adequate fall protection such as scaffolding, edge rails, harness or the use of equipment like a scissor lift or boom lift. Contact AGA on 1800 81 81 05 if in doubt.
- Using safety gear, devices, equipment and personal protective equipment (PPE) correctly as instructed.
- Using tools and equipment for the purpose they were intended and reporting faulty tools and equipment to your supervisor.
- Wearing safety gear provided by AGA and your Host Employer in the appropriate situation at work and at a Training Provider.
- Notifying AGA of the need to replace worn or faulty personal protective equipment (PPE).
- Reporting to your supervisor any potential hazard that you consider may result in an accident, injury or risk to health.
- Reporting any accident or injury immediately to the supervisor on site. Do not leave work without reporting the incident.
- Ensuring you are aware of the Host Employers' emergency or evacuation procedures before commencing work.
- Keeping your AGA Emergency Information Card on you while at work or the Training Provider.
- Completing a Construction Industry Induction course, if required, and keeping the induction card on you while at work.

- Making a Working with Children Check, if required, and keeping the card on you while at work.
- Making sure the area that you are working in has enough space and is clean and free from tripping hazards.
- Not working with ASBESTOS or performing CONFINED SPACE work (written permission is required by the Host Employer from AGA after the completion of confined space training to do this type of work).
- Not instigating or participating in workplace horseplay, pranks, harassment, bullying or violence.
- Not performing work at a Host Employer or attend a Training Provider while under the influence of drugs or alcohol.
- Undertaking a hearing tests, medical examination and Hepatitis A and B injections, at AGA expense, if required and requested by AGA.
- Cooperating with any WorkCover return-to-work planning to assist an early return-to-work in the event of a work- related injury.

### Apprentice and Trainee Health and Safety Procedures

The following WHS Procedures must be followed by AGA Apprentices and Trainees:

- Report all hazards and accidents immediately to your supervisor at the Host Employer or Training Provider and AGA on 1800 81 81 05.
- Inform any doctor or medical facility that you are employed by AGA and that the accident happened at work if you intend making a WorkCover claim for medical expenses. Obtain a WorkCover Certificate and give it to AGA as soon as possible.
- Report all missing guards and faulty tools, equipment, controls and switches immediately to your supervisor at the Host Employer or Training Provider and AGA on 1800 81 81 05.
- Inform AGA immediately if you are requested to work with ASBESTOS or perform CONFINED SPACES work. Do not perform such work.
- Reporting all incidents involving workplace horseplay, pranks, harassment, bullying or violence to AGA immediately on 1800 81 81 05.
- Contact AGA on 1800 81 81 05 to reorder safety gear. Arrangements must be made by the Apprentice/Trainee to collect the safety gear within 2 weeks.
- Contact your Field Officer if you have a WHS concern or a suggestion to make.

If you don't fully understand anything on this form, please ask the staff member in attendance at your induction session to explain it to you.



## WorkCover Return to Work Information

### Introduction

Section 107 of the Victorian Workplace Injury, Rehabilitation and Compensation Act 2013 requires the following information to be made available to our employees. The method of making the information available was developed following consultation with representatives of the employees.

The information is also relevant to our employees in other States and Territories.

### Employer Obligations

- Section 103 (provide employment) also states - To the extent that it is reasonable to do so, AGA- will provide suitable employment to an injured worker if they have a current work capacity and provide pre-injury employment to them if they no longer have an incapacity for work.

AGA must, to the extent that it is reasonable to do so:

- Plan the employee's return to work from the date of becoming aware of their incapacity for normal duties.
- Employ an injured employee with some capacity for work from receipt of a WorkCover Certificate of Capacity or Worker's Injury Claim Form.
- Employ an employee who is fit for normal duties in their pre-injury employment.
- To the extent that it is reasonable to do so, AGA will provide pre-injury or suitable employment to an injured worker for a period of 52 weeks of the workers incapacity. This will commence from the date a Certificate of Capacity or a Workers Injury Claim Form in which weekly payments are claimed is received from the worker or from when the WorkCover Insurance Agent notifies us of receipt of same (whichever is earliest).

AGA meets the obligation of planning the return to work:

From the time that AGA receives a Worker's Injury Claim Form in which weekly payments are claimed or the initial Certificate of Capacity from the employee or the authorised Agent notifies us of receipt of same (whichever is earlier), AGA will, to the extent that it is reasonable to do so, commence return to work planning for that injured worker.

As part of planning AGA will:

- Appointing and competent Return to Work Coordinator to manage the return to work.
- Obtaining relevant information about the injured person's capacity for work.
- Consider reasonable workplace support, aids or modifications to assist the worker's return to work
- Assessing and proposing options for suitable employment or pre-injury employment.
- Provide the employee with clear, accurate and current details of their return to work arrangements; and
- Monitor the employee's progress as often as is necessary to enable the worker to return to work in employment which is consistent with the employee's capacity for work.
- Consulting with the injured employee; their health providers; and any occupational rehabilitation providers.
- Making relevant information available to the injured employee.



## Consultation with Employees

### Initial and ongoing consultation

AGA will, to the extent that it is reasonable to do so, consult with the employee, the employee's treating health practitioner (with the consent of the employee) and occupational rehabilitation provider (if one is involved) in relation to the injured employee's return to work.

AGA will consult with employees by:

- Sharing information about the employee's return to work
- Providing a reasonable opportunity for them to consider and express their views about the employee's return to work, and
- Taking those views into account.

AGA will consult directly with employees about their return to work, but the employee may be assisted by a representative during any consultation (except for a legal practitioner). The employee may be represented, assisted and supported during the return to work process.

## Injured Employee Rights

- To be provided with return to work information and be consulted about how that information is to be made available
- To the extent that it is reasonable for AGA to do so, to be provided with suitable employment if they have a current work capacity or pre-injury employment if they no longer have an incapacity for work for a period of 52 weeks in accordance with the legislation.
- To be consulted by AGA about planning their return to work.
- To be provided with clear, accurate and current details of their return to work arrangements as part of planning for their return to work.
- To the extent that it is reasonable for AGA to do so, to be consulted and be provided with information about their return to work. The injured worker must be given a reasonable opportunity to consider and express their views about their return to work and have those views taken into account.
- To be represented, assisted and supported (except by a legal practitioner) during any stage of the return to work process, including in the consultation process.

## Injured Employee Obligations

- In co-operation with AGA and the WorkCover Insurance Agent, to make reasonable efforts to actively participate and cooperate in planning for their return to work.
- In co-operation with AGA and the WorkCover Insurance Agent, to make reasonable efforts to return to work in suitable or pre-injury employment at their place of employment or at another place of employment.
- To actively use an occupational rehabilitation service where provided and cooperate with the provider of that service.
- To actively participate and cooperate in assessments of their capacity for work, rehabilitation progress and/or future employment prospects at the request of AGA and/or the WorkCover Insurance Agent.
- To actively participate and cooperate with the representative of the WorkCover Insurance Agent in an interview to enhance their opportunities to return to work, as required.
- If an issue about their return to work arises, to attempt to resolve the issue in accordance with the procedure for resolving return to work issues.

## Resolving Return-to-Work Issues

AGA Return-to-Work Coordinators manages the return to work planning in consultation with the relevant people. Issues should be raised and discussed with the H.S.E.Q Coordinator. They will try and resolve the issue with you. AGA has a Return to Work grievance procedure for making a formal complaint.

### 1. Persons who can raise return to work issues

A return to work issue may be raised for resolution at the workplace in accordance with the procedure set out in this direction by:

- the worker;
- a representative of the worker;
- the worker's manager or supervisor;
- the return to work co-ordinator;
- the provider of occupational rehabilitation services to the worker; or
- the worker's treating health practitioner.

### 2. Procedure for reporting issues

- a) A worker who wishes to raise an issue for resolution in accordance with the procedure set out in this direction may do so by reporting the issue to the employer, the worker's manager or supervisor, or the return to work coordinator.

A worker's representative, treating health practitioner, return to work coordinator, manager, supervisor or provider of occupational rehabilitation services may raise an issue on behalf of the worker by reporting the issue to the employer.

### 3. Procedure for resolving issues

1. As soon as possible but no longer than 20 days after a return to work issue has been reported the following persons must meet and try to resolve the issue;
  - a. the employer;
  - b. the return to work coordinator; and
  - c. the worker.
    - I. If a person referred to in clause 2(2) raises a return to work issue, the employer must also invite that person to participate in the issue resolution process.
    - II. The issues resolution procedure must be conducted in a manner and in a language that is agreed by the parties referred to in clause 3(1) to be appropriate.
    - III. For the purpose of resolving the return to work issue, the parties referred to in clause 3(1)(a) and 3(1)(b) must liaise directly with the worker, however a worker may be represented, assisted and supported during the return to work issue resolution process, including at all meetings referred to in clause 3(1).
4. For the purpose of resolving the return to work issue as quickly and effectively as possible the persons referred to in clause 3(1) and any person referred to in clause 3(2) who is participating in the issue resolution process must have regard to –
  - a. return to work planning for the worker;
  - b. the worker's progress in recovering from the injury;
  - c. the employer's return to work obligations as set out in the Act; and
  - d. the worker's return to work obligations as set out in the Act.

5. If a person referred to in clause 2(1) or 2(2) requests the employer to set out in writing details of the return to work issue, and matters relating to its progress, resolution or outcome, the employer must do so, within 14 days of the request, in a manner and a language that is agreed by the parties referred to in clause 3(1) to be appropriate and must provide a copy of the document to each of the parties referred to in clause 3(1)(b) and (c) and to each person referred to in clause 2(2) who has raised the return to work issue or any part of it.

AGA has nominated and appointed at all times a Return to Work Coordinator who has an appropriate level of seniority and is competent to assist and meet our obligations under section 106 of Victorian Workers' Compensation legislation

#### **Victorian WorkCover & Return to Work Coordinator Contact details**

AGA Return-to-Work Coordinator  
 Tony Zaghet  
 PO BOX 627  
 Morwell VIC 3840  
 P: 5132 1700  
 M 0400 928 570  
 E [tony.zaghet@aga.com.au](mailto:tony.zaghet@aga.com.au)

Victorian WorkCover Agent CGU  
 GPO BOX 2090S  
 Melbourne VIC 3001  
 P: 1800 066 204  
 F: 8804 9429

#### **AGA South Australian WorkCover Contact Details**

AGA Return to Work Coordinator  
 Tony Zaghet (Temporary)  
 Unit 5, 69 Sir Donald Bradman Drive,  
 Hilton SA 5033  
 P 8391 0103  
 M 0400 928 570  
 E: [tony.zaghet@aga.com.au](mailto:tony.zaghet@aga.com.au)

South Australian WorkCover Agent  
 Gallagher Bassett  
 PO BOX 1722  
 Adelaide SA 5001  
 P: 8177 8450  
 F: 8177 8451